

Frequently asked questions

What is MOVES?

UEA+Moves is a free to use app for UEA students and staff. UEA+Moves is an activity reward platform, allowing you to earn points by syncing your account to a range of tracking apps and wearables. You can redeem rewards, join challenges and create groups with your friends.

How to I download UEA+Moves

Download the free UEA+Moves app via Apple Store or Google Play and get moving. You just need to search Moves + on your app store or alternatively visit the links below:

APPLE STORE LINKED: <https://apps.apple.com/gb/app/moves/id1490523633>

GOOGLE PLAY STORE LINKED: <https://play.google.com/store/apps/details?id=com.openplay.moves>

Trackers and Wearables

Which tracking apps and wearables are supported by MOVES?

The app supports the following trackers:

- Apple Health (iOS devices only) *
- Withings / Health Mate
- Fitbit
- Google Fit*

*You can connect a range of other apps to both Apple Health and Google fit which are then synced through this integration. These included:

- Garmin Connect
- Strava
- Nike Run Club
- Run Keeper

If you want to track all types of activity, you can do so easily by connecting Strava to Apple Health or Google Fit and then Apple Health / Google Fit to MOVES.

Step 1. Connect Apple Health (iOS device) or Google Fit (Android) to your MOVES account

Step 3. Connect Strava to Apple Health or Google Fit

Step 4. Log running / cycling through Strava

Step 5. Activity tracked on Strava is sent to Apple Health or Google Fit

Step 6. Activity from Apple Health or Google Fit is sent to MOVES.

How do I connect, reconnect and change trackers?

On sign-up you will be invited to connect a tracker of your choice. If you skip this step you are then able to connect a tracker within the 'edit profile' in the app.

To change trackers you must first remove the tracker you have connected. This is done via 'edit profile' in the app. Click 'remove tracker' then 'connect tracker' and follow the steps.

Can I connect more than one tracker?

No. You can only connect with one tracker at a time.

Do I need a fitness tracker app or wearable to collect points?

Yes. You will need to connect at least to a simple step tracker, such as Apple Health, Google Fit or Fitbit

What Activity does MOVES track?

MOVES currently tracks the following activity:

- Steps Walked
- Miles Ran
- Miles Cycled

Please note that any static running or cycling done in a gym will not be recorded. You must track these based on distance, through a GPS tracker.

How long do my points last for?

Please refer to your institution/company terms of service where this will be detailed.

Rewards

You can spend any points earned through the MOVES app on rewards. The rewards on the app are exclusive to you and UEA.

How do I know which rewards are available?

Usually all rewards visible on the marketplace are available to you. In some cases, the rewards will be out of stock. If so, this will be displayed on the reward itself.

You must have enough points to redeem a reward – those available to redeem will have 'available' displayed. Those you cannot redeem will display 'you need more points'

How do I redeem a reward?

Please read the terms and conditions of the reward itself, however the platform supports two ways to claim a reward:

1. Merchant Claim

Follow the instructions, you will be prompted on pressing claim to hand your device to the salesperson you are redeeming the reward. They will confirm receipt of the claim on your device.

2. Code Claim

On claiming the reward, a unique code will be revealed. Instructions will be given on how to use the code to claim your reward.

The only rewards we have under the code claim method are the UEA+Moves black hoody and UEA+Moves blue t-shirt.

- When you go to redeem these rewards you will get a code
- Make note of this code
- Go to <https://www.birdsofdereham.com/shop/category/ueamoves-rewards-651/>
- Click on which item you have the code for (the code is specific to that product)
- Choose your size from the drop down box
- Click add to basket
- Type out your code into the discount code box and press apply
- Click go to checkout
- Under the Delivery Type option select:
 - Free delivery to UEA - ERREA Student Sportswear
- Enter the code ERREA18 into the box marked 'Free delivery to UEA - ERREA Student Sportswear is available for this order. Please enter your Free Delivery Code below'
 - This enables you to get free delivery of your item to the uea+sport office (1st left as you enter the Sportspark). Your item will be delivered to the office when you receive an email saying it is being shipped.
 - You can get the item delivered to your home address for a small charge if you prefer
- Under child's name just put your full name
- Tick the box agreeing to T&Cs
- Press continue and complete your order
- If you have any issues please email ueamoves@uea.ac.uk
- You can only use your code once

What happens if I claim a reward by mistake?

Once a reward is claimed it **cannot** be undone. The app will always give you a final warning, if you claim by mistake you cannot reclaim your points.

My Profile

What do I get points for?

You get points for the following three activities

- 1) *Steps walked – for every 100 steps walked you get – 1 point*
- 2) *Miles cycled – for every mile cycled you get – 15 points*
- 3) *Miles ran – for every mile ran you get – 45 points*

How do I view my points?

Points earned and points redeemed are displayed in a graph displayed on your profile. You can see total lifetime points and total points available to use on rewards. The graph will display the last seven days of your activity.

When does activity sync with my MOVES account?

On average your tracking app or wearable will sync with MOVES approximately every 6 hours.

Your activity is converted into points by the MOVES app. The trackers sync at regular intervals with your MOVES account:

Apple Health

When you open the MOVES app, activity will be synced. If you don't open the app, any points earned will be rolled over, when you open it. This is supported for up to a week (7days). So, make sure to open your app every day.

The following trackers sync every 6 hours. On opening the MOVES app a sync will be made for any activity completed between the regular sync:

- Fitbit
- Google Fit
- Fitbit

How do I edit my profile?

Select 'Edit Profile' where you can change and edit the following:

- Your bio
- Connect/Remove tracker
- First Name
- Last Name
- Marketing opt-in preferences
- Hide activity on newsfeed

Badges Earned

What badges can I earn on MOVES?

You can unlock the following badges:

- **Mover:** When you first log your first activity
- **Spender:** When you first redeem a reward
- **Streak:** When you log activity for three consecutive days
- **Perfect Week:** When you log activity for seven consecutive days
- **Veteran:** When you exceed earning 50,000 points
- **Millionaire:** When you log 1,000,000 Steps

Challenges

How do I join a challenge?

You can browse all live and upcoming challenges, but you can only join those that are live. You can click the 'Join' button to compete in the challenge.

How do I leave a challenge?

You can leave a challenge by navigating to the challenge page and clicking 'leave.'

Can I join more than one challenge?

Yes, you can, however you can't join the same type of challenge. E.g you can't compete in two 'step' challenges concurrently.

If I leave a challenge, will I lose my progress

Yes, if you leave a challenge you will lose your progress.

People, Public and Private Groups

How do you accept friend requests?

Go to My Profile and look for the envelope 'message' icon. Invites can be accepted/declined there

How do I invite friends to join the app?

Go to the People tab and press the blue plus (+) bottom (located bottom right). Type in your friends UEA email address and press send invite.

Do I get any points for inviting friends?

For a limited time only you get 100 points for each friend you invite that joins that app. After the launch period this will reduce to 50 points per person.

How do I join a public group?

You can find all active public groups in the social tab. You can be part of the group by clicking 'Join.' Public groups are usually themed and have their own specific challenges.

How do I create a private group?

Navigate to the social tab and select 'private groups.' Click the '+' button and follow the steps to create a private group.

Can you edit a private group?

Yes, if you are the creator that particular private group. You can invite more friends to join, change the group image and description.

Can I leave a public/private group?

Yes, simply click 'leave' within the group. Please note if the group is private the owner will have to invite you again if you wish to join. If you leave a private group, you created it will be deleted.