

**Tips for Team Captains**

Thank you for agreeing to serve as a Team Captain for the Active You Wellesley Walking Challenge beginning April 14th!

As a Team Captain, your responsibilities will include:

**Attending a brief Captain's Training session on April 9th**

**Ensuring that each member of your team sets up the Fitbit online as soon as possible upon receipt and well before the challenge begins (plenty of help is available at the Fitbit support site listed below). Teams cannot be set up by Captains until all members have activated their Fitbit!!**

**Ensuring that each member of your team syncs the Fitbit at least weekly**

**Sending via e-mail your weekly team Fitbit report with total steps to the Active You coordinator, Sue Glover, Healthy You Health and Wellness Manager, at sglover@boston-consortium.org**

**Communicating with Sue directly with any questions about the walking challenge. Questions from team members should all come through the Captain. Please refer members to the Fitbit help site for technical issues.**

**Encouraging your team members to actively participate in the challenge and attend on campus events**

**If a team member is already a Fitbit user, they still should accept a new Fitbit for the Active You program and set the new device up *under a different e-mail address, preferably their Wellesley College e-mail address.***

Communicate with your team members regarding upcoming events and activities and motivational tips which will be e-mailed to Captains by Sue Glover.

In exchange for your time and effort, **you will be invited to a special Captain's Recognition Lunch on June 9th at the Wellesley College Club, and all Captains will be entered into a raffle and one Captain will win a pair of the new Touring Beats by Dr. Dre , valued at $149!**

Here are some resources that may help you in answering questions from your team

* The official Fitbit Help Site <http://www.help.fitbit.com>
* Contact the Fitbit support office <http://www.contact.fitbit.com>
* Tip: Ask another Team Captain or contact Sue Glover

**Common Problems and Solutions for Fitbit Users:**

1. Unable to install Fitbit Software – Contact the Fitbit help site.
2. Steps are not appearing on Fitbit – There are several reasons why this could happen: The Fitbit software was not installed properly, the base station is not connected to the computer, if problem remains, contact the support office at Fitbit
3. Fitbit is not tracking some steps? – The Fitbit does not track cycling and swimming, as well as other forms of exercise.
4. Forgot Fitbit Password – Request a reset at the login screen with your email address you registered with.
5. Fitbit got wet – Put your Fitbit in a bag of rice and let it dry overnight.