Charity Challenge FAQ's

General Charity Challenge

1. **Question**: What dates is NMG's Charity Challenge?

   Answer: 1 June – 31 August, 2016. Get logging your miles!

2. **Question**: I'd like to make a monetary donation towards Charity Challenge. How do I do this?

   Answer: Details of any monetary donations are to be sent to Amy Tan. Please see slide 10 of the [Toolkit](#).

System related - Charity Challenge / Spark People App:

1. **Question**: Do I enter kilometers or miles into the SparkPeople web-based app?

   Answer: You enter your miles. Remember 1 miles = 1.6 kilometres.

2. **Question**: The SparkPeople web-based app does a lot of things, including points for various things. Do we need to do anything with these points?

   Answer: You are welcome to read more about what you can do with the Spark points you earn, however for Charity Challenge purposes we are only interested in tracking miles. Spark points aren't related to our aim of raising miles.

3. **Question**: I'd like to make a donation towards Charity Challenge. Do I log this donation using the SparkPeople web-based app?

   Answer: No. Details of any donations are to be sent to Amy Tan. Please see slide 10 of the User Guide.

4. **Question**: I am trying to sync my Fit Bit (or other fitness based tracker) to the SparkPeople web-based app, but it's not working?

   Answer: For those of you who want to sync your fitness device to SparkPeople (eg FitBit, Google Fit), you can now do so. Please note however, when you sync your device, the following conversion will apply (1 mile = 1 NMG mile = 5 ZAR or the walk / run conversion). Remember, you shouldn't track any exercise manually whilst wearing your fitness tracker - let it happen automatically!

5. **Question**: I made a mistake and have entered the wrong exercise. How can I delete it?

   Answer: Follow these simple steps to delete an exercise:

      1. Log into the SparkPeople web-based app.
      2. Go to, My Trackers and then My Fitness.
      3. Select the date in which the incorrect exercise was entered.
      4. Under My Exercises, there's two buttons: view and change. Click view.
      5. You then have the option to Remove the exercise (ie delete it).