

EōS Mobile App Challenge FAQ

CAN I PARTICIPATE WITHOUT A DEVICE?

The Challenges are only available through the EōS Fitness Mobile App, so a device is needed to participate.

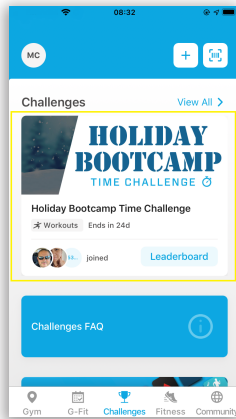
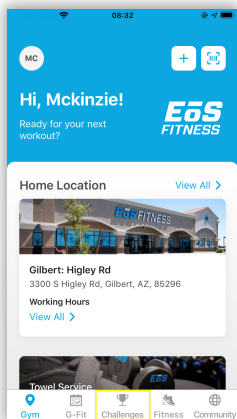
HOW DO I DOWNLOAD THE EōS FITNESS MOBILE APP?

App Store: <https://apps.apple.com/us/app/eos-fitness-tempe/id1074049192>

Google Play: <https://play.google.com/store/apps/details?id=com.netpulse.mobile.eosfitness&hl=en>

After you download the app you will need to create an account. To create an account, you will either need your EōS Fitness barcode ID. Or first name, last name, and email address associated to your account.

HOW DO I JOIN A CHALLENGE?



From the home screen, select “Challenges”.

Click on the Challenge for more information on the Challenge and to JOIN.

HOW DO I TRACK MY WORKOUTS?

After you join the Challenge all workouts recorded on the EōS Fitness App, or a connected app will automatically credit towards the Challenge.

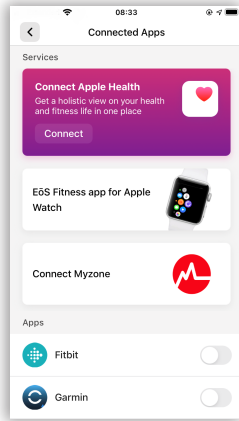
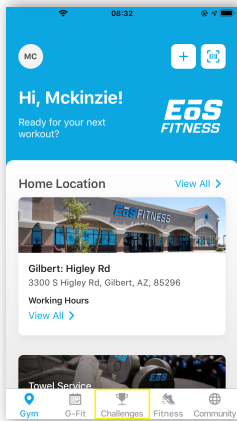
You can track your workouts three different ways through the app:

1. You can connect a fitness tracker app that you log workouts on [including: AppleHealth, Fitbit, Garmin, MapMyFitness, Misfit, MyFitnessPal, Polar, Precor, Runkeeper, Strava, Suunto, TomTom, & Withings]
2. On the home screen of the EōS Fitness App/Click the “Workouts” tile/Click the “Track Workout” Option and enter in your workout.
3. On the home screen of the EōS Fitness App/Click the “Workouts” tile/Scroll down to “Quick Actions”/Select Take XCapture/Capture a photo of the control dashboard of a cardio machine.

WHAT APPS ARE COMPATIBLE?

AppleHealth, Fitbit, Garmin, MapMyFitness, Misfit, MyFitnessPal, Polar, Precor, Runkeeper, Strava, Suunto, TomTom, & Withings.

HOW DO I CONNECT AN APP?



From the home screen, click on the “Connect Apps” tile.

Find the apps that you would like to connect and select “Connect”; at this point you will be prompted to enter your user/password for the associated account.

Once an app is successfully connected, it will show up as “Connected”.

WHAT TYPES OF CHALLENGES ARE THERE?

Check-in Challenge

The goal in this category of Challenge is check-ins to the gym. Once you “Join” a check-in Challenge, every time you scan your barcode to check-into the gym, you automatically earn credit towards the Challenge goal.

Trouble shooting: Check-ins that occur within 4 hours of each other may not count as a new check-in and will not result in credit.

Time Challenge

The goal in this category of Challenge is number of minutes spent exercising. Once you “Join” a time Challenge, every time you track/record a new workout, the amount of time spent exercising will automatically be credited towards the Challenge goal.

Trouble shooting: If you are manually recording a workout, make sure that you include minutes spent doing activity and/or start and stop time. Workouts recorded that do not include duration will not be credited.

Mileage Challenge

The goal in this category of Challenge is a distance-based goal. Depending on the way the Challenge is setup, qualifying workouts may vary. Once you “Join” a mileage Challenge, the miles completed throughout the duration of your workout will be automatically credited towards the Challenge goal.

Trouble shooting: Check the Challenge details to make sure that your workout type is accepted. For example, the Challenge may be set up to track only distance logged by bike. If you are using a connected device/app, make sure that your workout has recorded the distance.

G-Fit Challenge

The goal in this category of Challenge is check-ins to a group fitness class. Once you “Join” a check-in Challenge, every time you scan your barcode to check-into your group fitness class, you automatically earn credit towards the Challenge goal.

Trouble shooting: Make sure you are scanning in at the kiosk prior to the start of class to make sure the credit is earned.

Calorie Challenge

The goal of this category of Challenge is calories burned throughout a workout. Once you “Join” a calorie Challenge, every time you log a workout the calories burned will automatically earn credit towards the Challenge goal.

Trouble shooting: Make sure your recorded workouts include calories burned. If your connected device does not automatically calculate calories burned, you can manually enter your workout in the EōS Fitness App to earn credit.

IF I CONNECT/RECONNECT AN APP, CAN I RETROACTIVELY SYNC WORKOUTS?

No, if you connect an app after joining a Challenge or reconnect an app, previously recorded workouts will not sync to the EōS Mobile App. You can still earn Challenge credit by manually tracking those workouts on the EōS Mobile App.

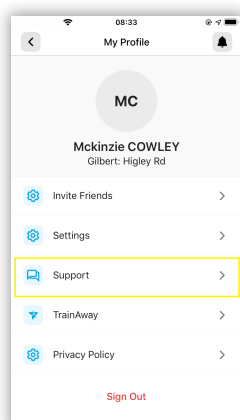
HOW LONG SHOULD IT TAKE FOR MY WORKOUT TO SYNC FROM MY CONNECTED APP?

It should take approximately 2-3 hours after a workout on a connected device to sync to your EōS Mobile App.

I JOINED THE CHALLENGE AFTER THE FIRST, CAN I STILL GET CREDIT FOR WORKOUTS COMPLETED PRIOR TO “JOINING” THE CHALLENGE?

Unfortunately, you will not earn Challenge credit for workouts completed prior to “Joining” the Challenge.

STILL HAVE QUESTIONS?



From the home screen select your initials in the upper left-hand corner of your app. From here you can submit a contact request directly to our support team.

For additional support & to view video tutorials visit [instagram.com/goeosfit](https://www.instagram.com/goeosfit) and view our "App FAQs" story highlight.