



HEALTH CHALLENGE FREQUENTLY ASKED QUESTIONS

Please contact us with any further questions events@worksite.com.au

LOG IN

My log in isn't working?

It may be that your email and/or password is incorrect. You can try to reset your password on the *Log In* page, or *Contact Us*, and we will return your email with the correct details.

How do I edit my personal details?

Log In to the website, and click the *edit details* button on the left hand side. You can edit any of your sign up details, including passwords.

YOUR TEAM

I only have 3 team members...

We encourage you to find a fourth member, otherwise your team will be disadvantaged. If you are set on having only 3, please Contact Us, and we will add a 4th "blank" member to your team.

Can I have 5 team members?

No, the event structure only accepts 4 members per team.

I can't find a team member in the list?

It may be that they have not signed up on our website yet, or have not validated their registration. They may also have already accepted a place in another team. Please check with your intended team member.

I want to change a team member?

Please Contact Us, with the team name and the name of the old member, and the new member. WFR will swap the team member over for you.

My team member is away, how will they log results?

As long as they have internet access, and a computer, smartphone or tablet, they can submit their results anywhere in the world. Or if they won't have internet access, they can leave their log in details with a team member, and results submitted on their behalf.

SUBMITTING RESULTS

I can't see the "submit results" button?

It may be that not everyone in your team has accepted their position. In order for you to log results, all team members need to finalise their team acceptance. They can click on the link in the e-invite, or log in and accept.

CHECKING RESULTS

How can I check what results I have submitted?

Log in, go to Current Events, and View Results. If you hover over the bar in the results graph, your weekly results submission will appear.

I have logged incorrect results on line?

You are able to change your incorrect results. Once you log in, click submit results, select the week of entry, add your results and click OK. This will override your previous entry.

Why does my team total seem incorrect?

It may be that a team member has been submitting their entire teams results as their own. Or it could be that a team member has entered their results incorrectly.