

## Polar Activity Band FAQs

**Q:** How do I get a Polar band?

**A:** Starting on Dec. 3, you may request a band on your Sweet Reward's home page. Just log in at [sweetrewards.mckee.com](http://sweetrewards.mckee.com), click *Request Device* under the McKeeFIT Device Registration section, complete the form, arrange to pick up the band yourself or have it delivered to your home, and click *Submit*.

**Q:** How long does it take for a Polar band to get here?

**A:** If you arrange an in-person pick up with a wellness coach, you may receive your band in less than one business day. If you request the delivery option, expect up to 10 business days.

**Q:** When do I need to start moving to get my Sweet Rewards money?

**A:** You may start as early as January 1<sup>st</sup>.

**Q:** What devices can we use to earn incentives through McKeeFIT Move? What if I already have one that I prefer, do I have to use both?

**A:** If you already have an activity tracking device and wish not to use the polar band, please double check with your local wellness coach to make sure it is a program accepted device. As of right now, FitBit, Garmin, Polar, Suunto, and Under Armour devices with heart rate readings are accepted. If your device is not on the list of accepted devices, you can still use it as long as you get a free Polar band to use as well.

**Q:** Will my activities automatically be submitted for my wellness incentive?

**A:** Yes, as long as you are wearing your Polar band while completing activities. You can view your activity log at [sweetrewards.mckee.com](http://sweetrewards.mckee.com) by logging in and scrolling to the bottom of the screen or clicking the Activity Log tab at the top of the screen.

**Q:** Will my MERC/ MERA swipes or Breaktime Fitness swipes still count towards my incentive?

**A:** No, you will still need to swipe in, but it will not count towards your incentive. In order for your workouts to count towards your incentive, you will need to request and use a Polar activity band to log your activity for the McKeeFIT Move program or join one of the other eligible McKeeFIT programs.

**Q:** How can I check my activity progress or see if I missed a workout?

**A:** You can check your activities by logging onto the Sweet Rewards website at [sweetrewards.mckee.com](http://sweetrewards.mckee.com) and clicking the Activity Log tab at the top of the page. If you do not see an activity that you know you completed, contact a wellness coach or the Sweet Rewards hotline.

**Q:** What do I do if I don't have a smartphone to sync my data?

**A:** The Polar device can store up to 200 hours worth of training data. It can be synced to Polar by placing your Polar device into the charger, plugging it into a PC, and following the syncing instructions.

**Q:** What app(s) do I need to download to use my Polar band?

**A:** The Polar Beat app is necessary in order to track and sync your activities. The Polar Flow app is not necessary; however, downloading this app allows for deeper analyzation of your data if you are interested.

**Q:** What are you doing with the data that you're collecting from me?

**A:** To get the most out of your participation in the Sweet Rewards Program, your heart rate and other activity data collected by your personal activity monitor will be tracked and periodically assessed by the Program and the Group Medical Plan. The information we collect through your personal activity monitor will be used only for administering the Sweet Rewards Program and the Group Medical Plan and will not be available to the Company more generally or to personnel who aren't authorized to work with the Sweet Rewards Program or the Group Medical Plan.

**Q:** Is there an opt-out form I can fill out and just turn in a "move" form like last year?

**A:** This year we will not be using paper forms to track participation in the McKeeFIT Move program. Instead are offering free Polar activity bands to any member covered under the medical plan who wishes to participate in the McKeeFIT Move program to earn their Sweet Rewards incentive. If you have trouble with your activity monitor, a wellness coach can assist you.

**Q:** How much storage does the Polar band have for recording?

**A:** 200 hours

**Q:** How often do I need to charge my Polar band? How do I charge it?

**A:** The Polar OH1 device's battery will hold a charge for up to 12 hours. It is recommended that you charge your device before the battery gets close to running out to ensure you will have enough battery life to capture your workout. You will use the charger that came with the device. Plug it into any USB port to charge.

**Q:** Can I exercise for 40 weeks straight and earn all of my incentive dollars?

**A:** Yes, you may exercise for 40 weeks straight to complete all of your McKeeFIT Move requirements for the year and earn your full incentive. If you exercise for more weeks than 40, you will still only be able to earn up to \$650 in incentive money.

**Q:** I did all of my workouts but still don't see my Sweet Rewards contribution, who do I need to contact?

**A:** It takes up to two to four weeks for your Sweet Rewards contribution to be deposited into your Health Equity account. If you still don't see your contribution after 4 weeks, you can Email [sweetrewards@mckee.com](mailto:sweetrewards@mckee.com) or call 1-800-251-6346, Ext. 22278 Monday-Thursday from 8am-5pm ET and Friday from 8am-12pm ET to ask for an update.

**Q:** Who do I ask should I have any questions about my Polar band?

**A:** You can contact any wellness coaches for questions about your Polar Band.

**Q:** Do I still get credit if my Polar band dies mid-workout? If so, what do I do?

**A:** Yes, if your Polar band dies mid-workout, you can still get credit for that workout. You will need to login to Sweet Rewards and complete the following steps:

1. Click the Activity Log tab at the top of the screen.
2. Click Enter Exercise.
3. Complete the activity log form and submit it.

You will only get 6 manual activity entries through Sweet Rewards during each McKeeFIT Move session, so make sure you only use them when you really need to. Remember, the Polar bands have 12 hours of battery-life, so charge them regularly.

**Q:** I see you can manually input a workout in the Polar app. Does this count for my incentive?

**A:** No, it will not count for your incentive. Your workout data comes from the device, not the app, so we will not receive manual entries done in the app. If you need to submit a manual workout for any reason, you will need to do so in Sweet Rewards by completing the following steps:

1. Click the Activity Log tab at the top of the screen.
2. Click Enter Exercise.
3. Complete the activity log form and submit it.

You will only get 6 manual activity entries through Sweet Rewards during each McKeeFIT Move session, so make sure you only use them when you really need to.

**Q:** What if I workout but forget my Polar band?

**A:** If you forgot your Polar band and completed an activity, you can still log it manually by logging into Sweet Rewards and completing the following steps:

1. Click the Activity Log tab at the top of the screen.
2. Click Enter Exercise.
3. Complete the activity log form and submit it.

You will only get 6 manual activity entries through Sweet Rewards during each McKeeFIT Move session, so make sure you only use them when you really need to.

**Q:** What do I do if there's a problem with my Polar band? (Not syncing, broken, lost, etc.)

**A:** Reach out to a wellness coach. They will help you through the process of troubleshooting or getting a new device.

**Q:** How do I know that my Polar band is recording a workout?

**A:**

**Without a mobile device: This option will not allow you to see live heart rate data during your workout session. You can see it afterwards in your desktop "Polar Flow" account.**

- 1.) Hold the OH1 side button ONCE to power it on. You'll see a green light showing it's powered.
- 2.) Press the OH1 side button TWICE to begin recording your workout. The Green LED will blink TWICE to show that a heart rate is detected.
  - a. White light: Your device is looking for a heart rate.
  - b. Red light: You need to charge your device.
- 3.) Put the strap on your arm following the steps above. Ensure the GREEN lit face is facing your skin.
- 4.) Exercise.
- 5.) Once finished, remove the strap, hold the side button until the device powers off.
- 6a.) Return to your mobile device, power on your OH1, open Polar "Flow" to sync with your account. Your workout will now appear on your dashboard. Device MUST be on.
- 6b.) If you do not have a smart phone, plug device into charging adaptor, plug charging adaptor into your laptop or a work kiosk where it will prompt you to sync with Polar Flow Sync. Your workout will now appear in your desktop Polar Flow account.

**With a mobile device: This option will allow you to see live heart rate data during your workout session.**

- 1.) Hold the side button on your OH1 to turn it on.
  - a. Green light: Your device is powered on.
  - b. White light: Your device is looking for a heart rate.
  - c. Blue light: Your device is trying to connect to your phone via Bluetooth.

- d. Red light: You need to charge your device.
- 2.) Open Polar "Beat" app from your device. Select a workout option.  
Put on the sensor with the GREEN sensor facing your skin either around your forearm or the inside or bicep as pictured below.
  - 3.) Check your "Beat" app to ensure the sensor is reading your heart rate. Once detected, the GREEN LED will blink once every two seconds. If no heart rate is detected, the LED light will blink WHITE once every two seconds.
  - 4.) Press "START" within your app to begin the workout. Press "STOP" to end the workout.
  - 5.) Hold the side button on your sensor to power off the device after your workout.
  - 6.) You did it! Now you can review your workout, calories burned, and heart rate zones during your session. All workouts will appear in the "Flow" app if you ever want to look back on a specific one.