What is Step up Sunderland?

Step up Sunderland is an app we are encouraging all of our residents and people who work in the City, to download and use in their daily lives, from schools to workplaces, nursing homes to sports clubs, and from families to individuals. The app really has something for everyone!

Step up Sunderland is a great way to see just how active you are and give you the chance to monitor your activity levels. The app offers you ways to increase your physical activity by the ability to monitor your step count, unlock badges for the distances you walk, and by adding friends and/or creating your own walking teams. You will also receive rewards just for being part of the Citywide Step up campaign, these include discounts and money off across the City from our Step up rewards partners.

What does the Step Up Sunderland app do?

The app gives users the ability to:

- Track their own personal daily steps, see their step history and compare it, for weekly, monthly, and annual steps
- Add their friends/family/colleagues and compete against them individually
- Create their own team(s) and compete against other team(s) and view their team via the citywide Leaderboard
- Receive daily notifications for the steps they have walked
- Earn badges for the steps they have walked
- Take part in regular walking challenges
- View useful links to City Events and other walking/physical activity opportunities across the City
- Receive rewards for being part of the Step up Sunderland campaign

You can download the app for FREE today from the Google Play and Apple App stores

More info can be found on the Step up Sunderland webpage:
https://www.stepupsunderland.com

A short video showing you how the app works can be found here: Step up Sunderland - YouTube

Why should I download it?

- Its FREE!
- Its fun!
- You will be part of a citywide campaign to get more people active and walking
- The app shows you your personal daily/weekly/monthly/annual steps
- You receive daily achievements and badges for the steps you walk and you can join in with walking challenges throughout the year
- You can create some healthy competition with your friends/family/colleagues by adding each other as friends and/or by creating your own teams
- You will receive rewards from our Step up rewards partners across the City who are supporting the campaign

Please see the following brief user guide to make sure you get the most from the app:

How to use the Step up Sunderland app:

Creating an account on the app:
- Download the app from your app store.
- When the app is open, select 'create an account' and fill in the required fields.
- Select 'Social' to set up your profile picture and display name.
- Top tip: You can change your profile picture, display name and email after you have registered at any time if you wish by clicking in 'Profile' and tapping on which item you wish to change.

View your activity:
- The app reads the data from your Apple Health or Google Fit account already installed in your Smartphone. Please make sure in your settings that this is enabled.
- Click the 'Activity' tab of the app. Here you can view your step count for the day, the past week, the past month and the past year.
- The app also tells you the exact steps taken, and your average step count for these periods.
- Press and hold the orange bars to give you your exact step count for that day.
- The 'today' activity tab allows you to see which badges you have unlocked recently. If you click on the badge this will take you to all of the badges you have earned and see which one is next (see next for badges).
- Top Tip: You must have your phone with you whist you are being active in order for the steps to be registered
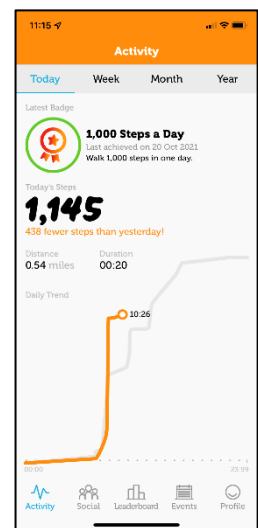
Badges:
- The Step up app rewards its users with badges for the steps they take.
- 'All Time' badges are unlocked once you reach set step milestones since downloading the app
- 'Daily' badges are unlocked once you reach daily step milestones each day
- 'Challenge' badges are unlocked when you reach set step milestones during one of our challenge periods (please see further details below)
- 'Team' badges are rewarded to teams periodically by our app administrator, for example, the team with the most steps this month, or the newest team who has tried their hardest.
- Top Tip: You can share the badges you have unlocked to your friends via social media, email and by text message. Simply click on your badge you wish to share, select 'Share with Friends' and then choose which method you wish to use.
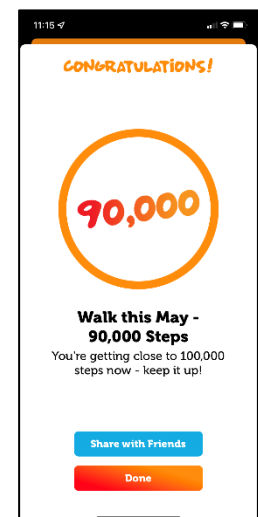
Timed Challenges:
- Timed challenges are set regularly throughout the year to keep our app users motivated.
- App users are notified of new challenges via push notifications and email newsletters.
- Top tip: please make sure push notifications are enabled in your phone settings, and that you have agreed to share your email address to 'active@sunderland.gov.uk' so that these emails don't go to your junk folder.

Adding Friends:
- The app allows you to add people as 'Friends' so you can challenge them on an individual basis.
- This can be done in the 'Social' section of the app by clicking the 'Friends' tab followed by the '+Add' button in the top right hand corner and then entering a friends email address.
- Your friend will receive a request to become your friend. Once accepted you will be able to see each others steps for the day, the month and all time.
- Top tip: you can delete friends by selecting which friend you wish to delete, and then choosing 'Remove Friend'.

Creating and Joining Teams:
The app has a Teams function located in the 'Social' section of the app which allows you to create your own team(s) or join an existing team(s).

- **To create a team**, simply click on the 'Teams' tab then click 'Add+' in the top right hand corner and select 'Create a Team'. Add the name of your team and an image of your choice.
- Please note your Team must be approved by Step up Admin before it can go live and you will be notified via the app when this has happened.
- Once your team is approved, individuals can then request to add themselves to your team (e.g. friends/family/colleagues), by searching for your team name ID. You then need to approve them (as you are the team manager!) and all of the individual steps will be added together as a collective effort for the team!
- Alternatively, to share your team with others and ask them to join, click on your team name in 'Social' and press the 'Share Team Invite' button to get a link for your team. This can be sent by your phones' usual methods, such as text message, social media and email.

- **To Join an existing team** you will firstly need to know the name of the team you wish to join. Then simply visit the Social Section of the app, click 'Add' in the top right hand corner and select 'Join a Team'. Enter the Team ID name in all lowercase with no spaces. Your join request will then go to the team manager to approve and you will then be part of the team which appears on the Citywide Leaderboard.
- Top Tip: You can delete your team at any time by visiting the 'Social' tab, selecting the team and pressing 'Delete Team'. You can also remove team members by selecting the person you wish to delete and pressing 'Delete team member'. If you want to change you team profile picture, simply click on your team in the 'Social' section to open it, click on your current profile image and then choose 'select image' to change.
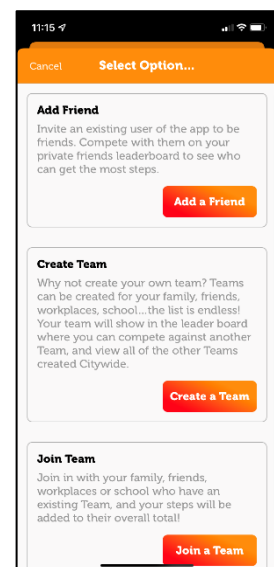
Teams Leader board:
- You can view your Team progress for the day, month and all time in the app Leaderboard and see how other teams across the City are doing.
- Top Tip: Some teams have more members than others therefore may appear to the top of the leaderboard more often than teams with fewer members. Don't let this put you off! Under each team displays how many members are in a team so you can see which teams are closer in size to yours to compete with.

Step up Rewards:

- We like to reward you for being a Step up App user and give you access to fantastic rewards from our partners across the City!
- To view the current Step up Rewards click the 'Events' tab, select the 'Links' tab, then 'Step up Sunderland Rewards'.
- Keep your eyes peeled for competitions and giveaways!

Events & Links:

- Upcoming citywide events are added regularly to the app. Keep checking regularly to see what is coming next!
- We have added lots of useful links to give you more information about sport and physical activity opportunities across the City.

Contact us:

If you have any queries about the Step up Sunderland app, you can contact us direct from the app in the 'Profile' tab and 'Contact us', or, simply drop us an email to: active@sunderland.gov.uk