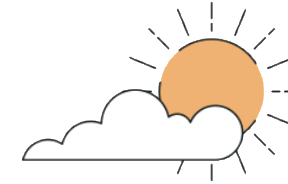Bupa Healthy Cities

Your guide to the App

Ready to get moving? Join the Healthy Cities Challenge today.

Org code is BUPA

1 **Download the Healthy Cities app.**

Scan the QR code. The org code is BUPA.

If you're joining with your company, select it from the drop-down list and join your team.

If you're joining as an individual, select 'Bupa' as your company and 'Friends & Family' as your team.

2 Unlock donations before you even take a step: Every download in May unlocks a £10 green charity donation*.
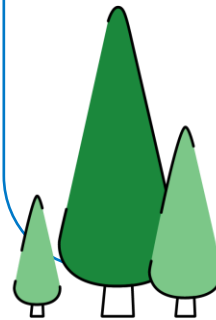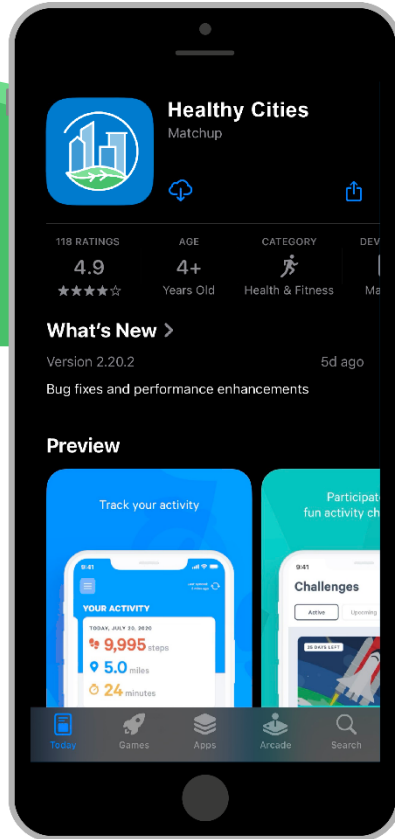
3 Get moving: Every step counts. As we reach milestones, The Bupa Foundation will unlock more donations for green projects.
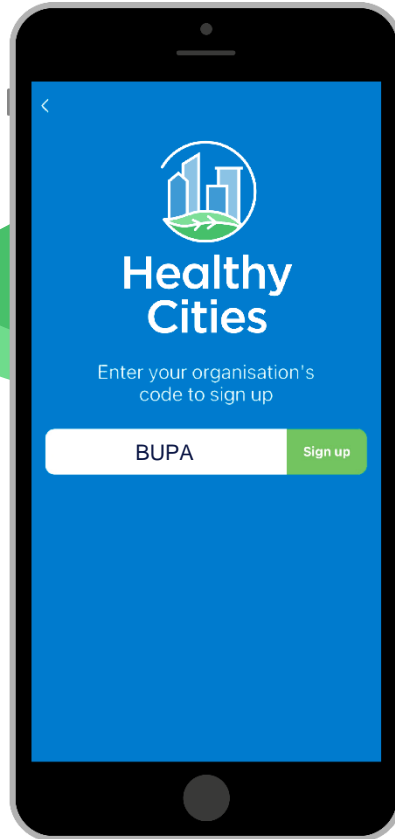
Got a question or need some help? Email **healthycities@bupa.com.**
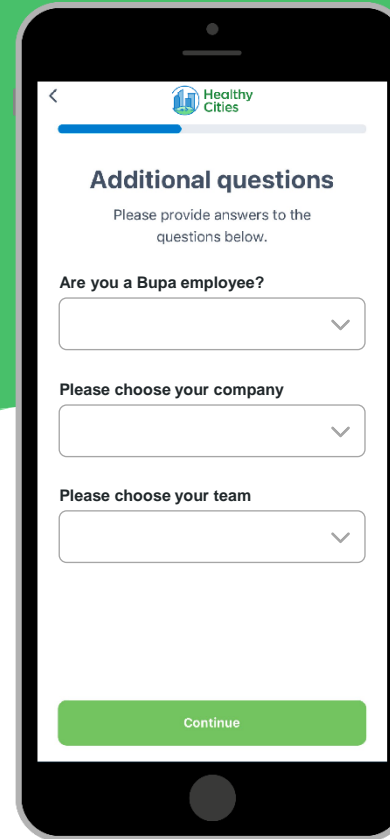
*up to the value of £250,000
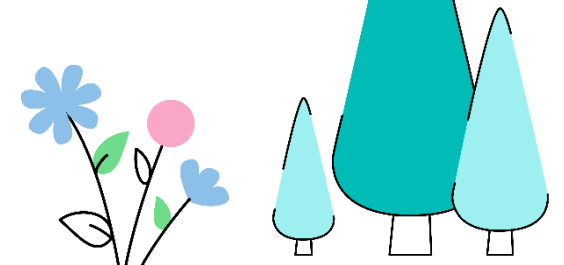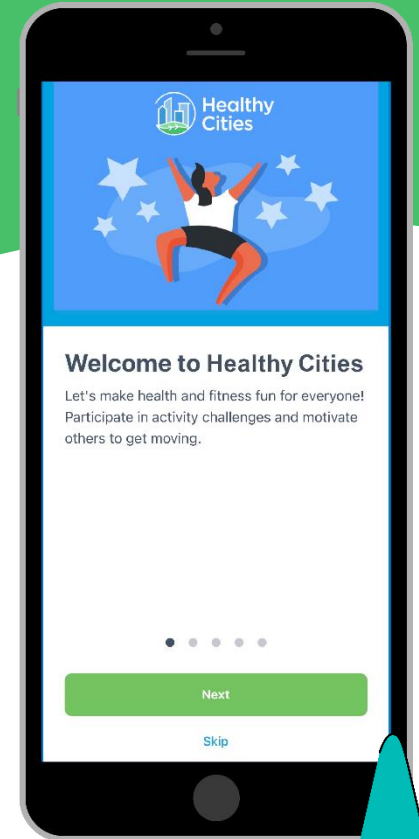
Downloading the app

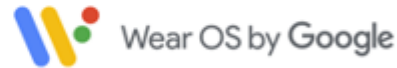Scan the **QR code** or search for **Healthy Cities** in the app store.

The org code is **BUPA**.

Answer the three registration questions to enable assignment into your team.

Integrates with wearables

You'll be prompted to connect your wearable if you have one.

Healthy Cities is supported by most wearables, except for Google Fit. Please use Health Connect instead.

Find more details here: Google Fit Transition to Health Connect | Healthy Cities Help Centre

For issues with Health Connect, try the following articles:

- Can I Connect my Samsung device or Samsung Health data?

- How do I connect with Health Connect?

- How Do I Connect My Android Phone As My Fitness Tracker?

- What Fitness Trackers and Smartwatches Can Play?

- Can I Connect my Samsung device or Samsung Health data? | Healthy Cities Help Centre

If you are still experiencing issues, please contact the in-app support team by going to your profile, clicking the settings cog in the top right, and scrolling down to 'Message support'.
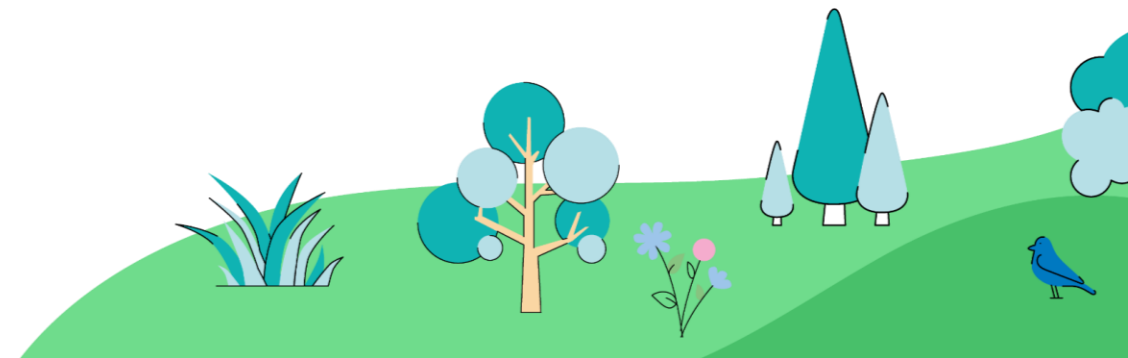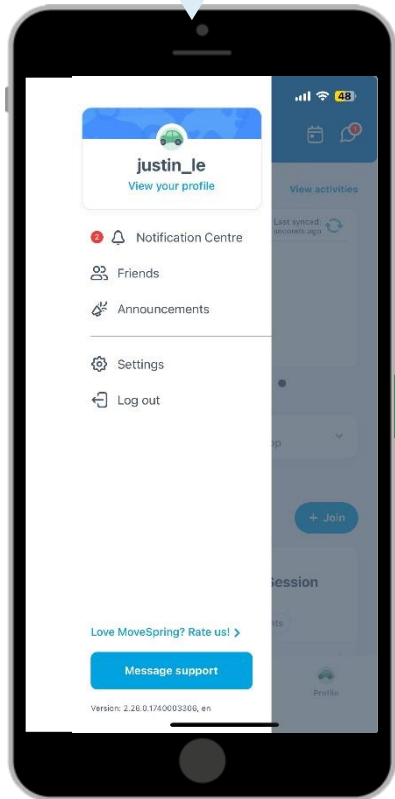
Help & Support

- There is a comprehensive FAQ area in the app. Go to settings, then 'message support'.

- Can't find the answer? Send a message to global support, which will be addressed 9am to 5pm US Central Standard Time (CST).

- If that doesn't work, please contact the Healthy Cities mailbox on **healthycities@bupa.com**.
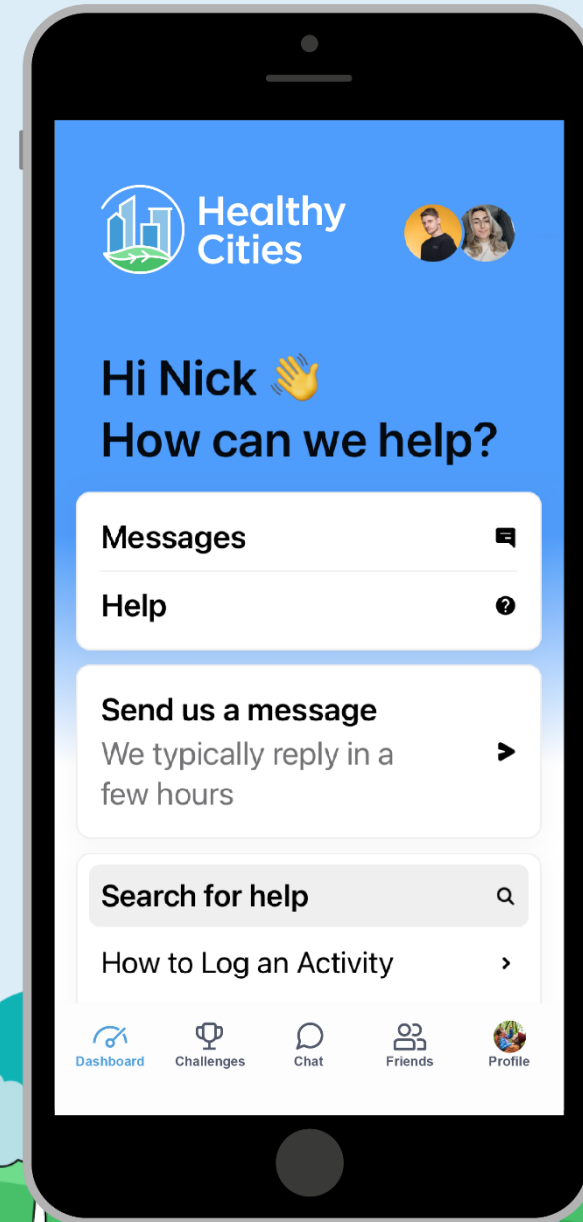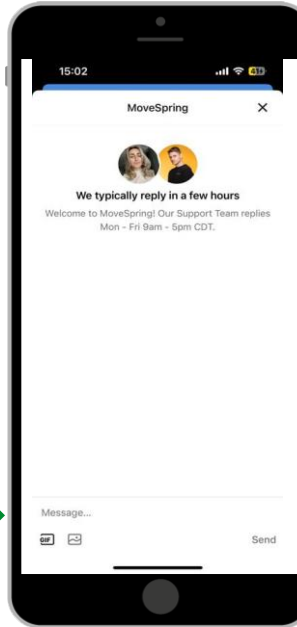
Help & Support step-by-step

Open the sidebar from the main menu & press the blue button **'Message Support'**

Message the Movespring support team
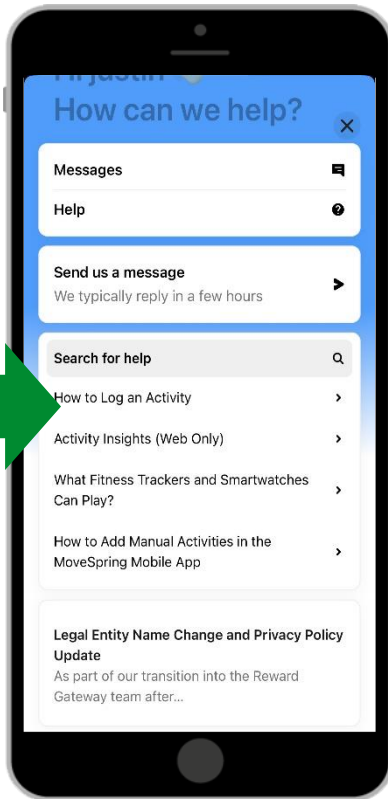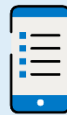
The support team will assist specific queries

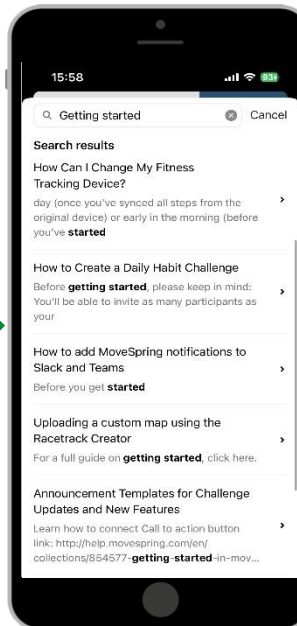Browse the help section

Search for help articles

Each article is detailed and provides steps to troubleshoot user issues