



Frequently Asked Questions about the 2025 Global Get Active! Challenge

Welcome to the **2025 Global Get Active! Challenge**. From **May 5—June 15**, teammates across Bank of America will focus on their physical wellness through activity, while also prioritizing their overall emotional and nutritional wellness.

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Global Get Active! Overview

What is the Global Get Active! Challenge?

The Global Get Active! Challenge is one of the ways that Bank of America provides ongoing support for your health and wellness. Global Get Active is a six-week challenge that helps teammates focus on their physical health by moving their body through activity and exercise. Getting the right amount of physical activity is important to your overall health—both mind and body.

Get active while virtually traveling around the world! Track your active minutes to unlock and learn more about these six stunning locations and the adventurous activities they inspire: Aspen, United States; Great Barrier Reef, Australia; Danube River; Austria; Serengeti, Tanzania; Amazon Rainforest, Brazil; and the Grand Canyon, United States.

When does the 2025 Global Get Active! Challenge begin?

The 2025 Global Get Active! Challenge begins Monday, **May 5, 2025**, and ends Sunday, **June 15, 2025**.

Can I earn rewards in the Global Get Active! Challenge?

Yes, bank teammates actively participating each week in the Get Active Challenge will be randomly selected to receive prizes. Details on those rewards will be announced when the challenge begins.

Register for the 2025 Global Get Active! Challenge

When does registration open?

Registration for the 2025 Global Get Active! Challenge opens **Tuesday, April 22, 2025**.

How do I join the 2025 Global Get Active! Challenge?

To join the 2025 Global Get Active! Challenge:

- Go to [My Wellness](#). (If this is your first time on the My Wellness site, follow the step-by-step instructions in the [Global Get Active Getting Started Guide](#)).
- Go to the **Social** tab > **MyChallenges** > **Global Get Active!**
- Create or join a team (limited to eight teammates) or participate on your own.

The Global Get Active! Challenge is based on the honor system. It's up to you to keep track of your own weekly challenge goals and report your progress and participation. By doing so, you'll feel good about meeting your goals. If you miss a step along the way, it's okay — start again tomorrow!

Bank of America monitors individual activity and discourages fraudulent reporting, which is contrary to the company's Code of Conduct and could lead to disciplinary action.

How do I join or set up a team?

How do I sign up for or join a Get Active team?

After you log in to [My Wellness](#) and select Global Get Active, you can join a 2025 Global Get Active! Challenge team or create your own team! Follow the step-by-step instructions in the [Global Get Active Getting Started Guide](#).

Am I required to join a team to participate in the 2025 Get Active! Challenge?

No, you are not required to join a team. However, you will be prompted to create a team or join a team but it's up to you whether you prefer to be part of a team or participate individually. If you choose to participate individually, you may not be able to record enough steps to reach the final destination on the virtual journey. If you join a team or are auto-assigned to a team, you can connect with health and fitness-focused teammates across the company.

How many people can join a team?

Maximum team size is eight people.

How do I invite teammates to join my team?

If your teammates have a [My Wellness](#) account and have joined the Global Get Active! Challenge, you can search for them by name and send them an invitation to join your team. If they do not have a My Wellness account, encourage them to sign up so they can be part of your team. Once they establish a [My Wellness](#) account, send them an invitation!

Can I invite people from outside the bank to join my team?

While spouses, partners and friends are encouraged to be part of your Global Get Active support network, they can't track their activity for the Global Get Active! Challenge on [My Wellness](#).

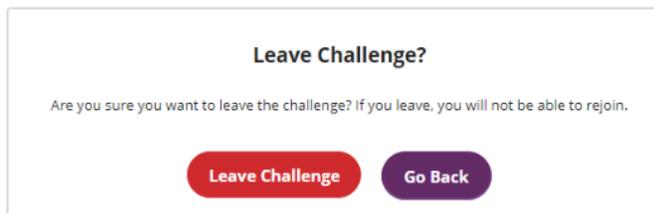
How do I accept an invitation to join a Global Get Active team?

Log in to [My Wellness](#) > **Social** > **Challenges** > **Join a Team Now** > **Let's Get Started!**, and follow the prompts to join the team that invited you.

If I join a team and change my mind, can I switch to a different team?

You can change teams until **May 12, 2025**, at 11:59 p.m. local time. If you withdraw from a team after that date, your Get Active! Challenge participation will be canceled and you'll no longer be able to rejoin a team or participate individually in the 2025 Get Active! Challenge.

If you select the **Leave Challenge** button ([MyWellnessResources.com](#) > **Resources**), a pop-up box will ask if you are sure you want to leave the challenge. Remember, if you leave the 2025 Get Active! Challenge after the **May 12** deadline date, you will **not** be able to rejoin a team.



Tracking your steps and activities

How do I track my Get Active activity?

Track your Get Active activity in one of three ways:

- Sync your activity tracker device to [My Wellness](#).
- Convert minutes of activities into steps with Get Active's online activity converter or manually enter your steps.
- Download the Personify Health mobile app from the Apple or Android app store to enter activity. Sign in with the same username (not your email) and password that you use on My Wellness. **Note:** Some text and functionality may appear differently on the mobile app compared to the website. The app will work on an Apple iPad or Android tablet, but there may be some differences.

Can I count all activities — like swimming or biking?

Yes, you can convert other physical activity into steps. To track your activity and convert to steps, log in to [My Wellness](#), select **Resources** > **Challenge** > **Track** under **Track Activity**. Or, go to the **Home** tab > **Workouts** > **Add Workouts** to enter the activity you completed.

Archery	Hiking	Snowshoeing
Badminton	Home/Auto Repair	Soccer
Ballroom Dancing	Horseback Riding	Speed Walking
Baseball	House Cleaning	Spinning Class
Basketball	Ice Hockey	Squash
Body Building	Ice Skating	Stair Master
Boxing	Inline Skating	Swimming, Backstroke
Canoeing	Jump Rope	Swimming Breaststroke
Circuit Training	Kayaking	Swimming Butterfly
Cricket	Lawn Mowing	Swimming Freestyle
CrossFit	Martial Arts	Swimming Sidestroke
Cycling 10-13mph/16-21 kph	Moderate pace hand cycling	Table Tennis
Cycling 14-15mph/22-24 kph	Pilates	Tai Chi
Cycling 16-19mph/25-31 kph	Racquetball	Tennis
Cycling 20+ mph/32 + kph	Rock Climbing	Volleyball
Cycling, Mountain	Roller Skating	Walking 2mph (Slow Pace)
Cycling, Stationary	Rowing Machine	Walking 3mph (Moderate Pace)
Dancing	Running 5mph/8.3 kph	Walking 4mph (Very Brisk Pace)
Diving	Running 6 mph/10 kph	Water Aerobics
Electric Bike	Running 7 mph/11.7 kph	Water Polo
Elliptical Trainer	Running 8 mph/13.3 kph	Water Skiing
Field Hockey	Ski Machine	Weight Lifting
Gardening	Skiing, Cross Country	Wheelchair Basketball
General Activity	Skiing, Downhill	Wheeling
Group Exercise Class	Snowboarding	Wii Sports
		Yoga

How can I check my team’s activity and see how other teams are doing?

Log in to [My Wellness](#) and select the **Leaderboards** icon to see your team, your team’s ranking and the top-performing teams.

Can I use an activity tracker to count my steps?

Yes, [My Wellness](#) supports 30+ wearable fitness activity trackers, mobile apps and fitness machines. Activity tracking is only available through a connection to Personify Health’s mobile app, **from your personal mobile device or a personal computer**. When you sync with the [My Wellness](#) platform, your steps and activity will be automatically counted.

Can I sync my activity tracker to my bank-issued computer?

No, wearable activity trackers will not sync with a Bank of America-issued computer or mobile device, so you’ll need to use a personal computer or personal mobile device if you want to use an activity tracker.

If I don’t sync an activity tracker, can I enter steps manually?

Yes, you can enter steps manually either on the Personify Health app or [My Wellness](#) by estimating steps and converting other activities into steps. For example, walking one mile is roughly equivalent to 2,000 steps and a 45–50-minute walk averages about 6,000 steps. When you manually log steps or activities, remember to remove your activity tracker to avoid double counting your steps.

After you successfully enter your data and select **Save**, you’ll see the data on the **Stats** page. You can go back and enter your steps for previous days. Just be sure to record activity for the week (Monday–Sunday) by the following Tuesday to be included within that week’s rankings. You have up to 14 days to retroactively enter steps. You can enter steps until 11:59 p.m. local time on **Thursday, June 19, 2025**.

Is there a limit to the number of steps I can count in one day?

You will receive credit for up to 60,000 validated steps synced through your activity tracker or 30,000 manually entered steps/activities logged. **Note:** If you manually log steps and have validated steps, only the highest step count will be applied towards the 60,000 maximum a day, so aim high!

When is the last day to enter my steps for the 2025 Global Get Active! Challenge?

You have until 11:59 p.m., local time, on **Thursday, June 19, 2025**, to upload retroactive steps to count toward your total for the 2025 Global Get Active! Challenge. You can enter steps from up to 14 days earlier before the **June 19** deadline!

Technical Questions

When I log in to [My Wellness](#) from my work computer, I enter my Single Sign On (SSO) to access the Personify Health Platform. Why am I being asked for my username and password when accessing the Personify Health mobile app?

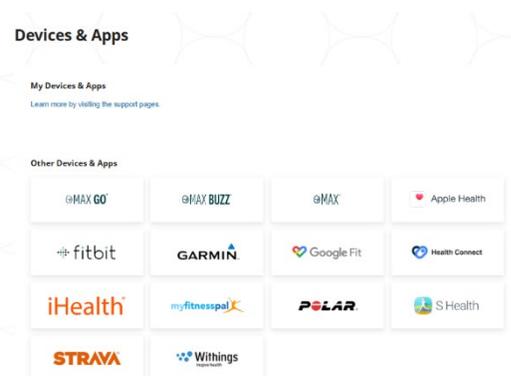
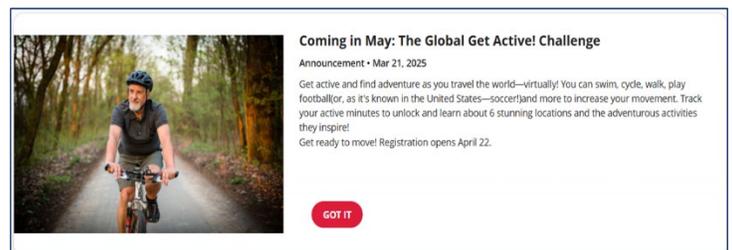
For active employees, Single Sign On (SSO) is enabled only for web access. SSO is not enabled for the Personify Health mobile app and users should continue to enter the username (not email ID) and password that they created. If you need help with your username or password on the mobile login screen, select “**Forgot Username**” or “**Forgot Password**.”

How do I reset my password on My Wellness?

Go to [My Wellness](#), where you’ll be asked for your date of birth and person number before you reset your password. Follow the step-by-step instructions in the [Global Get Active Getting Started Guide](#).

How do I sync my activity?

1. Log in to [My Wellness](#).
2. On the top navigation menu, select **More**, and **Devices & Apps** from drop-down options.
3. On the **Devices & Apps** chart, locate your device.
 - If **Connect** button appears when hovering over the device or app, continue to **step 4**.
 - If a **Connect** button doesn't appear, select the name of the device or app and follow the steps in the pop-up box.
- Select **Connect** to be redirected to app authorization page to enter your log-in details.
5. Select **Allow** or **Authorize**.
6. After connection is made, you’ll be redirected to the **Devices & Apps** page.
7. Look for link icon in the top left corner for the device that you connected.
8. Once your device or app is linked to your Personify Health account, sync your data as often as you’d like.
9. Personify Health uses a notification system to pull new data into your account as it becomes available. There may be a short delay.



I have issues seeing the Get Active destinations on the online map. What’s the best way to view each destination reached?

For the best view of each destination reached, go to **Social > Challenges > View Challenge > Details > Your team unlocked**. Select the destination that you’ve recently reached.

Can I use my Apple Watch to track my activity?

To activate Apple Watch tracking using the Personify Health mobile app:

1. Download the Personify Health mobile app by visiting the app store on your personal iPhone.
2. Open the Personify Health mobile app.
3. Tap on the **Profile** button at the bottom of the screen.
4. Tap on **Devices & Apps**.
5. In the **Devices & Apps** section, locate the **Apple Health** option. You will want to enable data sharing permissions between Personify Health and the Apple Health App. Once connected, you will see **Apple Watch** listed as **My Connected Devices and Apps**.
6. Your Apple Watch is now connected using the iOS app, and will automatically upload Apple Watch activity information (steps and active minutes) when you open the Personify Health mobile app on your iPhone. Open the app at least once every two weeks so you don’t lose any activity!
7. To view your steps logging from the Apple Watch to your Personify Health account, log into the member website, and locate the **My Steps** graph on the home page. Use the drop-down menu on the side of the graph to select **Watch**.

Note: Apple Watch activity will only show up in Personify Health mobile app if the Apple Watch steps are the highest count of steps available from any connected device or app. For example, if you have a Fitbit, an iPhone, and an Apple Watch, the Personify Health mobile app will only display the highest number of activity (and shows which source). If your Fitbit steps count is higher than your Apple Watch steps, the Personify Health mobile app will show the Fitbit step count instead of the Apple Watch step count.

Contact us:

Virgin Pulse is now Personify Health! You'll see their new name and logo, but still be supported by the same My Wellness Member Services team!

Update your mobile app from your device's app store and log in as normal to the Personify Health app. Your username and password will not change!

We love to answer questions! If you need assistance, reach out to the **My Wellness Member Services Center** through one of the channels below:

Email: boa.support@PersonifyHealth.com

Phone:

- U.S and International teammates: Call 833.525.5788
- India teammates: Call 000.800.0403492

Monday – Friday, 8 a.m. – 9 p.m. Eastern

Visit [HR Connect](#) for more information about available benefits.

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