

Frequently Asked Questions

Overview

Q.01) What is zoojoo.be?

Zoojoo.be is a habit formation platform that helps you form habits that make you healthier, fitter and stress free. You can form simple habits such as drinking water regularly, waking up early, making a to-do list, having 30 minutes of physical activity, having fruits as evening snacks and more.

Q.02) Is all my data confidential?

Yes, all data entered by you on zoojoo.be is confidential. Zoojoo.be is Health Insurance Portability And Accountability(HIPAA) compliant. Your account is linked to your official email id and password protected.

Q.03) Where do I start?

Visit www.zoojoo.be to create your account and get started. Zoojoo.be is also available for download on Google Play and iOS app store.

Q.04) I am unable to access the website/cannot view the site properly on my browser.

Zoojoo.be works best on Google Chrome, Mozilla Firefox or Internet Explorer 11. It can not be accessed on IE versions 10 and below.

Q.5) How do I install the mobile app?

The zoojoo.be mobile app is available for download on both Playstore (Android) and the Apple Store (iOS). You can use the following links to download.

[Play Store Download](#) | [iOS Download](#)

Upon downloading the app, you can sign in if you have already created your account on zoojoo.be. If that's not the case, please create an account by selecting 'sign up'. You will receive a one time password (OTP) in your email box which will grant you an access to the zoojoo.be mobile app. The purpose of this security measure is to maintain the privacy of your data on zoojoo.be.

How to create and manage your account?

Q.01) I have not received the account activation email/I accidentally deleted my email. How can I create my account now?

Check your spam folder. Sometimes the email might not reach your inbox. In case it's not in the spam folder also, visit <https://www.appzoojoo.be/auth> to register yourself on zoojoo.be by using your official email id. You will receive an activation email as soon as you register on the link mentioned above.

Q.02) I tried to register at the mentioned link but still haven't got the email.

In case you don't receive any email, contact us directly at support@zoojoo.be.

We will do the following:

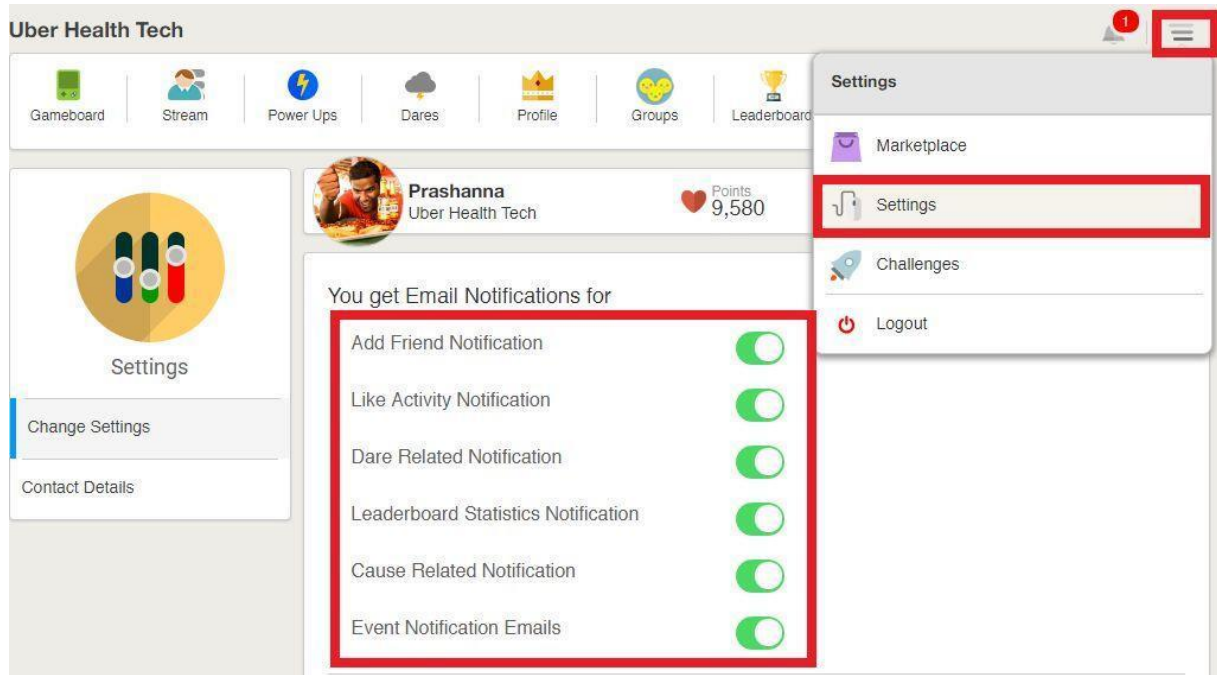
- A. Send you the account activation link within 24 hours, so that you can get started without delay.
- B. Check with your IT team to remove any specific filters that prevent zoojoo.be emails from getting delivered to your inbox. This will ensure that you will receive all the future emails from our side.

Q.03) I registered with zoojoo.be but forgot my password.

Go to https://www.appzoojoo.be/auth/forgot_password and type your work email ID, you will receive an email for resetting your password.

Q.04) How do I stop receiving mails from zoojoo.be?

You can unsubscribe from zoojoo.be emails by changing your email notification settings. For more info, refer the image below.



Q.05) What is a Magic code? (OTP for mobile)

It is a one time password (OTP) that you receive via email when you signup, which grants access to the zoojoo.be mobile app. This is a security measure that we take to ensure that your data on zoojoo.be stays private.

Q.06) I did not get my Magic code. What should I do?

Check your spam folder. In case that you still haven't received the email, visit <https://www.appzoojoo.be/auth> to register with your official email id. You will receive an activation email once you register on the link mentioned above. You can create your account on the web based platform and sign into the mobile app using your web credentials.

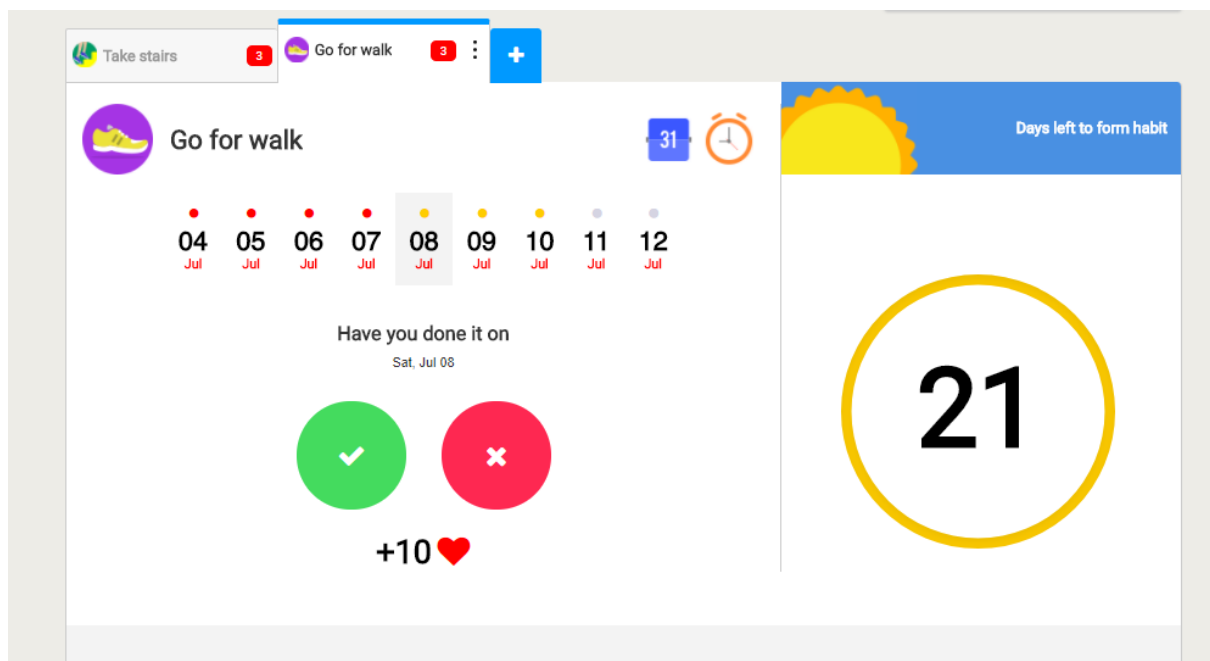
How to create and manage your habits?

Q.01) What's a habit and how long does it take to form one?

Habit is an action that is repeated regularly and tends to happen subconsciously. Something like brushing your teeth, which is a part of your daily routine. It takes a minimum of 21 days to form a habit. However, it can also take 66 days (or more), depending on the consistency at which you perform the habit.

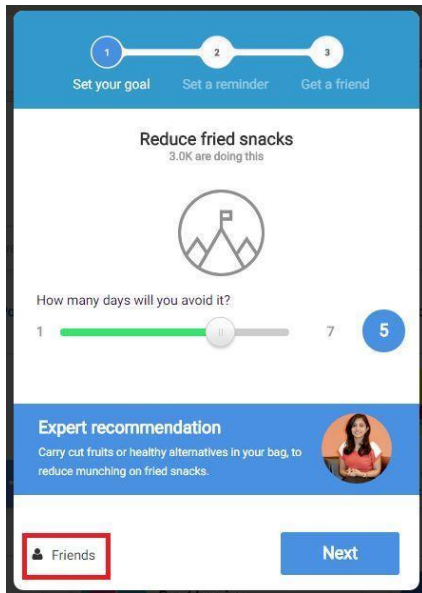
Q.02) How do I start a new habit?

Once you go to the Gameboard, you will see a “+” button, click on it to start a habit. Click on “+” again to add more habits. You can add a maximum of 10 habits at a time. For more info, refer the image below.



Q.03) How do I control the privacy setting of the Habits I take?

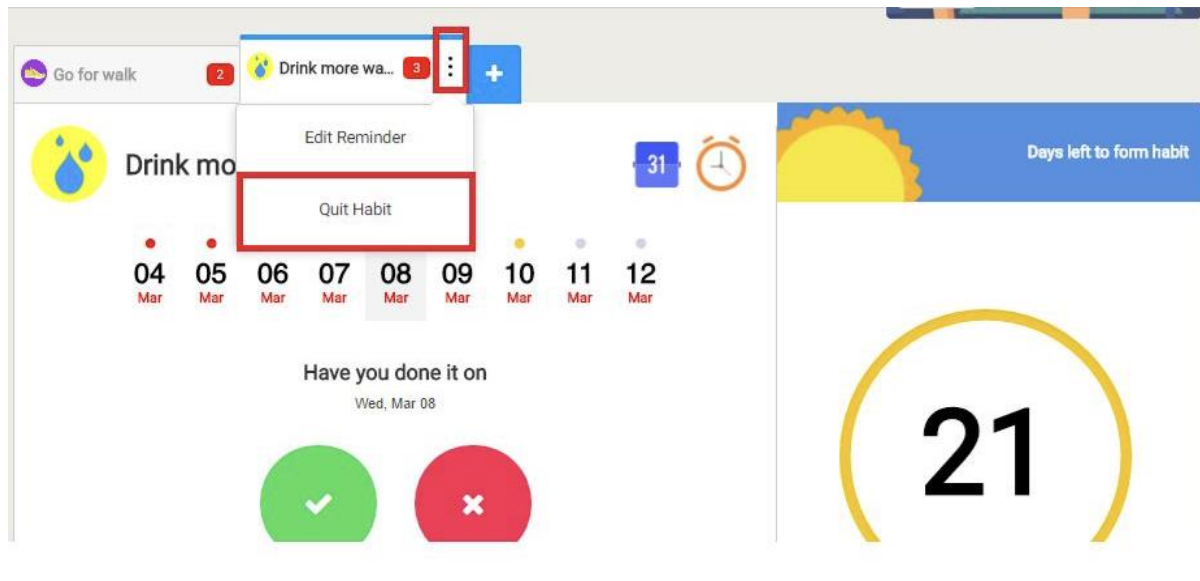
Once you choose a habit, you will get a popup to set your goal. At the bottom left of this popup, you will get the option to change your privacy settings. By default, the privacy setting is set to “Friends”. For more info, refer the image below.



[Click here to change your privacy setting](#)

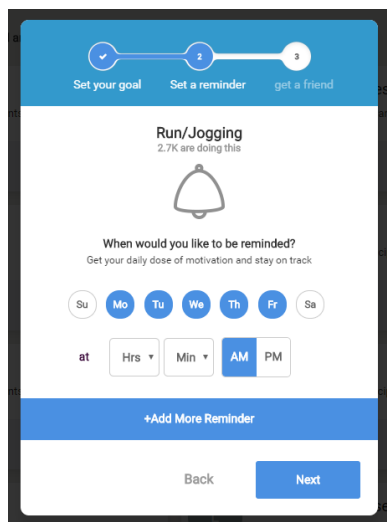
Q.04) How do I remove a Habit?

On the Gameboard, click on the habit that you want to remove. Click the more options UI (3 vertical dots) and you will find the option to quit/remove a habit. For more info, refer the image below.



Q.05) How many reminders can I have for a habit?

You can set as many reminders you want. Select the days you want to be reminded. (The ones highlighted in blue).



Q.06) Are there any interesting articles for me to read?

Zoojoo.be has an exhaustive collection of blogs, videos and tips on

habits and wellbeing. You can find them on the 'resources' section of your Gameboard.

Q.07) What are points and leaderboard?

Points: For every activity performed by you that takes you closer to forming your habit, we'll reward you with points and badges.

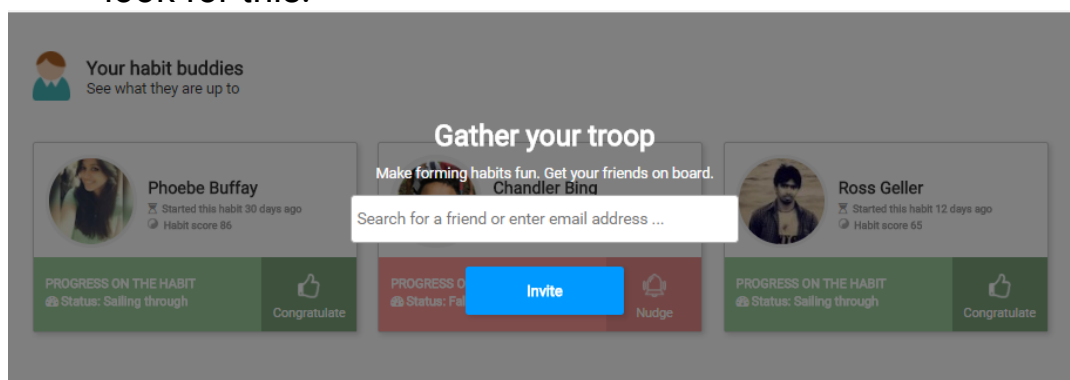
Leaderboard: Earning points and badges by staying consistent with your habit will take you to the top of the leaderboard. You can compete with your colleagues at work and compare your respective ranks on the leaderboard.

How to use the Groups & Communities feature

Q.01) How do I invite a buddy?

When you add a new habit, you can invite your friends to form that habit along with you. This can be done in two ways.

1. While adding a new habit, you'll get an option to invite your friends to take up the same habit and be your habit buddy.
2. After you have taken a habit, scroll down your gameboard and look for this:



Q.02) Do my habit buddies have access to all of my activities?

No. Habit buddies will only receive notifications if you are falling behind on your habit. They will not receive any other information regarding the habit you share with them or other habits where they are not your buddies.

Q.03) How do I create a group?

Click on the 'Groups' tab on your gameboard menu.

Search for groups of your interest to check if they already exist. If they don't, type your group name on the search bar and create your own group.

Q.04) Is there a limit to the number of people that can be added to a group?

No, there is no limit. You can add as many people as you want.

Q.05) How do I join an existing group?

Click on the 'Groups' tab on your gameboard menu.

Click on the 'All Groups' button and join the groups that you are interested in.

Additional Features

Q.01) What are the other features on zoojoo.be

Dares: You can dare your friend to take up small challenges such as taking stairs instead of the elevator, cut down coffee intake by one cup. In return, you can choose to eat an apple as a mid morning snack.

Mindfulness: Stress & anxiety are a part of everyday life. Zoojoo.be has a set of guided mindfulness tracks that help you reduce anxiety, overcome stress, improve your mood and more.