**Top tips for Moves queries**

This document outlines some of the key issues experienced by users and clients and steps to resolve each case.

Table of Contents

[WHAT TO DO IF… 2](#_Toc52446067)

[i) A user sometimes receives points but sometimes receive none at all 2](#_Toc52446068)

[ii) A user’s tracker is being automatically removed 3](#_Toc52446069)

[iii) A user has received some points but not all 4](#_Toc52446070)

[USER ENQUIRIES – Logging in and app issues 5](#_Toc52446071)

[i) User got a 402 error when verifying their email address 5](#_Toc52446072)

[ii) User gets an error message on their email address when trying to log in 5](#_Toc52446073)

[iii) User attached Apple Health and now they cannot disconnect it 5](#_Toc52446074)

[iv) When I manual sync my points aren’t completely correct 5](#_Toc52446075)

[CLIENT ENQURIES – Problems with the admin dashboard 6](#_Toc52446076)

[i) I can’t remember how to do something 6](#_Toc52446077)

[ii) I think there is a bug 6](#_Toc52446078)

[Important things to remember 7](#_Toc52446079)

[Public groups 7](#_Toc52446080)

[Challenges 7](#_Toc52446081)

[Rewards 7](#_Toc52446082)

[Groups, challenges and rewards 7](#_Toc52446083)

# WHAT TO DO IF…

## A user sometimes receives points but sometimes receive none at all

If a user sends you details that they sometimes receive the correct number of points, but other days receive no points at all, there are a couple of things you can do.

1. Make sure that they have had their tracker connected for several days (without disconnecting and reconnecting)
2. Read the FAQs and troubleshooting documentation
3. Make sure they have their Bluetooth connected and have been regularly opening and refreshing their tracking app
4. Make sure that they actually logged activity correctly (i.e. with GPS) on those days (via screenshots from their tracking app)
5. Check that the points haven’t rolled over to another day (e.g. no info for Friday 1st but then points for the 1st **and** the 2nd showing on the 2nd)
6. Check that the user hasn’t disconnected their tracker and reattached another one on those days (if they do then they may not get points on the day they connect a new tracker)\*

\*User will need to manually sync their tracker before disconnecting and then complete an activity after they have connected their new tracker to receive points

If the user can provide evidence that they have completed all of the above, there are a couple of things that you can do:

1. Provide them with points for the days that are missing
2. Send us an email at [support@openplay.co.uk](mailto:hi@openplay.co.uk) with detailed information regarding the above

What we will do

1. Examine why this might be happening
2. Send you information regarding the reason for the lack of points (by looking into our code-base at what the tracker delivered to us)

One reason might be that…

**The data that comes in from a tracker is empty.**

* Sometimes trackers send us empty information and therefore we cannot provide points to the user

***This happens because:***

* Data from the user’s tracker was not successfully updated to the cloud before the Moves sync happened
* User’s Bluetooth was not turned on and so the data did not update
* The user neds to update their tracker app
* A bug/error with the tracker itself

***What we can do about it …***

* If the reason is related to the tracker sending empty information, there is, unfortunately, not much that we can do as this is an issue with the tracker data and not the Moves+ processing
* Users may wish to connect a different tracker if this happens regularly for them

## A user’s tracker is being automatically removed

Sometimes, our server can detect that there is a problem with the tracker connection itself and will automatically disconnect the device. The aim is to provide the user with the opportunity to resolve the error or to add a different tracker

**Why does this happen?**

* This is related to the user’s phone and tracker (not actually a Moves+ issue) and will be a troubleshooting related problem
* Typically, the problem is due to auto-syncing and the user will need to ensure that this is set to on (see below for more)
* There are a range of other potential reasons that this happens which are less common. We can only discover what by discussion directly with the user

**What can we do about it?**

* Point the user in the direction of the FAQ’s page (<https://openplay.net/moves-faqs/>) and ask them to go through the step-by-step guidance
* If after 2 days there is no improvement, then the user should email you directly and we can aim to understand why their tracker is not compatible with their phone
* Unfortunately, there is no easy answer to this and most of the time it will be a difficult task to uncover which settings need changing
* Try to focus on finding the auto-sync toggle (and see supplementary material for how users can go through the first few steps for this with Google Fit devices – this is available from Imogen if you need it please ask her)

**What if it doesn’t get resolved?**

* Sometimes, we can’t resolve issues, particularly with Google Fit and some Android phones (we find Samsung particularly difficult)
* Remind users that there are other trackers they can connect directly with Moves+
* Apologise for the inconvenience caused and try to provide additional support for the user to regain points that might have been lost

**Future plans**

* We are trying to better understand why trackers are disconnected
* Our aim is to be able to provide more information to the user in the first instance and point them in the direction to help them resolve their issue

## A user has received some points but not all

Sometimes, users will report that they haven’t received all of their points in a day, or say that they never receive points for a specific activity

**Why does this happen (1)?**

* One potential reason is that they are not logging distances with their activities (e.g. they are using an auto-tracking device which doesn’t connect to GPS)

**What can we you about it?**

* Users need to log **distances** with their activities (running, cycling and swimming)
* You will need screenshots from the user, and/or check their sync logs for evidence of what their tracker sent us from the dates in question
* Distance is usually depicted with a numerical distance on sync logs, and their tracking app will show an associated distance and a map
* No need to reimburse points for users in this case, instead we need to explain how they can correctly track their activities

**Why does it happen (2)?**

* Another potential reason is that users are expecting data for a time *before* they connected their tracker; we only start to provide points from the time at which a tracker was connected

**What can we you about it?**

* Explain that anything that the user did *before* they connected their tracker will not be included in their points total
* Therefore, they should only consider activities from the point of connection and beyond in their daily total

**Why does it happen (3)?**

* A potential reason we need to consider is that there is an issue with the tracker or the data
* This is less likely but you might feel this is more likely if you have a lot of similar enquiries coming in (which may suggest a bug)

**What can you do about it?**

* If the above don’t seem like reasons for the problem, then send detailed information to support@openplay.co.uk and we will look into the issue and check the data we have received from the tracker to try and identify whether it’s a bug or an issue with the tracker

# USER ENQUIRIES – Logging in and app issues

Sometimes users have issues logging in or navigating in the app.

## User got a 402 error when verifying their email address

A 402 error happens when the verification email link has expired

***Steps to resolve***

* The user should be able to able force close the Moves app, open it again and see the ‘resend email verification’ button
* If they cannot, please request the following

1. Delete the Moves+ app
2. Reinstall the app
3. Go to sign in page and enter email and password
4. Click ‘resend verification email’ when prompted

* If there are further issues, please send an email with the above and evidence of where the user is having issues to [hi@openplay.co.uk](mailto:hi@openplay.co.uk)

## User gets an error message on their email address when trying to log in

Most likely, this is caused by the user entering the wrong email address. Please ask them to retype it carefully and request screenshots.

## User attached Apple Health and now they cannot disconnect it

Apple Health connection will only show for iOS phones and will not show on the ‘My trackers’ page for Android devices

***Steps to resolve***

* Ask the user to login to their Moves+ account on an iOS device
* Disconnect their Apple Health
* Either attach a different tracker that is compatible with Android or log back in on Android device and attach tracker there

## When I manual sync my points aren’t completely correct

When a user manually syncs, we pull through all the data that we have received from the tracker. Normally, this is the correct number but there are some factors to consider

1. The user’s tracker may not have sent the data to the cloud (but just saved locally) so not all of the data will be collected/processed by Moves+
2. We round data up so points may be slightly different – e.g. user walks 3,360 steps, we will give 34 points. If a user manually syncs several times in a day the number of points may be slightly higher than the total number of steps that they did

***What to do***

Check that the points seem roughly correct and not wildly out. If they are roughly correct, then there’s no issue. If there are lots of points missing, then the user might have a problem with syncing or the tracker itself and further investigations are required.

# CLIENT ENQURIES – Problems with the admin dashboard

## I can’t remember how to do something

**How to resolve**

* Check the training manual
* Write the question on Teams and another member of the consortium may be able to support you in finding an answer
* Or email the question to [hi@openplay.co.uk](mailto:hi@openplay.co.uk) and we will help you to resolve it

## I think there is a bug

**Steps to resolve**

* Always check through FAQ docs and the above information first
* Make sure you have discussed with the user all possible scenarios and can rule out anything that is within your power to look at (e.g. troubleshooting issues/user problems, documentation provided by OP etc.)
* Collate all the evidence and write a clear email to [hi@openplay.co.uk](mailto:hi@openplay.co.uk) with Moves+ in the subject line. Include:
  + Dated screenshots of tracker and Moves+
  + Details of what the problem is and expected result and actual result (e.g. expected 100 points for 10,000 steps but received 0 points on 01/09/2020)
  + Details of steps taken to resolve the problem so far
  + Copy the user into the email to allow the user to speak directly with our support team if required

***What happens next?***

* Our support team will look into the information and request additional information if required
* They will check the data that we’ve received for the user and try to resolve the problem, pulling in additional resources (e.g. Product and Development team if required)
* Support team will respond within 7 working days of a problem being reported although it may of course take longer to resolve

# Important things to remember

## Public groups

* You can create a maximum of 20 public groups

## Challenges

* Challenges can be created from within a public group (group challenges) or from the groups module (global challenges)
* Users can only join a group challenge if they are a member of the group
* Users can sign up to one challenge of one type at a time
* **Active challenges** are those where the current date is within the start and end date
  + Challenges due to start on the 9th September will start at 00:01 that morning
  + Challenges due to end of the 15th September will end at 23:59 that night

## Rewards

* Rewards are either merchant or discount codes
* To add discount codes to a discount reward:
  + Create the reward
  + Click ‘View’
  + Click the ‘Codes’ tab and enter codes
* Rewards must be created

## Groups, challenges and rewards

* **Active** are those where the current date is within the start and end date
  + E.g. Challenges due to start on the 9th September will start at 00:01 that morning
  + E.g. Challenges due to end of the 15th September will end at 23:59 that night
* **Expired** will never show on the app
* **Enabled ticked** will show on the app. If the button is not ticked, they will now show (regardless of whether they are active or not)
* Active + enabled = available now
* Future date + enabled = coming soon
* Past date + enabled = doesn’t show on the app (we never show expired)
* **Editing a start date:** If you have already created a challenge/group/reward and you want to edit the start date, you may need to disenable it first, and then change the date, the enable it again