

Stepathon Challenge 2025

For A **Healthier &** **Rewarding Life**

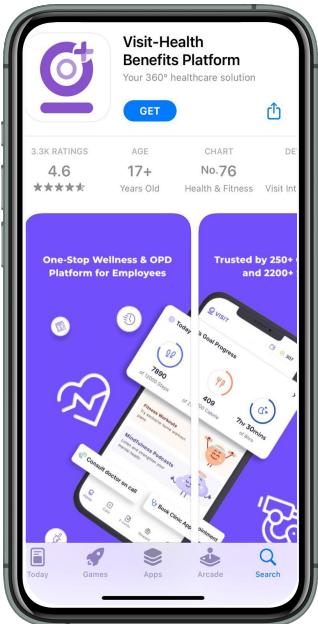


Steps to Register



Download the Visit App on your Mobile

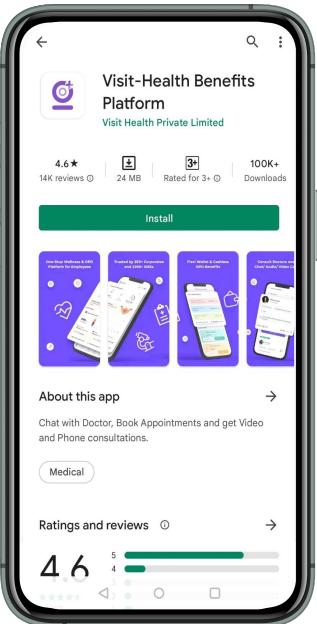
Apple Users



Available on the
App Store

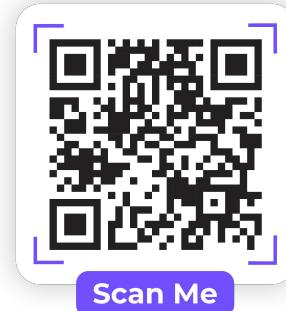
[Click to download](#)

Android Users



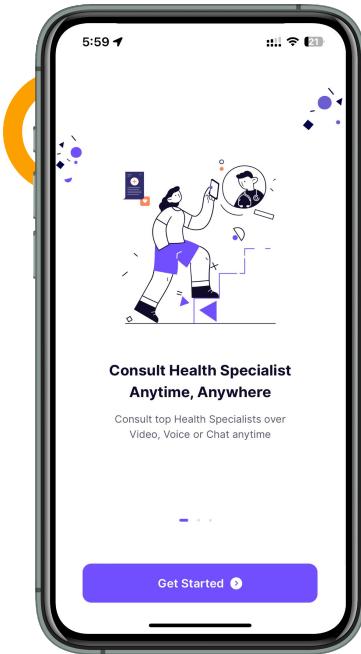
ANDROID APP ON
Google play

[Click to download](#)

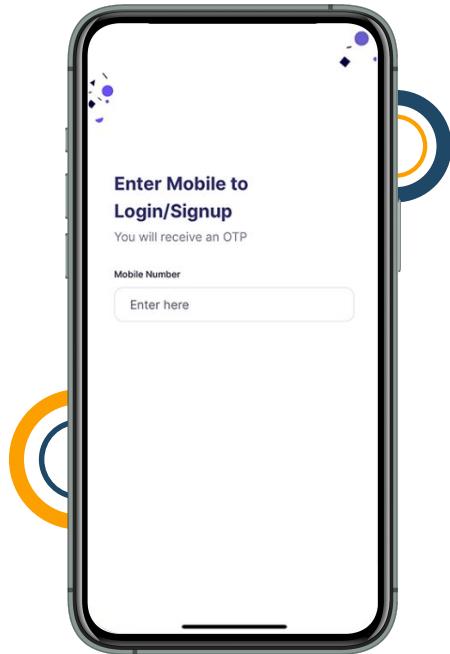


Download & sign up on
the [Visit App](#) now

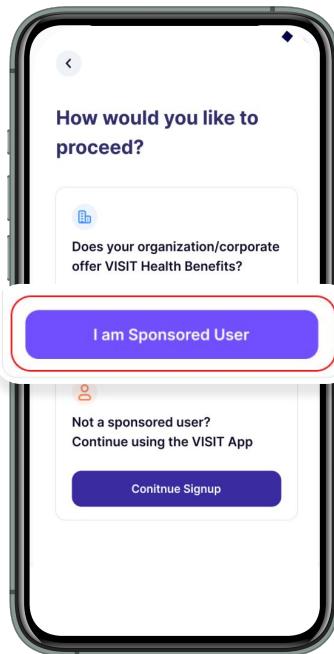
Register on the Visit App



Step 1:
Tap on
Get Started



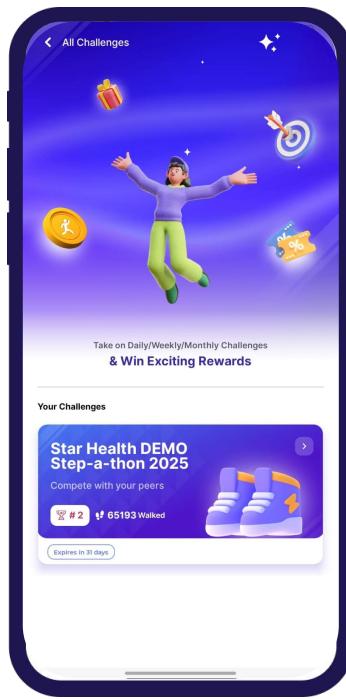
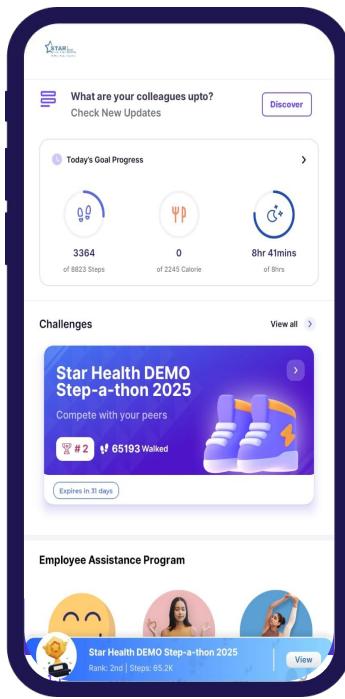
Step 2:
Sign up with your
mobile number



Step 3:
Log in using your **work email address** and
complete the signup

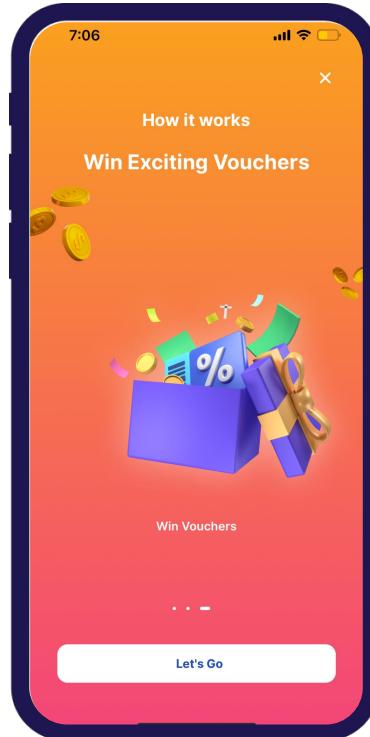
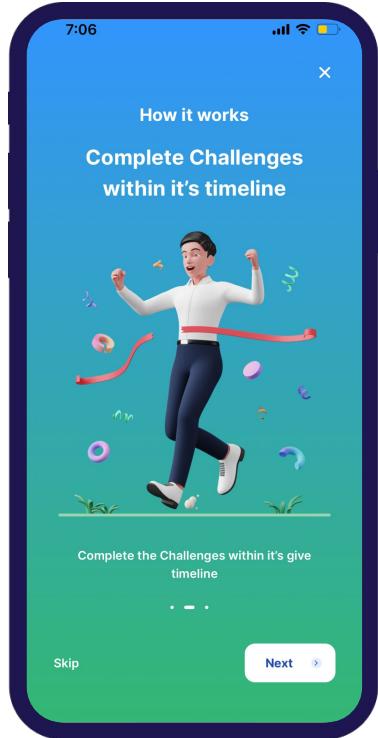
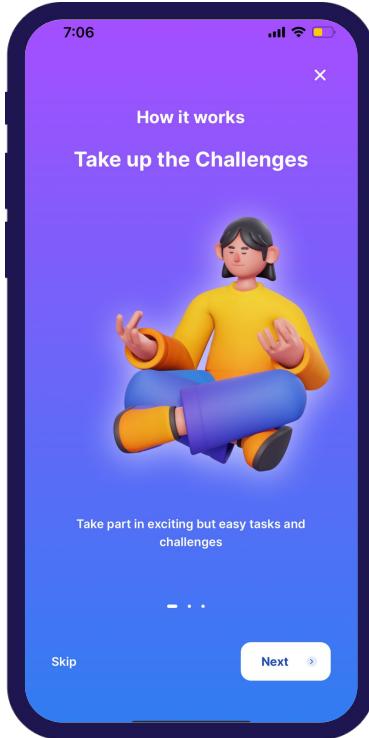
Steps to Register for Stepathon Challenge 2025

Challenge Navigation



Step 1:
Tap on **Join Challenge**
Now under the Home Tab

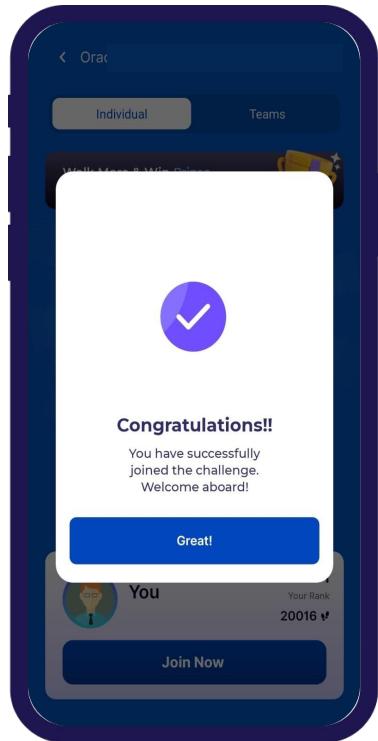
Challenge Navigation



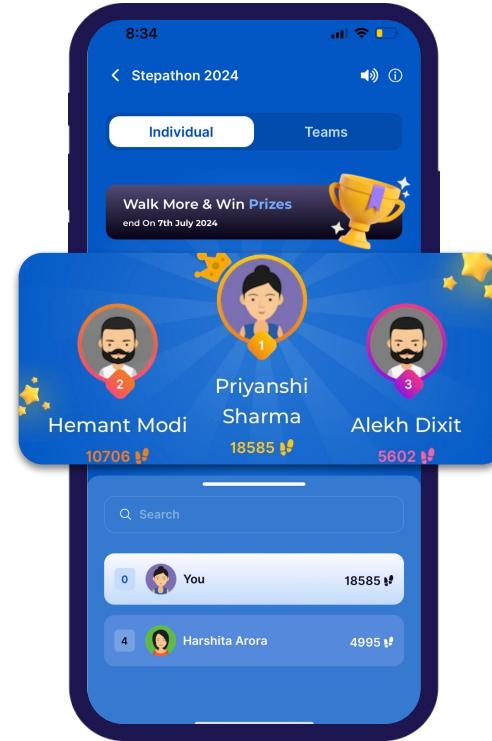
Step 2:

Click '**Next**' to kickstart the challenge.

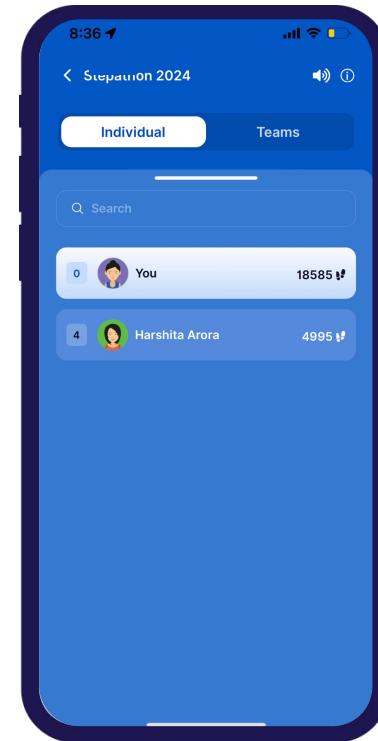
Individual Challenge



Step 3:
Challenge set

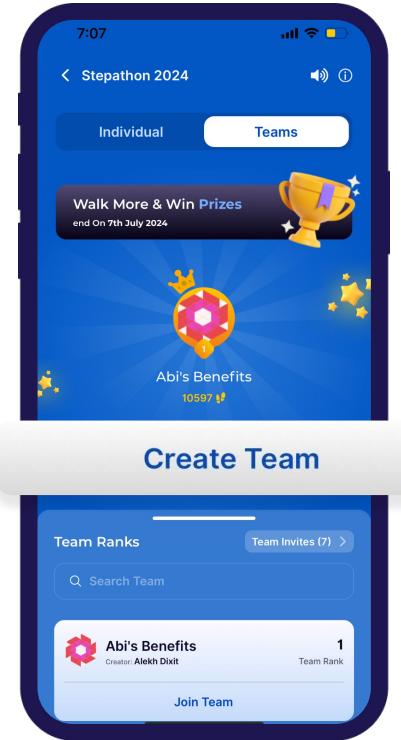


Step 4:
View your details and details of other participants.



Step 5:
Search the individual details by their name / mail ID

Team Challenge- To Create a Team

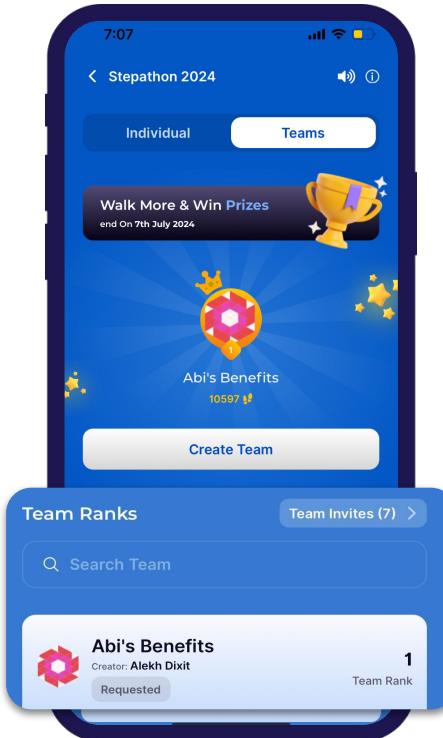


Step 1:
Tap on '**Create Team**' to form a team of up to 5 associates.

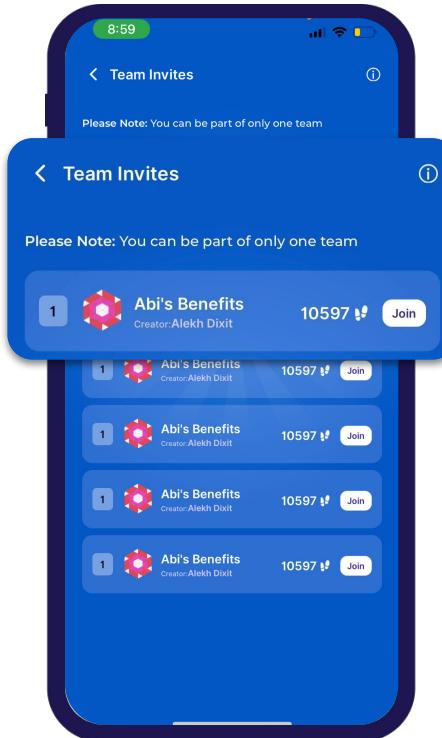


Step 2:
Enter a name for the team and click "Create Team."

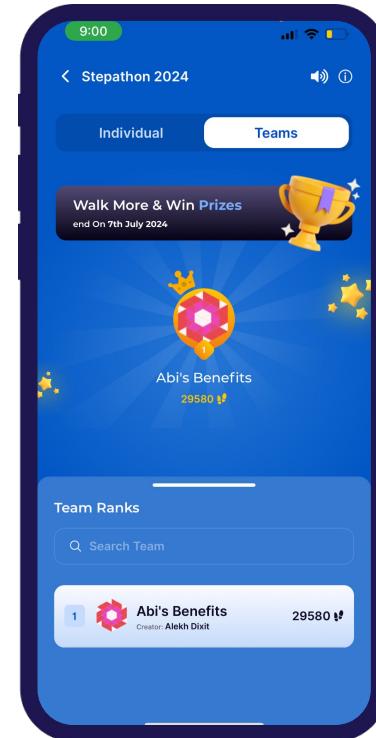
Team Challenge- To Join a Team



Step 1:
Tap on '**Team Invites**' to view the invite request..



Step 2:
Click on "Join" to join a team.



Step 3:
Search the team details by the team name.

General Rules

-  Steps for each day are calculated from **Midnight** (12:00 AM IST)
-  Manual entering of steps is **not** permitted.
-  All steps synced to Visit App are **automatically recorded** at the backend dashboard with a **timestamp**.
-  Please ensure the data source for steps is defined at the start of the challenge and the same data source is utilized throughout the event.
-  Maximum step count **per day** for an individual is capped at **40,000 steps**.
-  All information regarding the challenge i.e., dates, number of days, rules, any flash challenges and rewards are available under "**Challenge details**"

General Rules

! Kindly note that any malpractices undertaken to increase the step count can be identified and will not be encouraged. Below red flags are set up in the Visit app to filter out the participants involved in any fraudulent activities

- More than 10k steps an hour
- Usage of any external apps to manipulate/increase the step count
- Steps for more than 18 hrs a day for multiple days
- Same step count for consecutive hours

👉 Tap on "**Tooltip icon**" on the top right corner of the Step Challenge Card on the home page

OR

Tap on the Step Challenge banner at the bottom on the Home Tab and tap on "**See Details**" on the information card.

₹ Associates can earn 100 FitCoins for participating in the Step-a-thon.

Frequently Asked Questions : Step Syncing Android

Syncing Steps for ANDROID DEVICES: (Google Fit Is Only Compatible)

- Download the Visit App on your Mobile (Play store)
- Signup on the app using your official email ID/Phone number
- On the home page it will ask for Google Fit permissions
- A pop menu will appear that will ask for your email/Google ID, and tap on the Google account registered with Google Fit (This account might not be your official email ID account)
- Allow all the settings



Frequently Asked Questions : Step Syncing iOS

Syncing Steps for iOS DEVICES: (Health App Is Only Compatible)

- Download the Visit App on your Mobile (App Store)
- Signup on the app using your official email ID/Phone number
- It will ask for "Health" App permissions
- Allow all permissions

OR

- Update the app from App Store
- Open the "Health" App in your device settings.
- Click on the "Sources" tab at the bottom of the screen.
- Select Visit app in the list.
- Make sure all the permissions are turned on.
- If not, click on "Turn all categories on" to turn on



Frequently Asked Questions : Step Syncing



Is there a daily time slot for the challenge?

No, steps are counted from Midnight to 11:59PM for each day.



How do I sync my steps / Why are my steps not syncing?

All smartwatches and wearables that get synced to Apple Health / Google Fit will sync to the Visit App and record your steps once permission is granted via user.

Please follow the steps as mentioned below. If an issue still persists after following the steps, please write to Support@getvisitapp.com



Syncing Steps for For ANDROID DEVICES:

- Logout from the app > Login Again
- It will ask for Google Fit permissions
- Allow all permissions
- It will ask for your email/Google id
- Fill your Gmail id: abc123@gmail.com
- Allow all the settings
- You can now view your steps on Home Tab.



Syncing Steps for iOS DEVICES:

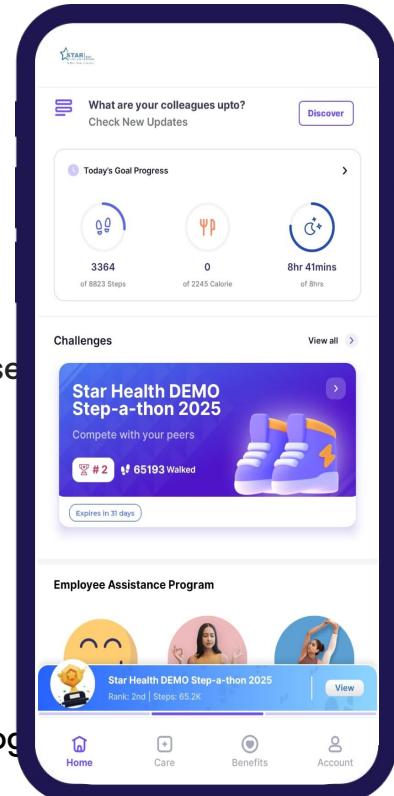
- Update the app from App Store
- Open the "Health" App in your device settings.
- Click on the "Sources" tab at the bottom of the screen.
- Select Visit app in the list.
- Make sure all the permissions are turned on.
- If not, click on "Turn all categories on" to turn on.

Frequently Asked Questions : Step Syncing



Here are possible reasons for showing 0 steps:

- Company email ID not entered / personal email ID entered
- permissions not granted to visit app via apple health or google fit
- permission granted but visit app not opened/refreshed after signing up
- sync problem between smartpatch and Phone
- permissions not granted between smartwatch App and Phone
- If you are using a Fitbit, some versions may not be compatible with Visit due to close APIs.
- Please raise an issue on Chat Support for Fitbit syncing.
- If an error occurs, Kill the app and refresh / log out and login again.
- Device not supported: Visit App does not support Garmin and GoQii
- If you are synching your Fitbit then please do not sync any other app (Apple Health/Google Fit)
- Simplify tracking: one app rule applies. Sync your smartwatch app with health/Google Fit for seamless monitoring.



Frequently Asked Questions : Step Syncing

! Is there a cap on maximum steps per day?

Yes - Maximum step count per day for an individual is capped at 40,000 steps.

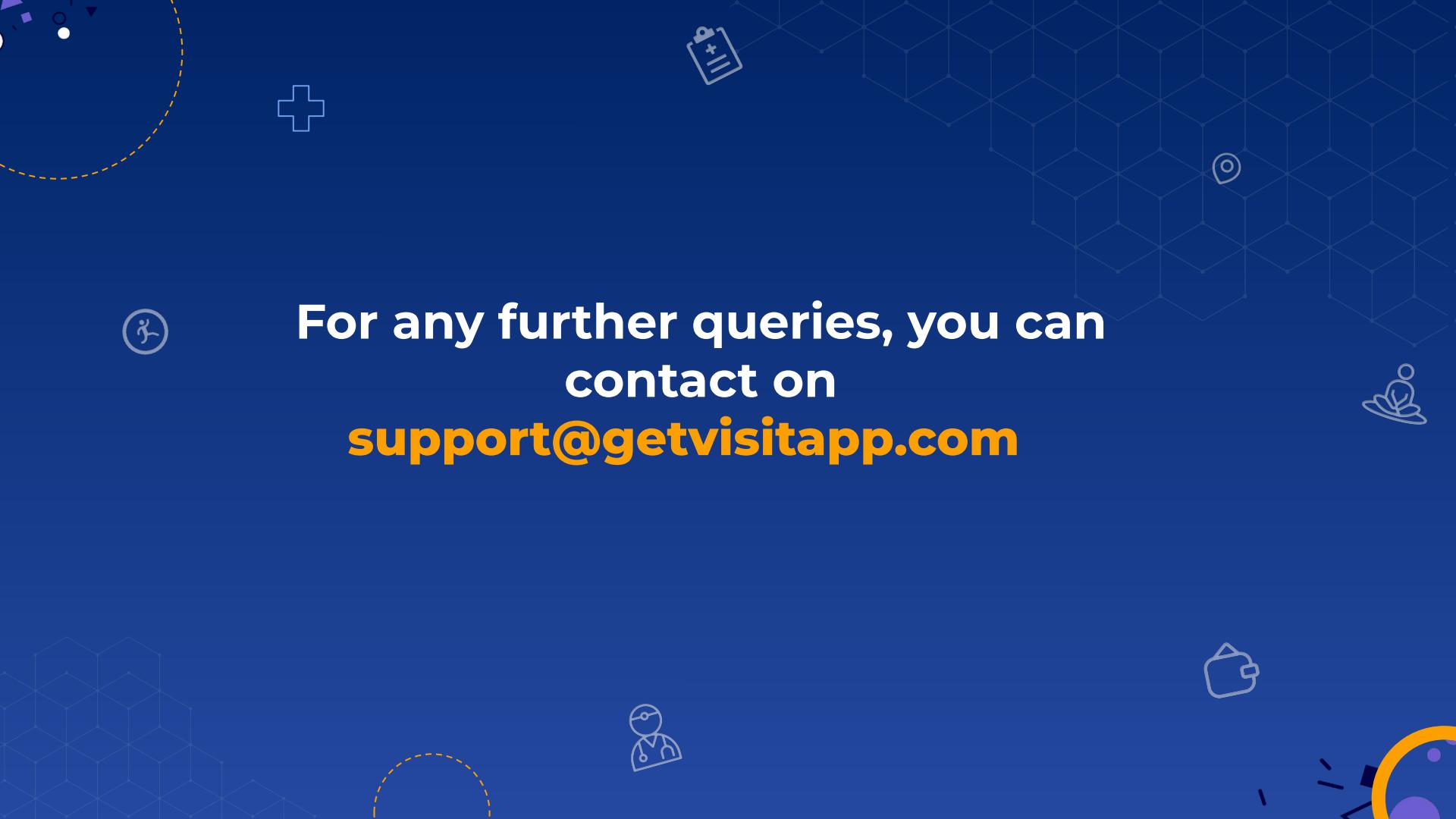
! What if I walk more than 40,000 steps in one day?

Your step count will be taken as 40,000 steps for that day, nothing above that will be taken into consideration.

⌚ Why do I find a difference between the step count shown in my smart watch and Visit App?

- Permission is not granted to Visit App via Apple Health or Google Fit
- Permission was granted but the Visit App was not opened/refreshed after signing up
- Sync problem between smartwatch and Phone
- Permissions are not granted between the smartwatch App and the phone
- If you are using a Fitbit, some versions may not be compatible with Visit due to closed APIs. Please raise an issue on Chat Support for Fitbit syncing.
- Device not supported: Visit App does not support Garmin and GoQii

Few tips to fix the issue: Kill the app, refresh/log out, and log in again. If you are synching your Fitbit then please do not sync any other app (Apple Health/Google Fit)



**For any further queries, you can
contact on
support@getvisitapp.com**