

EMPLOYEE GUIDE

Vantage Fit Participant Knowledge Base & FAQ

Your complete reference guide for getting started, tracking activities, joining challenges, earning rewards, and resolving common issues on the Vantage Fit platform.

Track. Move. Compete. Improve.

support@vantagefit.io | vantagefit.io | Version 2025



Download on the
App Store



GET IT ON
Google Play

Table of Contents

1. Getting Started

- How to Download & Sign Up
- Login Options: Corporate Email, Personal Email & SSO
- Completing Your Wellness Profile
- Spouse / Partner Registration

2. Connecting Your Device

- Tracking Without a Smartwatch
- Apple Health (iPhone & Apple Watch)
- Google Fit (Android)
- Fitbit Setup
- Garmin Setup
- Samsung Health Workaround
- Other Wearables (Mi Band, Amazfit, Boat, GOQII & more)
- Managing Multiple Data Sources (iOS)
- Strava & Third-Party App Imports

3. Step Tracking & Syncing

- How Steps Are Tracked
- How Active Minutes Work
- Manual Sync
- Troubleshooting Step Count Discrepancies

4. Outdoor Activity Tracking

- Supported Outdoor Activities
- Starting an Outdoor Activity
- GPS Accuracy & Troubleshooting

5. Workouts & Wellness Features

- 7-Minute Guided Workouts
- AI-Powered Squat Tracker
- Meditation Sessions
- Heart Rate Monitoring
- Mood Tracker

6. Nutrition & Hydration

- Logging Your Meals

- Adding Custom or Missing Food Items
- Water Intake Logging
- Setting Meal & Water Reminders

7. Health Score

- What Is Your Health Score?
- How to Calculate & Update It

8. Challenges & Contests

- How to Join a Challenge
- Types of Challenges Explained
- Team Challenges
- Personalized Programs
- Reporting Suspected Cheating

9. Leaderboards

- Types of Leaderboards
- Reading Weekly vs. Overall Rankings

10. Rewards & Badges

- How to Earn Reward Points
- How to Redeem Points for Gift Cards
- Fitness Badges
- Sharing Badges

11. Community & Social Sharing

12. Notifications & Reminders

13. Troubleshooting Quick Reference

14. Contact & Support

1. Getting Started

Vantage Fit is your organisation's corporate wellness platform. It rewards healthy habits — steps, workouts, nutrition, mindfulness — with real incentives. This section walks you through downloading the app, creating your account, and setting up your profile.

1.1 How to Download & Sign Up

Vantage Fit is available as a free mobile app for both iOS and Android devices.

1. **Download the app.** Search for *Vantage Fit* on the Apple App Store (iPhone/iPad) or Google Play Store (Android), then tap Install. You can also scan the QR code provided in your organisation's wellness programme communication.
2. **Open the app** and tap **Sign Up** or **Get Started**.
3. **Enter your corporate email address** (the email your organisation registered with Vantage Fit). Using your corporate email automatically enrolls you in your company's active wellness programme.
4. **Check your inbox** for a verification or welcome email and follow the link to confirm your account.
5. **Set a password** and complete your wellness profile (see Section 1.3).

Note: If your organisation uses Single Sign-On (SSO), you may be redirected to authenticate via your company's identity provider (e.g., Google Workspace or Microsoft 365) instead of setting a password.

1.2 Login Options

Login Method	Who It's For	What to Know
Corporate Email	All employees	Required to participate in company challenges and earn incentives. This is the default and recommended login.
Personal Email	Employees without a corporate email, or spouse/family registration	Personal email users can access wellness tools (steps, nutrition, mindfulness) but cannot participate in company contests or receive corporate rewards unless specifically permitted by your HR admin.
SSO (Single Sign-On)	Organisations with SSO enabled	Log in through your corporate identity provider — no separate password needed. Contact your HR admin if SSO is available at your organisation.

1.3 Completing Your Wellness Profile

A complete profile helps the app personalise your experience — from daily step targets to health score calculations. After signing in for the first time, you will be prompted to provide:

- Full name and date of birth
- Height and weight
- Fitness goals and preferences
- Daily step target
- Any relevant health conditions

You can update your profile at any time by navigating to **My Health > Settings** in the app.

1.4 Spouse / Partner Registration

Depending on your organisation's programme settings, your spouse or domestic partner may be eligible to join Vantage Fit.

- Spouses should download the app and register using their **personal email address**.
- They can access all individual wellness tools: step tracker, nutrition tracker, mood tracker, and mindfulness sessions.
- **Important:** Family members registered with a personal email cannot participate in corporate contests or earn company-sponsored incentive points. Contest eligibility is limited to employees.
- If you are unsure whether your organisation permits spouse registration, contact your HR or wellness programme administrator.

Frequently Asked Questions — Getting Started

I downloaded the app but cannot find my company's programme. What should I do?

Ensure you are signing in with your **corporate email address** — the one your employer used when registering your organisation with Vantage Fit. If you are unsure which email was used, contact your HR administrator.

Can I log in using my Gmail or Facebook account?

If your organisation has enabled SSO with Google Workspace, you may be able to sign in via Gmail. Facebook login may be available in some configurations. However, using a social login tied to a personal account may prevent you from accessing your company's challenges. Always use your corporate credentials to ensure full programme participation.

I forgot my password. How do I reset it?

On the login screen, tap **Forgot Password**, enter your registered email address, and follow the reset link sent to your inbox. If you log in via SSO, password reset is managed through your organisation's identity provider — not Vantage Fit directly.

I registered with my personal email by mistake. Can I change it to my corporate email?

Contact Vantage Fit support at **support@vantagefit.io** with your details, and the team can help migrate your account or create a new corporate account linked to your programme.

2. Connecting Your Device

Vantage Fit syncs activity data through your smartphone, Apple Health, Google Fit, or a supported wearable device. You do not need a smartwatch — your phone's built-in motion sensor tracks steps automatically once connected to the right data source.

2.1 Tracking Without a Smartwatch

If you do not own a wearable device, your smartphone alone is sufficient. The phone's built-in accelerometer passively records your steps throughout the day.

iPhone (iOS)

1. Open Vantage Fit. On first launch, the app will prompt you to connect to **Apple Health**.
2. Tap **Allow** when prompted to grant health data permissions.
3. Ensure permissions for *Steps*, *Active Energy*, and *Workouts* are toggled **ON** (green) under **Settings > Privacy & Security > Health > Vantage Fit**.
4. Your iPhone now automatically tracks and syncs steps to Vantage Fit.

Android

1. In the Vantage Fit app, go to **My Health > Settings (gear icon) > General > Change Device**.
2. Select **Google Fit** from the list of data sources.
3. Tap **Continue** and sign in with the Google account linked to your phone.
4. Grant all requested permissions in the Google Fit consent screen.
5. Your phone now syncs steps automatically via Google Fit.

Note (Android): Google Fit is not mandatory to install separately — Vantage Fit connects to the Google Fit framework built into Android. However, having the Google Fit app installed can make troubleshooting easier.

2.2 Apple Health & Apple Watch (iOS)

When you connect Vantage Fit to Apple Health, your paired Apple Watch is automatically included as a data source.

1. Open the Vantage Fit app and navigate to **My Health > Settings > General > Change Device (or Wearable Settings)**.
2. Select **Apple Health** as your data source.
3. When prompted, tap **Turn All Categories On** to grant full permissions, then tap **Allow**.
4. Return to the Vantage Fit home screen. Your Apple Watch steps should begin syncing within a few minutes.

5. Confirm the connection: your Apple Watch should appear as a connected device on the home screen.

Tip: If you have multiple health data sources on iOS (e.g., both an Apple Watch and a third-party app), see Section 2.8 on managing data source priority to ensure the most accurate data feeds into Vantage Fit.

2.3 Google Fit (Android)

1. In the Vantage Fit app, go to **My Health > Settings (gear icon) > General > Change Device**.
2. Select **Google Fit**.
3. Tap **Continue**. You will be directed to a Google account sign-in screen.
4. Sign in with your Google account and grant all requested permissions.
5. Return to Vantage Fit. Steps will now sync from Google Fit automatically.

2.4 Fitbit Setup

Vantage Fit connects to your Fitbit account (not the device directly). Your Fitbit device syncs to the Fitbit app, which then shares data with Vantage Fit.

iOS

1. In Vantage Fit, go to **Wearable Settings > Connect for Fitbit**.
2. You will be redirected to the Fitbit login page in a browser.
3. Enter your Fitbit credentials and authorize the connection.
4. When prompted to open a new page in Vantage Fit, tap **Open**.
5. The connection is established. Your Fitbit activity will now sync to Vantage Fit.

Android

1. In Vantage Fit, go to **Settings > Change Device > Connect Your Device**.
2. Select **Fitbit** from the device list.
3. You will be redirected to the Fitbit authorization page.
4. Log in and grant permissions. The Fitbit app syncs your device data via Bluetooth and passes it to Vantage Fit.

Important: Vantage Fit reads data from your *Fitbit account*, not from the physical device. If your Fitbit watch has not synced to the Fitbit app recently, Vantage Fit will not have current data. Always ensure your Fitbit device has synced to the Fitbit app before checking your steps in Vantage Fit.

2.5 Garmin Setup

Like Fitbit, Garmin integration works through your Garmin Connect account.

iOS

1. Go to **Wearable Settings > Devices & Connections > Connect for Garmin**.
2. Log in to your Garmin Connect account when prompted.
3. Grant Vantage Fit permission to access your Garmin activity data.
4. Your Garmin steps and activities will begin syncing automatically.

Android

1. In Vantage Fit, go to **Settings > Change Device > Manage Devices > Connect Your Device to Vantage Fit**.
2. Select **Garmin** from the device list.
3. Complete the Garmin Connect authentication in the browser that opens.
4. Return to Vantage Fit — your Garmin data is now linked.

2.6 Samsung Health Workaround

Samsung Health does not connect directly to Vantage Fit. You need a bridge app called **Health Sync** to route Samsung Health data to Google Fit, which Vantage Fit then reads.

1. Install the **Health Sync** app from the Google Play Store.
2. Open Health Sync and tap **Check Google Fit Connection** to confirm it can see your Google account.
3. In Health Sync, enable syncing from Samsung Health to Google Fit.
4. Return to Health Sync's main screen and confirm the sync is initialised.
5. Open Vantage Fit and connect to **Google Fit** (follow steps in Section 2.3).
6. Your Samsung Health data will now flow: Samsung Health → Health Sync → Google Fit → Vantage Fit.

2.7 Other Wearables (Mi Band, Amazfit, Boat, GOQII, Huawei, Realme & more)

Devices not natively supported by Vantage Fit can be connected via Apple Health (iOS) or Google Fit (Android) as an intermediary.

iOS

1. Install your wearable's companion app (e.g., Mi Fit, Zepp, Very Fit Pro).
2. Pair your device to the companion app via Bluetooth.
3. In the companion app's settings, enable **Apple Health integration**.
4. Go to **Settings > Privacy & Security > Health > Vantage Fit** and ensure all categories are toggled **ON**.
5. Your wearable data flows: Device → Companion App → Apple Health → Vantage Fit.

Android

1. Install your wearable's companion app and pair the device.
2. In the companion app settings, enable **Google Fit integration**.
3. Open Google Fit app, go to **Settings > Manage Connected Apps** and verify both your wearable app and Vantage Fit appear there under the same Google account.
4. Connect Vantage Fit to Google Fit (Section 2.3) if not already done.
5. Your wearable data flows: Device → Companion App → Google Fit → Vantage Fit.

Supported via Google Fit: Mi Band, Amazfit, Boat, GOQII, Huawei Band/Watch, Very Fit, Realme Watch, and many others.

Natively supported: Fitbit, Garmin, Apple Watch.

Not currently supported: Direct Strava import (see Section 2.9).

2.8 Managing Multiple Data Sources (iOS)

If you have multiple apps or devices contributing step data to Apple Health (e.g., iPhone + Apple Watch + a third-party app), data can be duplicated or inconsistent. Apple Health's priority system determines which source "wins" for each data type.

To check and set data source priority:

1. Open the Apple **Health** app.
2. Tap **Browse > Activity > Steps**.
3. Scroll down and tap **Data Sources & Access**.
4. Tap **Edit** in the top right.
5. Hold the handle (three lines) next to each source and drag to reorder. The source at the top has highest priority.
6. Uncheck any sources you want to exclude. Tap **Done**.

Default Apple Health priority order:

1. Manually entered data (highest priority)
2. iPhone / iPod touch / Apple Watch
3. Third-party apps and Bluetooth devices

Best practice: Set your primary wearable (Apple Watch or your main fitness tracker) as the top priority source to prevent conflicting step counts.

2.9 Strava & Third-Party App Imports

Vantage Fit currently does not support direct activity imports from Strava or other third-party fitness platforms. If you record workouts on Strava, you can still have them count toward your Vantage Fit steps by routing through Apple Health or Google Fit — provided Strava is connected to Apple Health (iOS) or Google Fit (Android).

Direct third-party imports are on the Vantage Fit product roadmap. Contact support@vantagefit.io to register your interest.

Frequently Asked Questions — Connecting Devices

Do I need to install Google Fit to use Vantage Fit on Android?

No. Google Fit does not need to be installed separately on Android. Vantage Fit connects to the Google Fit framework that is built into the operating system. However, having the Google Fit app installed can make it easier to verify that your data is syncing correctly and to manage connected apps.

I connected my Fitbit/Garmin but my steps are not appearing in Vantage Fit. What should I do?

Vantage Fit reads data from your Fitbit or Garmin *account*, not directly from the hardware. First, open your Fitbit or Garmin Connect app and force a sync between the device and the app. Then open Vantage Fit and initiate a manual sync (see Section 3.3). If steps still do not appear, disconnect and reconnect the device integration.

My smartwatch brand is not listed in Vantage Fit. Does that mean I cannot use it?

Not necessarily. If your watch has a companion app that connects to Apple Health (iOS) or Google Fit (Android), you can still route step data to Vantage Fit through those intermediaries. Refer to Section 2.7 for instructions. Contact support if you need help confirming compatibility for a specific device.

I have an iPhone. Do I need to do anything to connect my Apple Watch?

No separate step is needed. When you connect Vantage Fit to Apple Health (Section 2.2), your Apple Watch is automatically included as a data source. Confirm that Apple Watch appears with the highest priority in your Apple Health data sources list for the most accurate tracking.

3. Step Tracking & Syncing

Steps are the primary currency of most Vantage Fit challenges. This section explains how step tracking works, how Active Minutes convert other exercises into step equivalents, and how to resolve common syncing issues.

3.1 How Steps Are Tracked

Vantage Fit does not track steps directly using its own sensor. Instead, it reads step data from the connected source you set up in Section 2:

- **iPhone without wearable:** Apple Health reads the iPhone's built-in accelerometer.
- **Android without wearable:** Google Fit reads the phone's motion sensor.
- **Apple Watch:** Steps recorded by the watch sync to Apple Health, then to Vantage Fit.
- **Fitbit / Garmin:** Steps sync from the watch → manufacturer app → Vantage Fit.
- **Other wearables:** Steps sync via companion app → Apple Health or Google Fit → Vantage Fit.

Step data is not recorded from manually entered values in Apple Health or Google Fit — only data recorded by a physical device counts.

3.2 How Active Minutes Work

Active Minutes allow activities that don't generate step counts (yoga, weight training, cycling, gym workouts) to still contribute to your step-based challenge totals. The system converts time spent in physical activity into a standardised step-equivalent unit.

This ensures fair participation for all employees, regardless of the type of exercise they prefer. If you complete a 45-minute strength training session that your wearable records as "Active Minutes" or "Exercise Minutes," that time is converted and added to your daily step count in Vantage Fit.

3.3 Manual Sync

Vantage Fit syncs automatically in the background, but you can force an immediate sync if your steps are not reflecting recent activity.

iOS

1. Open Vantage Fit.
2. On the home screen, tap the **sync (refresh) icon**.
3. Close the app completely and reopen it to load the updated data.

Android

1. Open Vantage Fit.
2. Go to **Profile Settings > General**.

3. Tap **Sync Activities**.
4. Wait for the sync to complete, then return to the home screen.

3.4 Troubleshooting Step Count Discrepancies

If Vantage Fit shows fewer steps than your wearable app or phone health app, work through the following checklist:

Possible Cause	Fix
Vantage Fit does not have health permissions	Go to Settings > Privacy > Health > Vantage Fit (iOS) and enable all categories. On Android, recheck Google Fit connected apps.
Fitbit/Garmin watch hasn't synced to its app	Open the Fitbit or Garmin Connect app and force a device sync before syncing Vantage Fit.
Battery optimisation is restricting Vantage Fit (Android)	Go to Settings > Battery > App Battery Management and set Vantage Fit to <i>No Restrictions</i> or <i>Optimised</i> .
Background app refresh is off (iOS)	Go to Settings > General > Background App Refresh and enable it for Vantage Fit.
Multiple data sources causing duplication or exclusion	Review Apple Health source priority (Section 2.8) or Google Fit connected apps.
Steps logged in Google Fit from manual entry	Vantage Fit only reads device-recorded steps. Manually entered data in Apple Health or Google Fit is excluded.

Frequently Asked Questions — Step Tracking

Why does Vantage Fit show fewer steps than my Google Fit or Apple Health?

There are several possible causes: missing health permissions, a data source sync delay, or battery optimisation blocking background sync. For Fitbit and Garmin users, remember that Vantage Fit reads from the manufacturer's cloud account — not the device directly. Force sync your wearable app, then manually sync Vantage Fit.

Do steps I took yesterday count toward today's challenge?

Challenges track steps within defined periods. Steps are credited to the day they were recorded, not the day they synced. However, syncing promptly is important because some challenges may have cutoff windows for data submission.

What happens to my steps if I don't open the app for a few days?

As long as your data source (Apple Health or Google Fit) has been recording activity, historical data can sync when you next open Vantage Fit. However, some challenge windows may have expired — contact support if you believe you missed credited steps due to a sync issue.

4. Outdoor Activity Tracking

Vantage Fit supports GPS-based tracking for outdoor activities like walking, running, and cycling. Activities are recorded in real time, giving you a route map, distance covered, duration, and average pace.

4.1 Supported Activities

Activity	Tracking Method	Notes
Walking	GPS (real-time route)	Route map, distance, pace, and duration recorded.
Running	GPS (real-time route)	Route map, distance, pace, and duration recorded.
Cycling	GPS (real-time route)	Route map, distance, and duration recorded.
Hiking	Manually logged	Log duration and intensity; GPS route not recorded.
Swimming	Manually logged	Log laps or duration. Wearables with swim tracking may contribute via Apple Health/Google Fit.
Weight Training	Manually logged	Log session duration; counts as Active Minutes.

4.2 Starting an Outdoor GPS Activity

1. Ensure your phone's **Location / GPS** is turned on and set to *Always On* or *While Using the App*.
2. Open Vantage Fit and tap the + button on the home screen.
3. Select your activity type (Walking, Running, or Cycling).
4. Step outside and wait a few seconds for the GPS signal to lock before pressing **Start**.

5. Keep the screen active or ensure the app is allowed to run in the background during the activity.
6. When finished, tap **Stop** and then **Save** to record the session.

Tip: Starting your activity outdoors with a clear view of the sky helps GPS lock faster and track your route more accurately.

4.3 GPS Accuracy & Troubleshooting

Poor GPS accuracy usually has a physical or software cause. If your recorded route does not match your actual path, check the following:

Issue	Likely Cause	Solution
Route is jagged or skips	Obstructed satellite view (tall buildings, dense trees, tunnels)	Move to an open area at the start. Avoid tunnels or indoor segments mid-activity.
Route not tracked at all	GPS disabled or app lacks location permission	Enable GPS in phone settings. Grant Vantage Fit location permission (<i>Always</i> or <i>While Using</i>).
Distance is shorter than actual	Battery saver / power saving mode restricting GPS	Set phone to <i>High Performance</i> or <i>Optimised</i> power mode during activity.
Tracking stops mid-activity	Screen turned off; app put to sleep	Keep screen on during tracking, or allow the app to run in background. Disable battery optimisation for Vantage Fit (Android).
GPS-dependent apps sleeping (Android)	Phone restricts apps with location access	In Settings, ensure Vantage Fit is not marked as a "sleeping app" and location is permitted at all times.
Stormy weather or heavy cloud cover	Environmental GPS interference	No fix available — GPS accuracy degrades in severe weather conditions.

Frequently Asked Questions — Outdoor Activities

Can I track a treadmill run as an outdoor activity?

No. The GPS-based outdoor activity tracker is intended for use outdoors. For treadmill sessions, your steps will be captured through your wearable device or phone as regular step count. Alternatively, you can log it as a manually tracked activity if your organisation's programme supports manual entries.

I went for a run but the map shows a completely wrong route. What happened?

This is usually caused by GPS lock failure at the start of the activity. The app began recording before the GPS signal was established, causing it to default to a cached or incorrect location. Always wait for a solid GPS signal (indicated in the app) before pressing Start, and begin your activity in an open outdoor area away from buildings.

Can I share my outdoor activity route with colleagues?

Yes. After saving an activity, you can share your route map, duration, average pace, and distance to the Vantage Fit social feed or external platforms like WhatsApp and Instagram. You can optionally add a "sweaty selfie" to the post.

5. Workouts & Wellness Features

Beyond step tracking, Vantage Fit includes guided workout sessions, an AI-powered squat tracker, meditation, and heart rate monitoring — all accessible directly within the app.

5.1 7-Minute Guided Workouts

The 7-Minute Workout is a science-backed, high-intensity circuit training session you can complete anywhere — no equipment needed. The app provides step-by-step audio and visual guidance through 12 exercises.

Exercises included: Jumping Jacks, Wall Sit, Push-Ups, Abdominal Crunches, Step-Ups onto a Chair, Squats, Tricep Dips on Chair, Plank, High Knees Running in Place, Lunges, Push-Up and Rotation, Side Plank.

1. Tap the + button on the home screen.
2. Select **Start 7-Minute Workout**.
3. Tap **Start Workout**. The app will guide you through each exercise with on-screen demonstrations and audio cues.
4. Rest periods are included between exercises.
5. Once complete, your workout is automatically saved and the calories and activity are recorded.

5.2 AI-Powered Squat Tracker

The AI Squat Tracker uses your phone's front or rear camera and machine learning to detect and count squat repetitions automatically, ensuring accurate form tracking without needing a wearable.

1. Tap the + button on the home screen.
2. Select **Start Squats Workout**.
3. Review the on-screen instructions for proper phone positioning.
4. **Position your phone:** Place it on the floor at ground level, camera facing upward vertically so it can see your full body.
5. Step into the camera's frame — align yourself within the outline shown on screen.
6. The app will auto-detect your position and begin counting when you start squatting.
7. When finished, tap **Finish Workout**, then **Save**.

For best accuracy: Ensure good lighting in the room, wear contrasting clothing against the background, and maintain a clear, unobstructed camera view of your full body. Avoid placing the phone in a dark corner or against a busy background.

5.3 Meditation Sessions

Vantage Fit includes guided meditation sessions to help reduce stress, improve focus, and support mental wellbeing. Sessions range from 5 to 20 minutes.

1. Tap the **+** button on the home screen.
2. Select **Start Meditation**.
3. Choose your preferred session duration (5, 10, 15, or 20 minutes).
4. Tap **Play**. Find a quiet space, sit comfortably, and follow the guided audio.

5.4 Heart Rate Monitoring

Vantage Fit can measure your resting heart rate using your phone's camera — no wearable required. The camera detects subtle colour changes in your fingertip as blood pulses through.

1. Navigate to the heart rate feature within the app.
2. Place your fingertip gently over the phone's **primary (main) rear camera** lens and ensure your finger also covers the **camera flash**.
3. Hold still for 15–30 seconds while the measurement is taken.
4. Your heart rate reading will be displayed on screen.

Which camera to use on multi-camera phones: Always use the **main (largest or highest-resolution)** rear camera. Do not use the telephoto lens, ultra-wide lens, or front-facing camera. The flash must be covered alongside the camera lens for the feature to work correctly.

5.5 Mood Tracker

The Mood Tracker allows you to log your emotional state daily, helping you and your organisation's wellness programme identify patterns in mental wellbeing over time. Your mood data is confidential and is used solely to personalise your wellness experience.

1. From the home screen, navigate to the Mood Tracker feature.
2. Select the emoji or label that best represents your current mood.
3. Optionally add a brief note for context.
4. Tap **Save**. Your mood is logged for the day.

Frequently Asked Questions — Workouts & Wellness

Do 7-Minute Workouts contribute to my step count or challenge score?

Yes. Completed workouts are logged as activity and contribute to your overall wellness score in challenges. Depending on the challenge format, they may be counted as Active Minutes and converted into step equivalents.

The AI Squat Tracker is not counting my reps correctly. What can I do?

Ensure the room is well lit, your full body is visible in the frame, and the phone is placed on the floor at ground level pointing upward. Wearing clothing that contrasts with your background helps the AI detect your movements. Avoid backlit environments (e.g., squatting in front of a bright window).

Is the heart rate reading from the camera medically accurate?

The camera-based heart rate reading is an estimate intended for wellness awareness, not clinical diagnosis. Vantage Fit does not provide medical evaluation, diagnosis, or treatment. Consult a qualified medical professional for clinical heart rate assessment.

6. Nutrition & Hydration

Vantage Fit's nutrition tracker helps you log daily meals and water intake, giving you a clearer picture of your caloric consumption. Consistent logging supports better health awareness and can contribute to your overall wellness score.

6.1 Logging Your Meals

1. Tap the **+** button on the home screen.
2. Select **Log Today's Meal** (or **Today's Meals**).
3. Choose the meal category: **Breakfast, Lunch, Snacks, or Dinner**.
4. Search for the food item in the database.
5. Enter the quantity consumed. The app automatically calculates the caloric value based on the quantity entered.
6. Tap **Save**. The meal is added to your daily nutrition log.
7. Repeat for each meal category throughout the day.

6.2 Adding Custom or Missing Food Items

If a food item is not available in the Vantage Fit database, you can suggest it or create it manually.

1. Follow steps 1–3 above to navigate to a meal category.
2. Tap the **+** icon within the meal category.
3. In the search bar, type the food name. If it does not appear, scroll to find **+ Add New**.
4. Tap **Add New** and choose either:
 - **Quick Add:** Manually enter calorie count without full nutritional detail.
 - **Create Food:** Enter the full nutritional breakdown (calories, protein, carbs, fat) for a custom food item that you can reuse.

6.3 Water Intake Logging

1. Tap the **+** button on the home screen.
2. Select **Log Water Intake**.
3. Enter the amount of water consumed (in ml or oz, depending on your unit settings).
4. Tap **Save Changes**. Your daily hydration progress is updated.

6.4 Setting Meal & Water Reminders

Vantage Fit can send you push notifications at set times to remind you to log meals and drink water.

1. Go to **My Health > Settings (gear icon) > Preferences > Reminder Settings**.
2. Toggle on **Meal Reminder** and/or **Water Reminder**.
3. Set your preferred reminder times and choose which days of the week the reminders should appear (daily, weekdays, weekends, or custom days).
4. Tap **Save**.

Note: Reminders are available specifically for meal logging and water intake. General activity reminders (e.g., "time to walk") are delivered as platform wellness notifications rather than user-configured reminders.

Frequently Asked Questions — Nutrition & Hydration

Does my meal log affect my challenge score?

This depends on your organisation's challenge configuration. Some challenges include nutrition activities as point-earning tasks. Check your active challenge details to see if meal logging contributes to your score.

I added a food item but the calorie count seems wrong. Can I edit it?

Yes. Navigate back to the logged meal, tap the item, and edit the quantity or switch to a different food item from the database. If you believe a food item in the database has incorrect nutritional values, contact support@vantagefit.io to flag it for correction.

Is my nutrition data shared with my employer?

Individual nutrition logs are private. Employers may receive aggregated, anonymised wellness data at the programme level, but personal dietary logs are not shared. Refer to Vantage Fit's privacy policy for full details.

7. Health Score

Your Vantage Fit Health Score is a holistic assessment of your current wellbeing, calculated from physical measurements and lifestyle inputs. It gives you a personalised baseline and helps you monitor progress over time.

7.1 What Is Your Health Score?

The Health Score is a composite indicator that considers:

- Height and weight (BMI calculation)
- Waist circumference
- Age and date of birth
- Existing health conditions (e.g., diabetes, hypertension)
- Lifestyle habits (activity level, sleep, diet, stress)

Disclaimer: The Vantage Fit Health Score is a wellness awareness tool only. It does not constitute a medical evaluation, diagnosis, or treatment recommendation. Always consult a qualified healthcare professional for medical advice.

7.2 How to Calculate & Update Your Health Score

1. Open the Vantage Fit app and navigate to **My Health**.
2. Tap **My Health** (or **Health Score** if shown on the dashboard).
3. Enter or update your **height, weight, waist size**, and **date of birth**.
4. Complete the lifestyle questionnaire — answer questions about your sleep, diet, exercise habits, and stress levels honestly for the most accurate score.
5. Tap **Update Score**. Your Health Score is recalculated and displayed immediately.

Re-check and update your Health Score periodically (monthly is recommended) to track your wellness progress over the course of a programme.

Frequently Asked Questions — Health Score

How often should I update my Health Score?

We recommend updating it at least once a month, or whenever significant changes occur (e.g., weight loss/gain, change in lifestyle habits). More frequent updates give you a more accurate and meaningful picture of your wellness journey.

Is my Health Score visible to my employer or HR team?

No. Individual Health Score data is personal and private. Employers only receive aggregated and anonymised data at the group level, and cannot view individual Health Scores.

8. Challenges & Contests

Challenges are the core engagement mechanism of Vantage Fit. Your organisation creates and manages challenges. As a participant, you compete (individually or in teams) to earn reward points and badges by meeting activity targets.

8.1 How to Join a Challenge

You do not need to manually register for your company's challenges. When you log in with your corporate email, you are **automatically enrolled** in all active challenges your organisation has set up. Simply open the app and navigate to the **Challenges** section to see your current challenge status and leaderboard position.

Note: Employees who sign in with a personal email rather than a corporate email will not be automatically enrolled in corporate challenges.

8.2 Types of Challenges

Race Challenge

A real-time competition where participants race to top the leaderboard. There is no fixed step target — your goal is simply to accumulate more activity than everyone else. Rankings update continuously as new activity data syncs. Best for competitive participants who want a simple, clear objective.

Streak Challenge

Participants must meet a daily step or activity target consistently. A streak is maintained each day the target is achieved. Missing a day breaks the streak. This format rewards consistency and habit formation over raw performance.

Journey Challenge

A virtual adventure where participants travel around the world through milestones and checkpoints. Your accumulated steps move you forward on the virtual journey map. Each checkpoint unlocked earns you reward points and badges. The challenge ends when participants reach the final destination or the challenge period closes.

Level Up Challenge

Built around weekly targets. Meeting the week's activity target advances you to the next challenge tier (level). The levels progress in difficulty, keeping the challenge fresh over longer programmes. Missing a weekly target may prevent advancement to the next level.

E-Marathon

A virtual marathon where steps are converted to distance: **1,000 steps = 1 km** (or 1,609 steps = 1 mile). Participants work toward a configurable finish-line distance. Track your virtual marathon progress in the challenge detail screen.

League-Based Challenge

Participants are grouped into leagues — typically Gold, Silver, and Bronze — based on their average activity levels. This format emphasises self-improvement over direct head-to-head comparison. Each league has its own leaderboard, goals, and rewards, making competition more equitable across different fitness levels.

Custom Challenge

Multi-activity challenges that your organisation designs for specific wellness goals. These may combine step targets, loggable activities (strength training, yoga), GPS-trackable activities, and other health behaviours such as nutrition or hydration logging.

8.3 Team Challenges

If your organisation has enabled team features, you can participate as part of a group. Teams are created and managed by your HR administrator — participants are assigned to teams rather than self-forming groups.

- **Team rankings** are based on the average activity score of all members.
- **Individual rankings** within the team are also tracked on the Team Leaderboard.
- Team creation and configuration is an admin-controlled feature. If you'd like a team structure, request it from your HR wellness administrator.

8.4 Personalized Programmes

Personalized Programmes are customised wellness plans tailored to your individual health profile — distinct from standard company-wide challenges.

1. Navigate to **Programs > Training** within the app.
2. Browse programmes organised by focus area: habit building, mental health, physical health, nutrition, and more.
3. Select a programme of interest and tap **Configure**.
4. Answer the short health assessment questions presented in the flow.
5. The system curates a personalised challenge plan based on your responses.
6. Review your programme details and tap to begin.

8.5 Reporting Suspected Cheating

If you believe a participant is manipulating their step count or activity data unfairly, report it to your organisation's wellness programme administrator or HR team, who can escalate to Vantage Fit. You can also contact support@vantagefit.io with specific details.

Note: Vantage Fit has backend monitoring tools to detect anomalous activity patterns. Reports are investigated by the platform team, and confirmed violations can result in disqualification from the challenge.

Frequently Asked Questions — Challenges

I logged in but I cannot see any challenges. Why?

Challenges are created and activated by your organisation's administrator. If no challenges appear, your company may not have launched one yet, or the current challenge period may have ended. Contact your HR team for programme dates.

Can I create my own challenge or invite friends to a private one?

Challenge creation is managed by HR administrators, not individual employees. If you'd like to propose a custom challenge, speak to your wellness programme manager who can configure it through the admin portal.

Can my spouse or family member join my company's challenge?

Non-employee family members can use Vantage Fit for personal wellness tracking, but they cannot participate in corporate challenges or earn company-sponsored rewards unless your organisation has explicitly enabled family participation.

How are points awarded when a challenge ends?

Each challenge has specific tasks with designated point values. Reward points are credited to participants upon successful completion of the challenge tasks once the programme concludes. Points will appear in your Wallet within the app.

9. Leaderboards

The leaderboard is a real-time ranking of participants based on activity scores within an active challenge. It updates every time new data syncs, keeping the competition dynamic and motivating.

9.1 Types of Leaderboards

Leaderboard Type	What It Shows
Personal – Weekly	Your individual ranking for the current 7-day period within the challenge.
Personal – Overall	Your cumulative ranking across the full challenge duration.
Team – Weekly	Your team's ranking for the current week, based on average member activity scores.
Team – Overall	Your team's cumulative ranking across the entire challenge.

9.2 How to View Your Leaderboard Position

1. Open the app and go to the home screen.
2. Scroll down to the **Challenges** section and tap your active challenge card.
3. Select **Overall Rank** to open the Challenge Information page.
4. Tap **Weekly Rank** (displayed beneath the challenge name/theme) to access the full leaderboard.
5. Tap your name or profile entry at the top to view your detailed progress.
6. Toggle between **Weekly** (current week's performance) and **Overall** (previous week's scores and cumulative total).

Frequently Asked Questions — Leaderboards

Why is my leaderboard ranking changing frequently?

The leaderboard updates dynamically in real time as participants' activity data syncs to the platform. Rankings will shift throughout the day as colleagues complete and sync activities. This is expected behaviour and reflects the live competitive nature of the challenge.

I cannot see individual rankings, only team rankings. Is that normal?

Some challenge formats — particularly Journey Challenges and certain Team Challenge configurations — display team rankings rather than individual rankings. This is by design, as these challenges prioritise collective performance. Individual progress may still be visible within your team's detail screen.

Why do my steps show correctly in the app but my leaderboard ranking hasn't updated?

Leaderboard processing may lag slightly behind individual step syncing. Wait a few minutes after syncing your steps and refresh the leaderboard. If the discrepancy persists after 24 hours, contact support@vantagefit.io with details of your challenge and activity date.

10. Rewards & Badges

Vantage Fit incentivises healthy behaviour through two reward mechanisms: redeemable Reward Points (earned by completing challenges) and Fitness Badges (milestone achievements). Both can be shared with colleagues.

10.1 How to Earn Reward Points

Reward Points are earned by successfully completing challenges and their associated tasks. Each challenge has a defined set of tasks — daily targets, milestone completions, challenge wins — each worth a specific number of points. Points are credited to your Wallet once the challenge concludes and your participation is verified.

Tip: Stay engaged throughout the full challenge period. Points are typically awarded at challenge conclusion rather than in real time, so maintain your activity levels consistently.

10.2 How to Redeem Points for Gift Cards

1. Open Vantage Fit and tap the **Wallet icon** on the home screen.
2. Tap **Redeem Points**.
3. Browse the available gift card categories. Options vary by region and are provided by partnered retailers.
4. Select your preferred gift card brand.
5. Choose the unit price and quantity from the dropdown menus.
6. Tap **Redeem** to confirm.
7. Gift card credentials (code and redemption instructions) will be delivered to your **registered email address** within a short processing period.

Note: Gift card unit prices vary by brand and denomination. Check the redemption screen for available options specific to your account and organisation. Ensure your registered email address is current and accessible.

10.3 Fitness Badges

Badges are milestone achievements awarded automatically when you reach specific goals. They do not require manual claiming. Types of badges include:

Challenge Participation	Streak & Consistency	Milestone Completion	Daily Steps	Best Walk
Marathon Finisher				

Your organisation may also configure **custom badges** as part of special campaigns or branded wellness initiatives.

10.4 Sharing Badges

1. Go to **My Health** in the app.
2. Scroll to the **My Badges** section.
3. Tap **View More** to see all earned badges.

4. Select the badge you want to share.
 5. Tap the **Share icon**.
 6. Choose your sharing destination: the **Vantage Fit Social Feed** (visible to colleagues) or external platforms (**WhatsApp, Instagram, LinkedIn**).
-

Frequently Asked Questions — Rewards & Badges

I completed the challenge but my points have not appeared in my Wallet. What should I do?

Points are processed after the challenge officially concludes and participation data is verified. This may take 24–72 hours after the challenge end date. If your points do not appear within this window, contact support@vantagefit.io with your challenge name and account email.

I redeemed my points but haven't received the gift card. What should I do?

Check your registered email inbox and spam/junk folder for the gift card credentials email. Delivery typically occurs within a few hours of redemption. If you have not received the email within 24 hours, contact support@vantagefit.io with your redemption details.

Can I transfer my reward points to another person?

No. Reward points are non-transferable and linked to the individual account that earned them.

Do reward points expire?

Point expiry policies are set at the organisational level. Contact your HR wellness administrator or check the Wallet section of the app for any applicable expiry dates on your current balance.

11. Community & Social Sharing

Vantage Fit's social feed lets you celebrate fitness achievements with colleagues, build team camaraderie, and share milestones — within the app or externally on social media platforms.

What You Can Share

- Completed outdoor activity route maps (with distance, pace, and duration)
- Earned fitness badges and milestone achievements
- Challenge progress and personal records
- Optional "sweaty selfies" after workouts

How to Share an Activity or Badge

For outdoor activities: After saving an activity, tap the share icon on the activity summary screen. Choose to post to the **Vantage Fit Social Feed** or share externally to **WhatsApp**, **Instagram**, or other platforms.

For badges: Follow the steps in Section 10.4.

Privacy note: Content posted to the Vantage Fit Social Feed is visible to your registered colleagues within the platform. External shares go to the platform you select. You control what you share — nothing is posted automatically.

12. Notifications & Reminders

Types of Notifications

Notification Type	Purpose	Configurable?
Meal Logging Reminder	Reminds you to log breakfast, lunch, dinner, or snacks	Yes — set time and days
Water Intake Reminder	Prompts you to log water consumption	Yes — set time and days
Challenge Updates	Alerts about challenge milestones, leaderboard changes, or deadlines	Managed by app settings
Badge & Reward Alerts	Notifies when a new badge is earned or points are credited	Via app notification settings
Wellness Nudges	General wellness tips and engagement prompts	Via app notification settings

Setting Up Reminders

To configure meal and water reminders: **My Health > Settings > Preferences > Reminder Settings**. Toggle on the reminders you want and set your preferred times and days. See Section 6.4 for full steps.

To manage all other app notifications: go to your phone's system settings, find **Vantage Fit** in the installed apps list, and adjust notification permissions there.

13. Troubleshooting Quick Reference

Use this quick reference table to diagnose and resolve the most common issues. For issues not listed here, contact support@vantagefit.io.

Issue	Steps to Resolve
Steps not appearing in Vantage Fit	<ol style="list-style-type: none">1. Check health permissions (iOS: Settings > Privacy > Health > Vantage Fit; Android: Google Fit connected apps).2. Force manual sync (Section 3.3).3. Disable battery optimisation for Vantage Fit.4. For Fitbit/Garmin: force sync wearable app first.
Vantage Fit shows fewer steps than wearable	<ol style="list-style-type: none">1. Ensure wearable has synced to its manufacturer app.2. Manually sync Vantage Fit.3. Check for Apple Health data source conflicts (Section 2.8).
GPS route inaccurate or not recorded	<ol style="list-style-type: none">1. Enable GPS / Location on your phone.2. Set location permission to "Always" or "While Using".3. Disable battery saver mode during activity.4. Start activity outdoors with clear sky view.5. Prevent screen from turning off mid-activity.
Fitbit/Garmin steps not syncing	<ol style="list-style-type: none">1. Sync your device to the Fitbit or Garmin Connect app.2. Confirm Vantage Fit is authorized in the wearable account.3. Force sync in Vantage Fit.4. Disconnect and reconnect the integration if issue persists.
AI Squat Tracker not counting reps	<ol style="list-style-type: none">1. Ensure good lighting in the room.2. Place phone on the floor, camera pointing upward vertically.3. Ensure your full body is visible in the frame.4. Wear contrasting clothing against the background.
Heart rate not reading	<ol style="list-style-type: none">1. Use the main (largest) rear camera — cover both camera and flash.2. Avoid using telephoto, ultra-wide, or front camera.3. Hold finger still and avoid excessive pressure.

Cannot see challenges in the app

1. Confirm you are logged in with your corporate email.
 2. Check with HR if a challenge is currently active.
 3. Force close and reopen the app to refresh.
-

Reward points not appearing after challenge

1. Wait 24–72 hours after challenge end date.
 2. If still missing, email support@vantagefit.io with challenge name and account email.
-

Gift card not received after redemption

1. Check registered email inbox and spam/junk folder.
 2. Wait up to 24 hours.
 3. Contact support@vantagefit.io with redemption details.
-

App crashes or freezes

1. Force close and reopen the app.
 2. Check for app updates in the App Store / Google Play.
 3. Restart your phone.
 4. Reinstall the app if the issue persists (your data is stored in the cloud and will not be lost).
-

Samsung Health data not syncing

Set up the Health Sync bridge app (Section 2.6). Samsung Health does not connect to Vantage Fit directly.

Leaderboard ranking not updating

1. Force a manual sync.
 2. Wait a few minutes — leaderboard updates may lag by a few minutes after a sync.
 3. If ranking is missing after 24 hours, contact support.
-

14. Contact & Support

Vantage Fit Support

Email: support@vantagefit.io

Support Portal: vantagefit.freshdesk.com/support/tickets/new

Help Centre: vantagefit.io/en/help/employees

When to Contact Support vs. Your HR Team

Issue Type	Who to Contact
App not working, sync issues, technical errors	Vantage Fit Support: support@vantagefit.io
Missing reward points or redemption issues	Vantage Fit Support: support@vantagefit.io
Challenge eligibility, programme dates, team setup	Your HR / Wellness Programme Administrator
Account email changes, corporate login access	Your HR Administrator first, then Vantage Fit Support
Suspected cheating in a challenge	Your HR Administrator and/or support@vantagefit.io
Spouse/family registration questions	Your HR / Wellness Programme Administrator

What to Include When Contacting Support

To ensure a fast resolution, include the following information in your support request:

- Your **registered email address**
- Your **organisation / company name**
- The **name of the challenge** (if applicable)
- Your **device model** and **operating system version** (e.g., iPhone 15, iOS 17.4)
- The **app version** (found in Settings > About within the app)
- A **clear description** of the issue and when it started

- Any relevant **screenshots** of the problem (if applicable)

Vantage Fit | support@vantagefit.io | vantagefit.io

This document is intended for Vantage Fit programme participants. Content is based on the official Vantage Fit Employee Help Centre. Last updated: May 2025.

Track. Move. Compete. Improve.