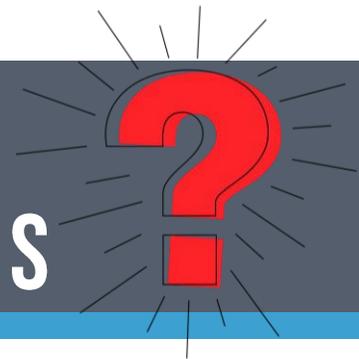


Wellness Challenges

FREQUENTLY ASKED QUESTIONS



Whether this is your first time participating in a wellness challenge or you're a returning challenger, this FAQ summary is here to guide you through the key details. From team roles to point submissions and leaderboard updates, you'll find answers to the most common questions below. Let's make this challenge fun, supportive, and easy to follow for everyone involved!

WHAT IS THE ROLE OF A TEAM CAPTAIN?

Team Captains serve as the main point of contact for the challenge. Their responsibilities include forwarding challenge-related emails and communications to team members. Captains can also help boost team spirit by cheering everyone on and encouraging participation throughout the challenge.

WHO IS RESPONSIBLE FOR ENTERING POINTS?

Each participant is responsible for entering their own points. Simply log into the challenge portal, select your team, and submit your points. This task does not fall solely to the Team Captain—any team member can enter their own progress.

CAN I VIEW OR TRACK MY PAST SUBMISSIONS?

Yes. After each point submission, you'll receive a confirmation email for your records. If you don't see it in your inbox, be sure to check your junk or spam folder. While the challenge portal doesn't list your submission history, your email trail will serve as your personal log.

HOW OFTEN CAN I SUBMIT POINTS?

You can submit points daily, weekly, or all at once before the submission deadline. However, for best results and to stay on top of your progress, daily submissions are recommended. Challenge tracking logs are available on the portal and through challenge emails to help you track manually and enter points in bulk if needed. The submission form is set up for daily entries.

WHEN IS THE LEADERBOARD UPDATED?

The leaderboard is updated twice: mid-challenge (on the 8th day at 12 PM), and at the end of the challenge, after the final point submission deadline. Participants will receive an email notification when the leaderboard is updated.

WHAT IS THE FINAL DAY TO SUBMIT POINTS?

Points must be submitted by end of day one day after the challenge ends. If the challenge wraps up on or near a holiday weekend, the deadline is extended to two days after the final challenge day.

CAN I REQUEST AN EXTENSION FOR POINT SUBMISSIONS?

As a rule, all points must be submitted by the official deadline. Reminder emails will be sent ahead of time. While deadline extensions are not commonly granted, individual requests may be considered on a case-by-case basis.

Still have a question that's not covered here? We're here to help! Reach out to us anytime at servicing@ewsnetwork.com and we'll get back to you as soon as possible.