Race to the Finish Challenge

Frequently Asked Questions

1. **What is Race to the Finish?**
   Race to the Finish is a team-based activity challenge sponsored by Indiana University that encourages you to get moving. Team up with coworkers to track your activity and race through stages to the finish. Together you can improve your wellbeing and compete for top spots – all while staying connected.

2. **Who is eligible to participate in Race to the Finish?**
   All full-time (75% FTE or greater) appointed Academic and Staff employees <u>and</u> their spouses and adult dependents 18+ who are enrolled in an IU-sponsored medical plan are eligible to register for Castlight and participate in Race to the Finish. Note: Get moving with your whole household – encourage your spouse or other adult dependent to register for Castlight and join the challenge.

3. **What are the key dates to remember?**
   Enrollments Opens: May 9
   Challenge Starts: June 6 – June 26
   Note: You may enroll after the challenge begins. However, we encourage you to register during the registration period, so you have the best chances to join or create your team as well as maximize your step count!

Enrollment

4. **How do I enroll in Race to the Finish?**
   You can find Race to the Finish on the homescreen of the Castlight app as soon as enrollment opens on May 9th.
   To get started in Castlight:
   1. Download the **Castlight Mobile app** or visit **mycastlight.com**
   2. Choose *Register* (mobile) or scroll down (desktop) and enter your information to complete the registration process.
   3. Click *Join Race to the Finish* and follow the prompts to get on a team!

5. **Can I un-enroll from the challenge?**
   No. You cannot un-enroll from the challenge. You can, however, choose not to participate by not tracking your steps.

Teams

6. **How do I join a team?**
   The Race to the Finish Challenge is a team-based steps challenge. Team up with coworkers and family (remember your spouse/adult dependents are eligible for Castlight!) to stay connected and active as you race through stages.
   Click *Join a Team* on the team selection screen and select the team you'd like to join. To find a specific team:
   - Go to *Invites* to see any invitation you may have to join a team.
   - Go to *Teams* to see all the teams in the challenge.
   - Go to *Players to* search for specific users and join their team.

   Some teams are public and can be joined immediately while others are private and require approval from the team captain. To join a private team, click *Request to Join*. You'll be notified if the team captain approves your request. You can send requests to join multiple private teams -- once one of your requests is approved the other requests will be removed.

7. **How do I invite someone to join a team?**
   On private teams, captains are the only ones who can extend the invitations. Public teams do not have invitations, and anyone can join them.

8. **Can I switch teams?**
   You can change teams any time before the challenge starts. If you join the challenge after the official start date, your first team selection or the first team you're placed on is final. Team captains cannot leave their team once others have joined.

9. **What if my team isn't full by the start of the challenge?**
   You can continue to fill your team after the challenge begins, though keep in mind it's better to have a full team at the challenge start to maximize your step count.

10. **What if I don't know which team to join?**

    1. Click *Pick a Team for Me* on the team selection screen.
    2. Castlight will automatically search for a Public team that has open spots and place you on a team. You'll be notified right away.

11. **What are the team captain's responsibilities?**
    Team captains are responsible for recruiting and inviting team members, editing the team's profile, and managing requests to join the team. Team captains should set a positive tone and motivate their team to participate, encourage players that are struggling, and celebrate small wins.

12. **Why do some teams not have captains?**
    If you choose to be randomly placed on a team, there will not be a team captain. Anyone can join the team at any time during the challenge.

13. **Can team settings be changed during the challenge?**
    Yes, team captains can edit the team name, logo, and photo through the *Edit* button, which can be accessed from the icon at the top right of the Team Profile page.

14. **What happens if a team member leaves IU during the Race to the Finish challenge?**
    Once a challenge starts, team members are locked into the team.

Activity Trackers

15. **Do I need an activity tracker to participate?**
    You can use a wearable activity tracker, a free tracking app, or manually log your activity in Castlight's *Get Active* program.

16. **What if I already have an activity tracker?**
    As long as your activity tracker is compatible, you can link it to Castlight. View a list of compatible tracking app services [here.](#)

17. **How do I link my activity tracker so I can participate in a challenge?**
    1. Before the challenge has started, select *Link a tracker* on the countdown screen and follow the onscreen instructions.
    2. After the challenge has started, use your mobile device and click *Tracker not linked* on the top left of the challenge screen. Follow the on-screen instructions. (Note: This option is not available on desktop).

Syncing and Steps

18. **How often do I need to sync my steps?**
    Castlight recommends logging in daily to view the progress of you and your team and to sync your steps. At a minimum, steps must be synced within 3 days of the challenge ending.

19. **My step count doesn't seem accurate. How do I sync my steps?**
    To ensure that your data is updated in the challenge, you must first make sure that your data is updated in your activity tracking service. Once your tracking service shows the accurate amount, log in to Castlight and your steps will update automatically.

    For example, if you have a Fitbit wearable you would first need to log into the Fitbit app. Once you've logged in and viewed your correct steps in the Fitbit app, log into Castlight. Any time you open the Castlight app your data should sync automatically and update your steps in the challenge.

20. **When do I need to sync by to ensure all my steps count for the challenge?**
    You must sync your steps within 3 days after the challenge ends for those steps to count.

21. **Can I manually track my steps or other activity?**
    Yes, you can manually add activity through Castlight's *Get Active* program.
    1. Log into Castlight via the app or **mycastlight.com**
    2. Choose the *Get Active* program

3. Click *Log manually* and use the slider to choose your daily steps. You can also convert other activities into steps by selecting "More activities." Choose from a list of popular activities or log a custom entry.

Gems

22. What are gems?

Castlight challenges use gems to score and rank teams based on participants' daily steps. Each day participants earn gems based on how many steps they've recorded. Teams are then ranked based on how many gems team members have.

23. What are the step to gems conversions in Castlight?

Daily Step Goal	Gems Earned
5,000	10
10,000	10
15,000	4
20,000	3
25,000	2

24. Why does Castlight use gems instead of ranking based on steps?

Gems help to level the playing field, better motivating individual participants and making challenges more fun. Gems reward individual early success the highest – motivating users to meet tangible goals like 5,000 or 10,000 steps, by rewarding them with more gems. As participants progress in steps, they still earn gems, but they earn a few less which allows for more competition among teams.

For example, imagine two teams. One is made up of long-distance runners who regularly run 10 miles a day. The other is made up of average participants who are eager to push themselves and increase their activity.

If measured solely in steps, the first team might pull so far ahead in only a day that it discourages the other team from even trying to keep up. Just one day of 10 miles running could earn as many as 150,000 steps (25,000 per person) for the team. If the other team's members are making an effort to walk 10,000 a day, they'd end up with 60,000 steps. That 90,000 step difference might feel unattainable and discourage them from continuing to participate.

With gems, however, the differences are buffered. The same long-distance runner team would now earn 174 gems (29 gems per person taking 25,000 steps) and the other team would earn 120 gems (20 gems per person taking 10,000 steps). This difference is more attainable throughout the challenge. And when you translate this to the real-world where you might have a team with one long-distance runner (instead of 6!), it keeps the challenge more engaging and competitive for all the teams.

Technical

25. What if I don't have a smartphone?

You can access the Castlight web app at **mycastlight.com**.

26. **Which mobile devices are supported by Castlight Health?**
Castlight's mobile app works on most devices. It's available for iOS 10.0+ and Android 5+. Download the app for free from the Apple Store or Google Play.

Privacy

27. **Who can see my data? Is it secure?**
IU has partnered with Castlight to keep your healthcare information private and secure. To the extent permitted under applicable laws including HIPAA, Castlight may provide necessary data to IU to enable them to manage, administer, and evaluate its health and wellness programs. Unless permitted under HIPAA, Castlight will not disclose protected health information (as defined in HIPAA) to IU. Castlight has partnered with DigiCert to ensure adherence to some of the industry's strictest security standards. For more information, please read Castlight's [Privacy Statement](#).

28. **Why do I need to give you my personal information "as it appears in my medical plan?"**
Castlight takes your privacy seriously. In order to protect your account, Castlight needs to confirm that your current personal information matches the information received from your medical plan. Therefore, for security reasons, if your information doesn't match, you won't be able to access your account.

More Questions? If you still have questions about Castlight, use the Castlight chat feature, email Castlight Support at support@castlighthealth.com, or call 1-888-920-6389.