



**Optum Engage 2026**

**City of Tampa**

**Wild on Walking Challenge**

# Presentation Summary

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- **Connecting an Activity Tracker via Optum Engage App**
- **Activity Trackers: Troubleshooting and Tips**
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  - **Android Phone/Google Watch**
- **Joining a Private Challenge (Wild on Walking) via Optum Engage Website**
- **Joining a Private Challenge (Wild on Walking) via Optum Engage App**
- **Optum Engage App Updates**
- **Optum Engage Support**



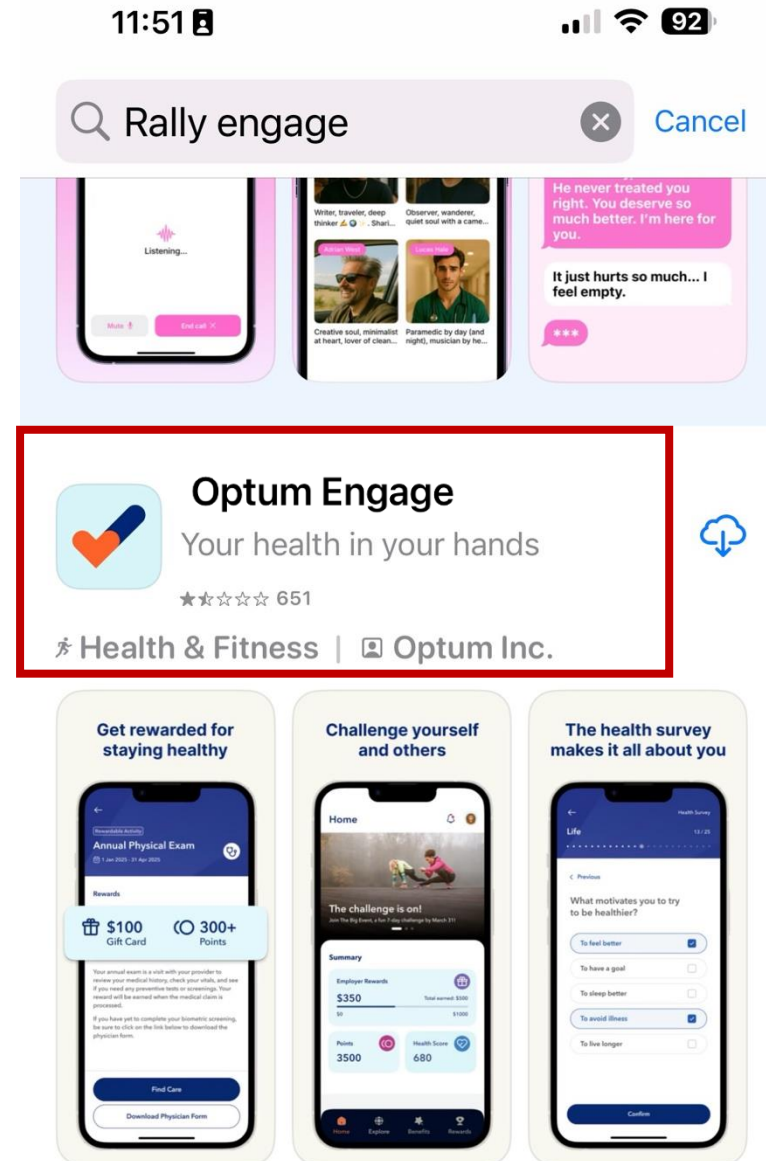
# Downloading the Optum Engage App

# Downloading Optum Engage App | iPhone

Follow the steps below to download the **Optum Engage** app from the **App Store**.



1. Open the **App Store**.
2. Search for “**Optum Engage**”.
3. Find and Install **Optum Engage**.

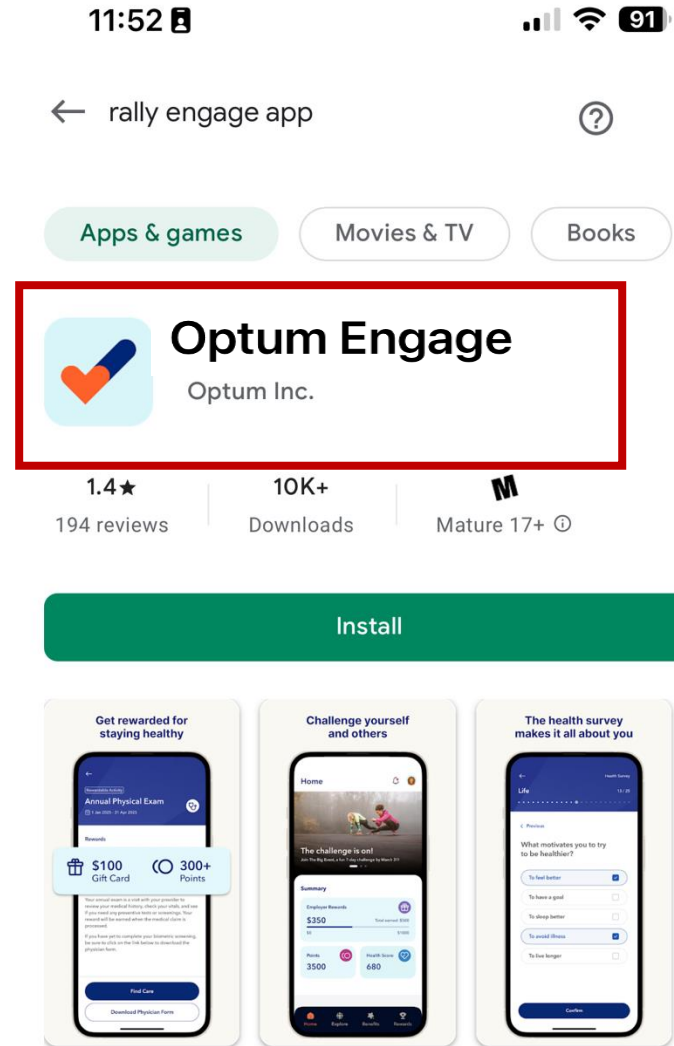


# Downloading Optum Engage App | Android

Follow the steps below to download the **Optum Engage app** from the **Google Play Store**.





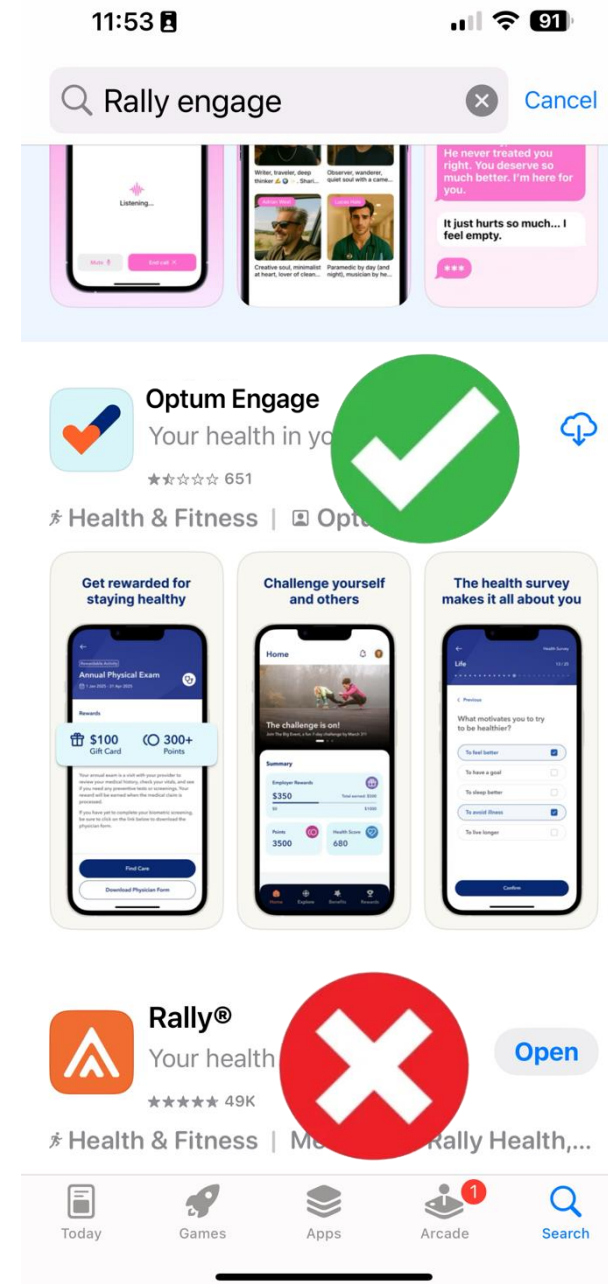
1. Open the **Google Play Store**.
2. Search for “**Optum Engage**”.
3. Find and Install **Optum Engage**.



Build lifelong healthy habits by taking small steps toward better health.

# Do Not Download the old Optum Health app

The **older version of Rally**  is no longer supported. Please make sure you're downloading, installing and using the latest **Optum Engage app** .





## **Connecting an Activity Tracker via Optum Engage App**

# Manage Your Account | Activity Tracker

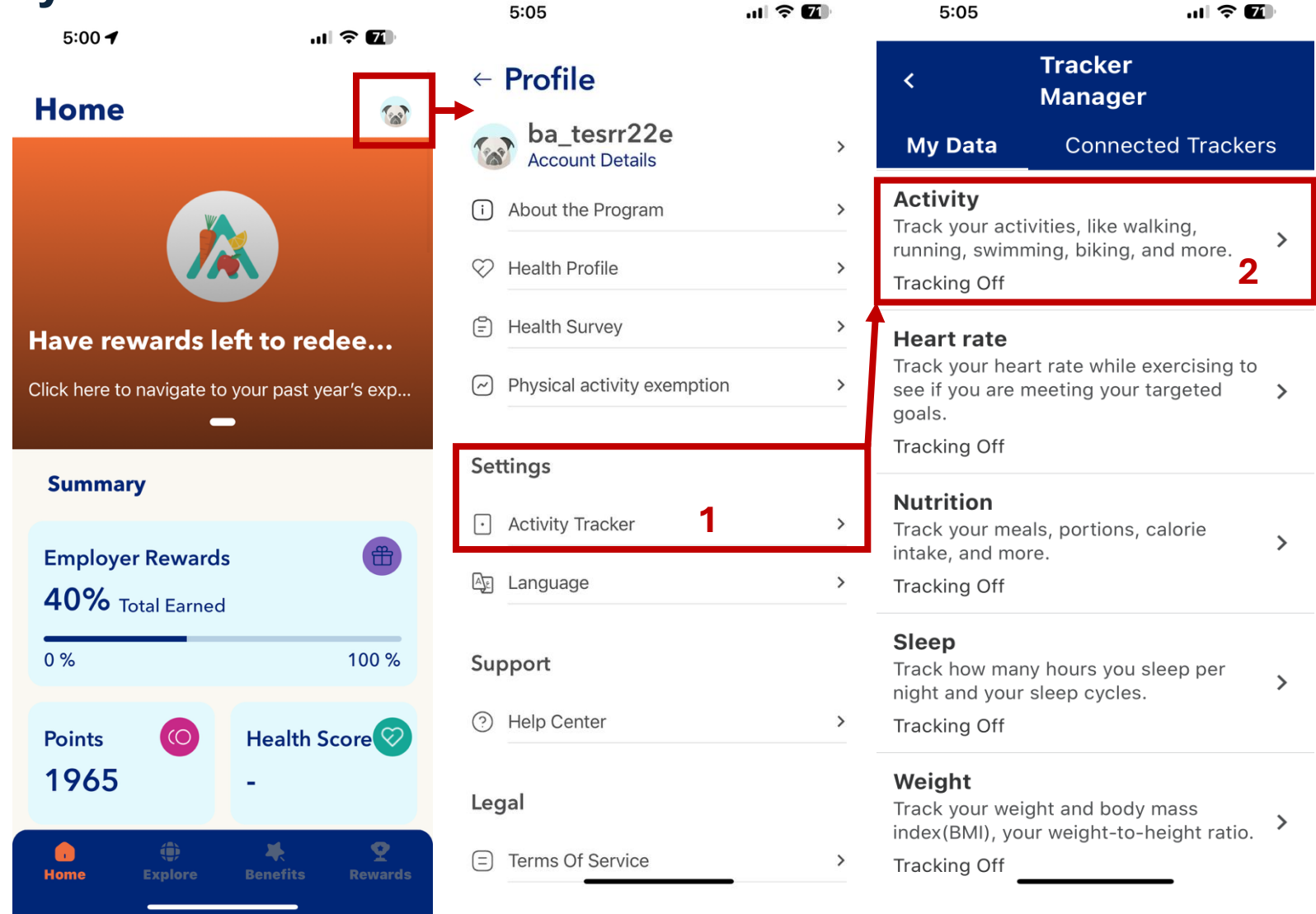
## Step 1: Connecting an Activity Tracker

From the home page, click on the **Avatar** icon which route members to the **Profile** screen.

Follow the steps below to connect your activity tracker.

- **Settings:**

1. Under **Settings**, click **Activity Tracker**.
2. In **Tracker Manager**, select the data type you want to track (e.g., Activity, Heart rate, Nutrition).
3. For activities such as walking, running, swimming, biking and more you will choose **Activity**.

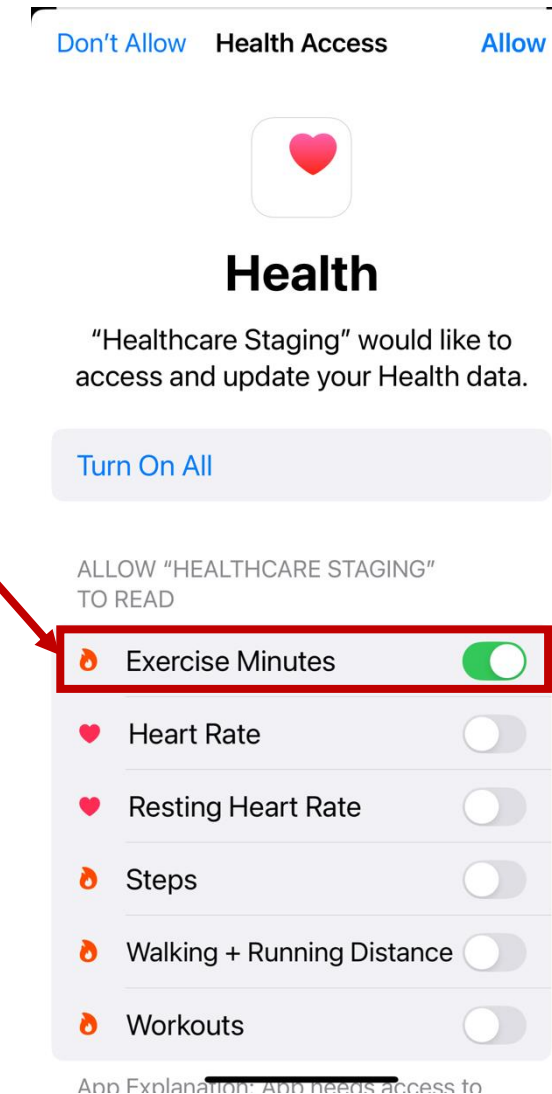
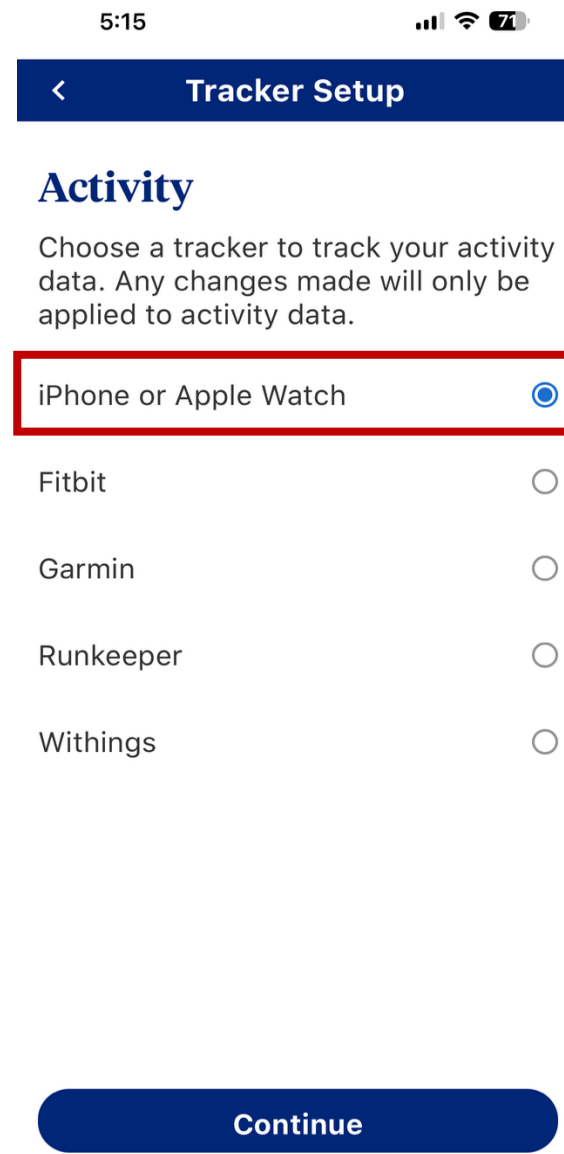




# Manage Your Account | Activity Tracker

## Step 2: Connecting an Activity Tracker

- Activity Tracker Setup:
  - On the **Activity Tracker Setup** screen, choose a tracker e.g., iPhone or Apple Watch, Fitbit, etc. to track your activity data.
  - Following the steps on your device tracker to continue the setup process.
    - *For example: On the iPhone or Apple Watch, on the Health screen, toggle which modality e.g., Exercise Minutes, Heart Rate you want Optum Engage to have data access to.*

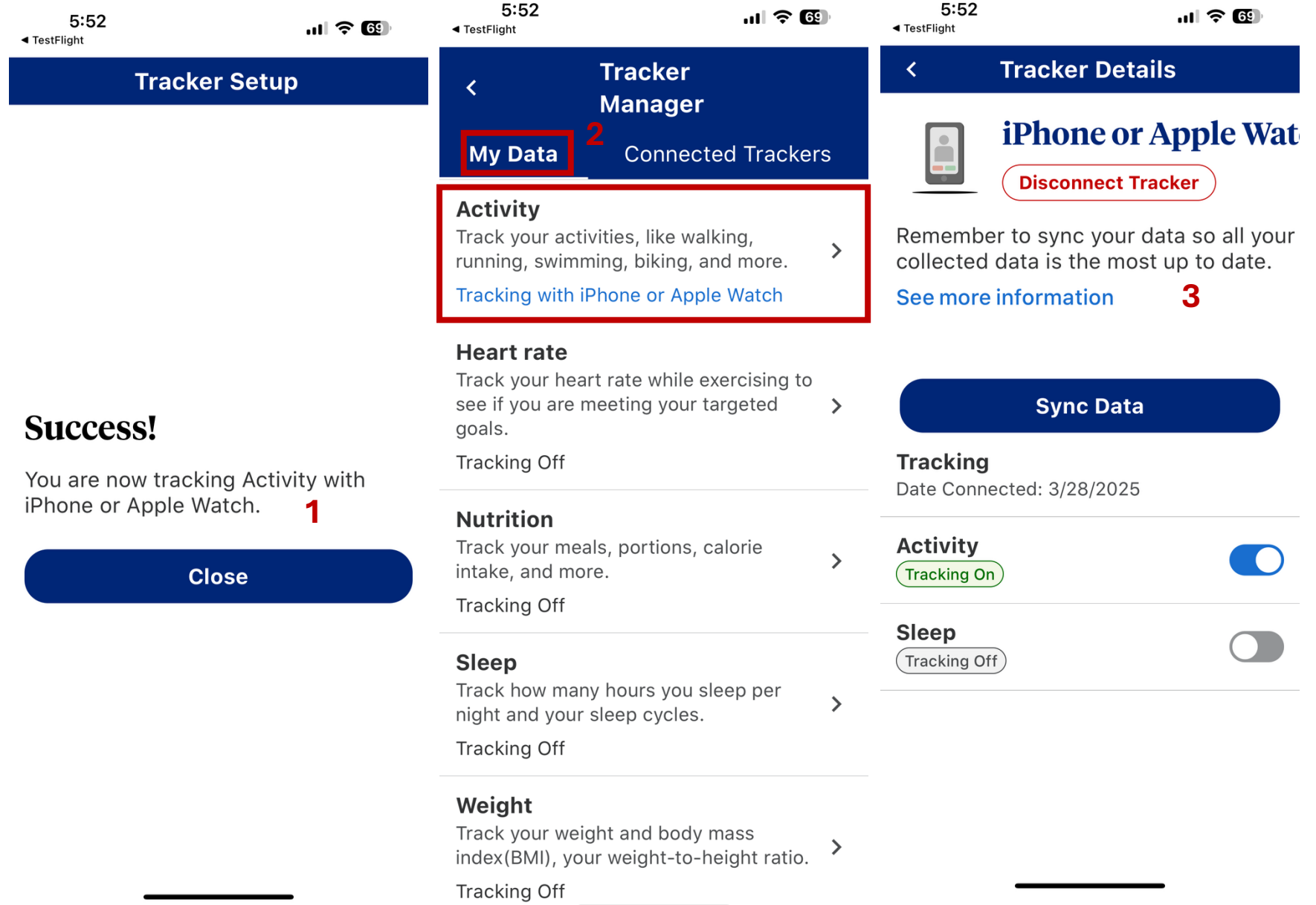


# Manage Your Account | Activity Tracker

## Step 3: Connecting an Activity Tracker

- Activity Tracker Setup:

1. After you have completed the tracker setup, you will get a **Success!** message, click **Close** the screen.
2. On the **Tracker Manager** screen, under **My Data** you will see the modality e.g., **Activity** that is being tracked. Select the modality that is currently connected to your tracker e.g., **Activity**.
3. You should now be able to see your **Tracker Details** where you will be able to **Disconnect Tracker**, **Sync Data**, turn on other modalities like Sleep, Heart Rate, etc.

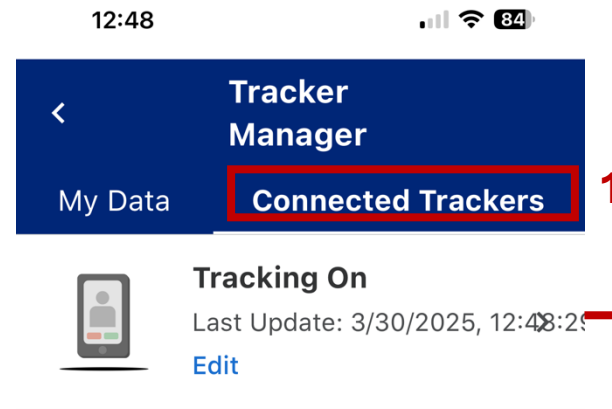


# Manage Your Account | Activity Tracker

## Step 4: Connecting an Activity Tracker

- Activity Tracker Setup:

1. Click on **Connected Trackers** under **Tracker Manager**, here you will see the tracking device(s) you have connected.
2. Click **Edit** to **Sync Data**, **Disconnect Tracker**, or turn on other modalities like Sleep, Heart Rate, etc.





# **Activity Trackers: Troubleshooting and Tips**

**Optum**

**Apple iPhone/Apple Watch**

# Apple iPhone| Health App

The Health app gathers health data from your iPhone, iPad, Apple Watch and apps you already use, so you can view all of your progress in one place.

To begin using the Health app, make sure you have the Health app installed. Open the Health app on your iPhone or iPad, setup your health profile.

## **Choose which apps share information with Health**

1. On your iPhone or iPad, open the Health app.
2. If you're on your iPhone, tap the Summary tab, then tap your profile picture in the top right-hand corner. If you're on your iPad, tap Profile in the top left-hand corner.
3. Under Privacy, tap Apps. You can see apps that you already own that are compatible with Health. If you can't see an app, it may not be compatible.
4. Tap an app and turn on the health categories you want that app to track.

If you're using multiple apps to track different things, the Health app can keep it all in one place. See the next slide to manage the data that's added to Health app.


Apple Watch apps can also read and write Health data. You can manage them directly on your Apple Watch: go to Settings > Health > Apps.



# Apple iPhone| Health App: Manage Health Data

The Health app counts your steps and walking and running distances automatically. If you have an Apple Watch, it tracks all of your Activity data automatically as well. If you're already using another app to track your health, you can try adding data from the app to Health manually to gather all your information in one place.

## Enter information about your health

1. Open the Health app on your iPhone or iPad.
2. If you're on your iPhone, tap the Browse tab. If you're on your iPad tap sidebar  to open the sidebar.
3. Tap a category, such as Activity.
4. Tap a subcategory, such as Steps.
5. Tap Add Data in the top right-hand corner.
6. Enter the date, time and data for that activity.
7. When you've finished, tap Add.

# Apple iPhone| **Health App: Manual Sync**

To manually sync the Health app, you'll need to force a sync, which involves restarting the relevant apps or manually adding data to the Health app.

## **1. Force Sync Data:**

Restart Apps:

Close and reopen the Health app and any apps that connect with it, like Strava.

## **2. Manually Adding Data:**

Add Workouts: In the Health app, go to the Browse tab, then search for "Workouts," and tap "Add Data". You can manually enter workouts details, including type, time, and metrics.

## **3. Troubleshooting:**

- Check Data Sources: In the Health app, go to Data Sources & Access and ensure that the apps you want to sync are enabled and have the correct permissions.
- Verify Privacy Settings: Make sure Fitness Tracking is turned on in your Privacy Settings.
- Check App Permissions: Ensure that the app you're trying to sync with has the necessary permissions to read and write data in the Health app.
- Disconnect and Reconnect: You can disconnect and reconnect Apple Health to force a re-sync.
- Check for Compatibility: Ensure the app you're using is compatible with the Health app.
- Update Apps: Make sure both the Health Connect app and the app you're trying to sync with are updated with the latest versions.



**Optum**

**Android Phone/Google Watch**

# Android | Health Connect App



The Health Connect app by Android gives you a way to share data between your health, fitness and wellbeing apps.

To begin using the Health Connect app, make sure you have the Health Connect app installed.

## 1. Install and Open Health Connect:

- Download the Health Connect app from the Google Play Store.
- Open Health Connect and follow the initial setup instructions.

## 2. Link Your Fitness Tracker to Health Connect:

- Open the app that manages your fitness tracker data (e.g., Google Fit, Samsung Health, Fitbit).
- Look for settings or options related to connecting to Health Connect or syncing with other apps.
- Follow the on-screen instructions to connect your tracker's app to Health Connect.

## 3. Grant Permissions in Health Connect:

- Open the Health Connect app.
- Go to "App permissions".
- Ensure that both your tracker's app and the app you are using to view data (e.g., Google Fit, Samsung Health) are listed and that you have granted them access to the necessary data types (e.g., steps, heart rate, etc.).

# Android | Health Connect App: Manage Health Data

To view your step count data within Health Connect on Android, open the Health Connect app, navigate to "Data and access," and then choose "Activity" or "Sleep," depending on where your step data is stored within the app. Once you've selected the appropriate category, choose "Steps" and tap "See all entries" to view your step count data.

Detailed Steps:

1. **Open Health Connect:** Locate and open the Health Connect app on your Android device.
2. **Access Data and Permissions:** Navigate to the "Permissions and data" section and then tap on "Data and access".
3. **Browse Data Categories:** Under "Browse data," select either "Activity" or "Sleep," depending on where your app stores step count data.
4. **Select Data Type:** Tap on "Steps" to view step count data specifically.
5. **View All Entries:** Under "Manage Data," select "See all entries" to view all your step count entries.
6. **Find Calendar View:** If you need to view data over time, you can use the calendar view by tapping the date at the top.

# Android | Health Connect App: Manual Sync

To force a sync with Health Connect on Android, some apps i.e., MyFitnessPal may offer a specific option within their settings to do a sync. There is no option to do a sync within the Health Connect app.

## 1. Troubleshooting:

- Restart your device: A simple restart can sometimes resolve temporary syncing issues.
- Check App Permissions: Ensure the app you're trying to sync with has the necessary permissions to access data from Health Connect.
- Update Apps: Make sure both the Health Connect app and the app you're trying to sync with are updated with the latest versions.
- Uninstall and reinstall: Uninstalling and reinstalling the app might resolve the problem.
- Check for Compatibility: Ensure the app you're using is compatible with the Health Connect app.
- Review the app's settings i.e., MyFitnessPal: Some apps might have a toggle to enable or disable sync with Health Connect

# Android | Samsung Health, Health Connect and Wear OS

**Step-by-step guide** to install, connect, and enable permissions for **Samsung Health**, **Wear OS**, **Health Connect**, and **Rally Engage** to ensure your fitness data syncs properly:

## Step 1: Install the Required Apps

Ensure these apps are downloaded and up to date:

1. **Samsung Health** (from Galaxy Store or Google Play)
2. **Wear OS by Google** (if using a Wear OS smartwatch)
3. **Health Connect** (from Google Play)
4. **Rally Engage** (from Google Play or your benefits portal link)

## Step 2: Set Up Samsung Health

1. Open **Samsung Health**.
2. Complete the initial setup (agree to permissions, set profile).
3. Ensure **Steps** and **Activity tracking** are enabled:
  - Tap **Menu** (≡) → **Settings** → Toggle on **Track steps** and **Activity**.

## Step 3: Connect Samsung Health to Health Connect

1. Open **Samsung Health**.
2. Go to **More** (: or ≡) → **Settings** → **Connected services**.
3. Select **Health Connect** and tap **Allow**.
4. Grant **all permissions** when prompted:
  - Steps
  - Activity
  - Calories
  - Distance
  - Heart rate (optional)
5. Make sure **Samsung Health** is set as a **data provider** in Health Connect.

## Step 4: Set Up Health Connect

1. Open the **Health Connect** app.
2. Go to **App permissions**.
3. Ensure these apps are listed:
  - **Samsung Health** → Granted access to read/write data.
  - **Rally Engage** → Granted access to read data.
4. Tap each app and toggle **Allow access** to:
  - Steps
  - Activity
  - Exercise sessions

## Step 5: Connect Wear OS Watch (if applicable)

1. Open the **Wear OS** app.
2. Pair your smartwatch.

3. Ensure **Samsung Health** is installed on the watch (some models come pre-installed).
4. Enable **data sync** between watch and Samsung Health.

## Step 6: Connect Health Connect to Rally Engage

1. Open the **Rally Engage** app.
2. Tap your **Profile avatar** → **Settings** → **Activity Trackers**.
3. Select **Health Connect** and confirm the connection.
4. When prompted, **grant access permissions** for Rally Engage to read step and activity data.
5. If you're device is already connected, please move to Step 7.

## Step 7: Confirm Data Flow

1. Open **Health Connect** and go to **Data and access**.
2. Tap **Steps** → Check that **Samsung Health** is the **source** and **Rally Engage** is the **reader**.
3. Confirm syncing by checking steps in Rally Engage after a short walk.

## Troubleshooting Tips

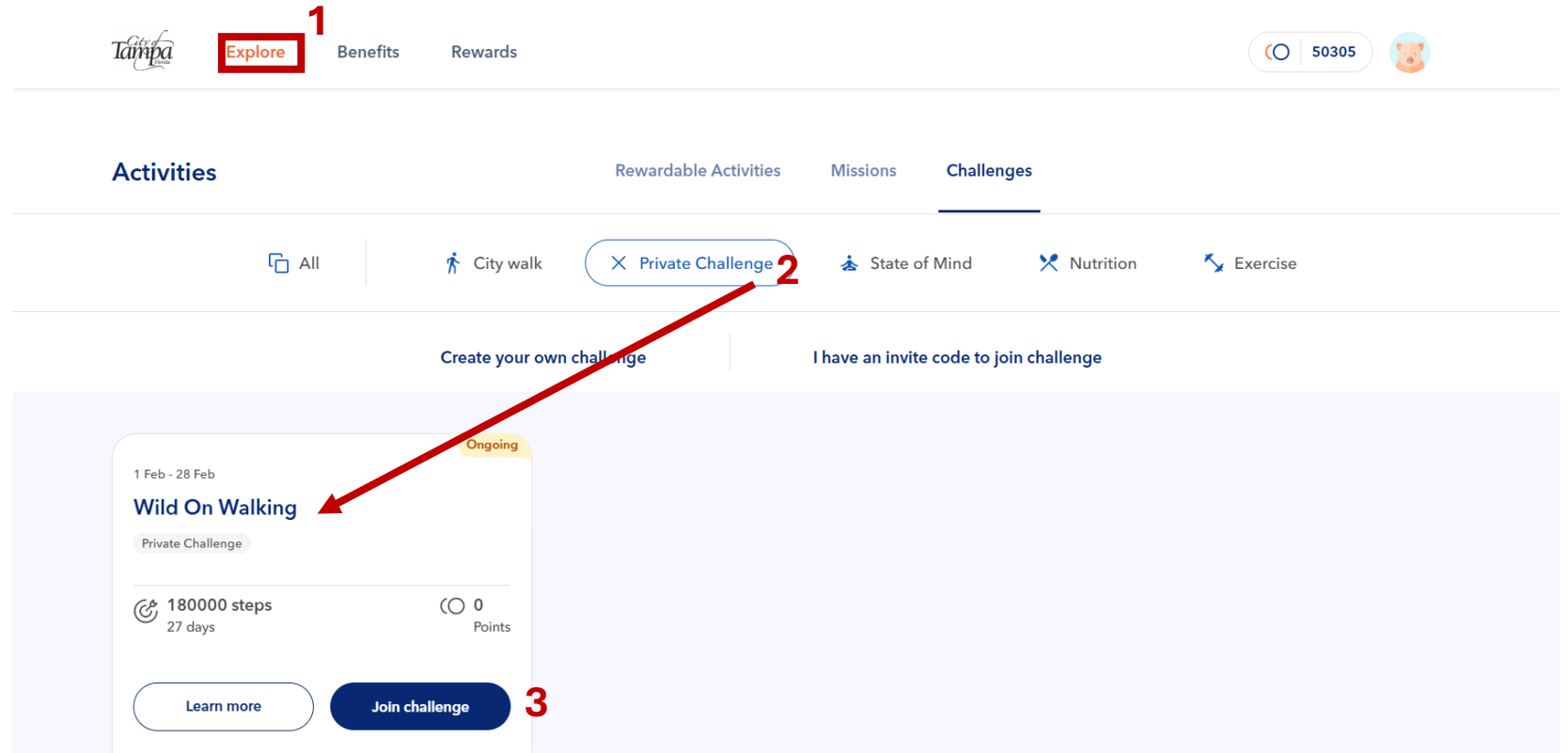
- Reboot your phone and watch if data doesn't sync.
- Open each app once a day to keep connections active.
- If sync breaks, revoke and re-enable permissions in Health Connect.



## **Joining a Private Challenge (Wild On Walking) via Optum Engage Website**

# Explore Page | Step 1: **Joining a Private Challenge (Wild On Walking)** via Optum Engage Website

- Challenges Section on the Explore page:
  - Click **Explore**, on the **Explore** page, scroll down to the **Challenges** section.
  - You will see the private challenge, Wild On Walking at the bottom of the Challenges page.
  - Click the **Join challenge** button.
  - The next screen will be the challenge details.



# Explore Page | Step 2: **Joining a Private Challenge (Wild On Walking)** via Optum Engage Website

- Challenge detail screen includes:
  - Challenge title
  - Challenge dates
  - About the challenge
  - How it works
  - Game rules
  - Join Challenge button
  - Milestone goal
- Click the **Join Challenge** button to join the challenge.

The screenshot displays the 'Wild On Walking' challenge page on the Optum Engage website. The header includes the City of Tampa logo and navigation links for 'Explore', 'Benefits', and 'Rewards'. A user profile icon with a panda avatar and a balance of 2200 is in the top right. The challenge title 'Wild On Walking' is prominently displayed with a red '1' next to it. Below the title, the dates '1 Feb - 27 Feb' are shown with a red '2'. The 'About the challenge' section, marked with a red '3', describes the goal: 'Compete with your co-workers to see who can walk the most steps by the end of May'. A 'Private Challenge' tag is visible. The 'How it works' section, marked with a red '4', lists rules: connecting a device, hitting checkpoints, and hitting a 15-mile milestone. The 'Game rules' section, marked with a red '5', provides further details on challenge mechanics. A 'Join challenge' button, marked with a red '6', is located in the top right. On the right side, a goal section, marked with a red '7', shows a target of '180000 steps' and a daily requirement to 'Log Activity Each Day'.

City of Tampa

Explore Benefits Rewards

2200

Challenge

**Wild On Walking** <sup>1</sup>

1 Feb - 27 Feb <sup>2</sup>

**About the challenge** <sup>3</sup>

Compete with your co-workers to see who can walk the most steps by the end of May

Private Challenge

**How it works** <sup>4</sup>

- Connect a device and check in daily
- Hit checkpoints to earn coins
- Hit the milestone of 15 miles before the clock runs out
- Didn't hit the milestone this time? Once the clock runs out, you can always join the next challenge and try again.

**Game rules** <sup>5</sup>

- Once the counter reaches 0, the challenge is on
- You need to hit the milestone before the challenge ends
- Only check-ins triggered by your fitness tracker will be counted towards progress for this challenge
- You will lose your progress if you quit the challenge midway

Ongoing <sup>6</sup> Join challenge

**Goal** <sup>7</sup> 180000 steps

Log Activity Each Day



# Explore Page | Step 3: **Joining a Private Challenge (Wild On Walking)** via Optum Engage Website

- Now you are in the Challenge. The private Challenge platform includes:
  - Challenge title
  - The **Check in to the challenge** section allows **you** to **Connect a tracker** (if you haven't already) and **sync** your steps / see **steps completed** for the day. Connecting a fitness tracker will automatically record your activity.
  - About the challenge, How it works, and Game rules.
  - The **Your Activity** section will show the week and the number of steps done each day.
  - The **Summary** section shows your **progress** in steps against the **Milestone** goal. You will earn points at specific stages of the challenge.
  - The **Share Challenge** feature allows you to invite friends or colleagues to the challenge.

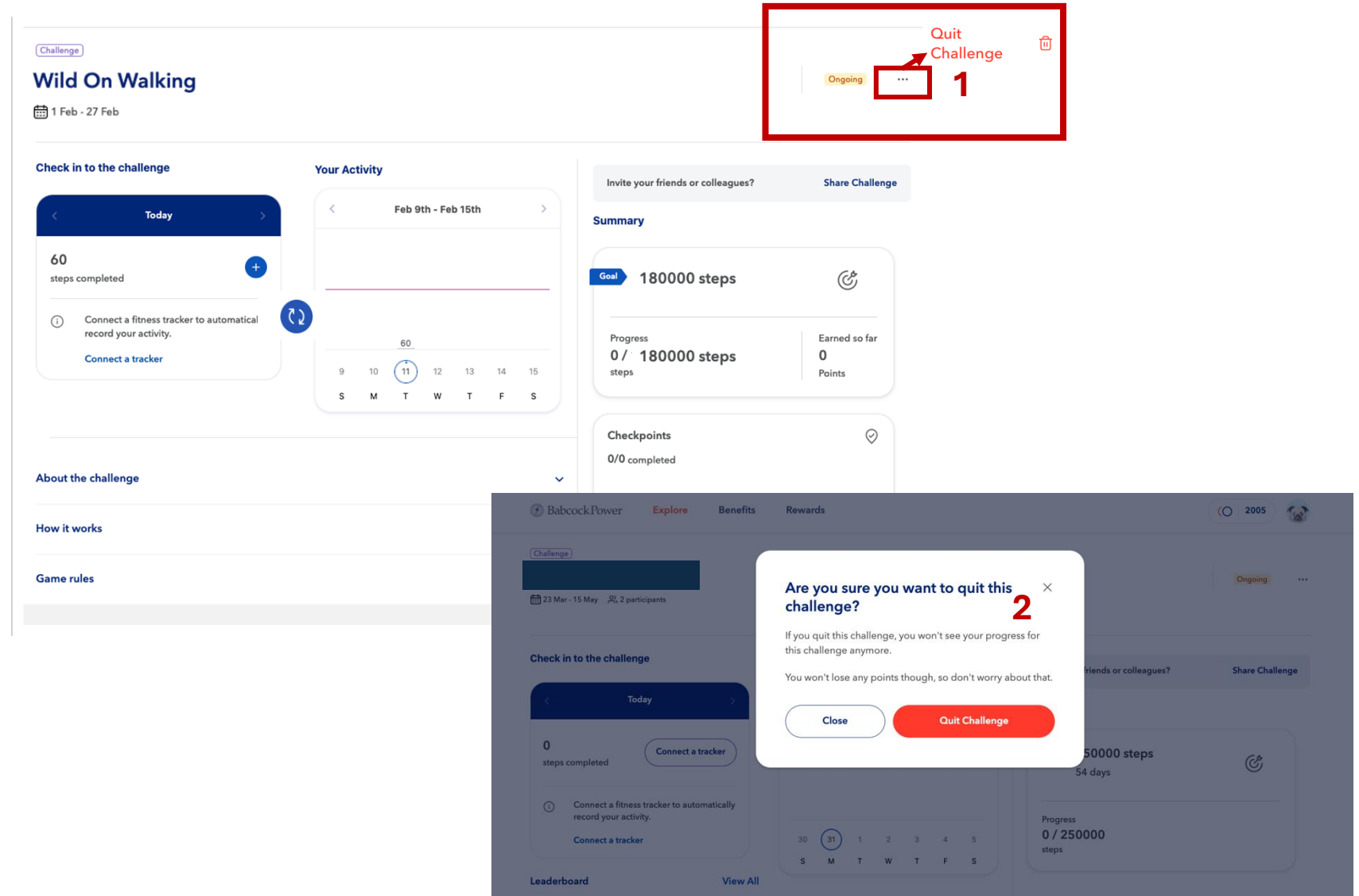
You will see a **Leaderboard** that provides a visual display that ranks participants in the challenge.

The screenshot displays the 'Wild On Walking' challenge page on the Optum Engage website. The page is structured as follows:

- Header:** Includes the City of Tampa logo and navigation links for 'Explore', 'Benefits', and 'Rewards'. On the right, there is a user profile icon and a '220' badge.
- Challenge Title:** 'Wild On Walking' is prominently displayed, with a date range of '1 Feb - 27 Feb'.
- Check in to the challenge:** This section shows '0 steps completed' and a 'Connect a tracker' button. A note indicates that connecting a fitness tracker will automatically record activity.
- Your Activity:** This section shows a calendar for the week of Feb 9th to Feb 15th. The current date, Feb 11th, is highlighted, showing 20 steps completed.
- Summary:** This section displays the goal of 180,000 steps, the current progress of 0 / 180,000 steps, and the earned points of 0.
- Share Challenge:** This section includes a link to 'Share Challenge' and a note to 'Invite your friends or colleagues?'.
- About the challenge:** This section is expanded, showing 'How it works' and 'Game rules'.

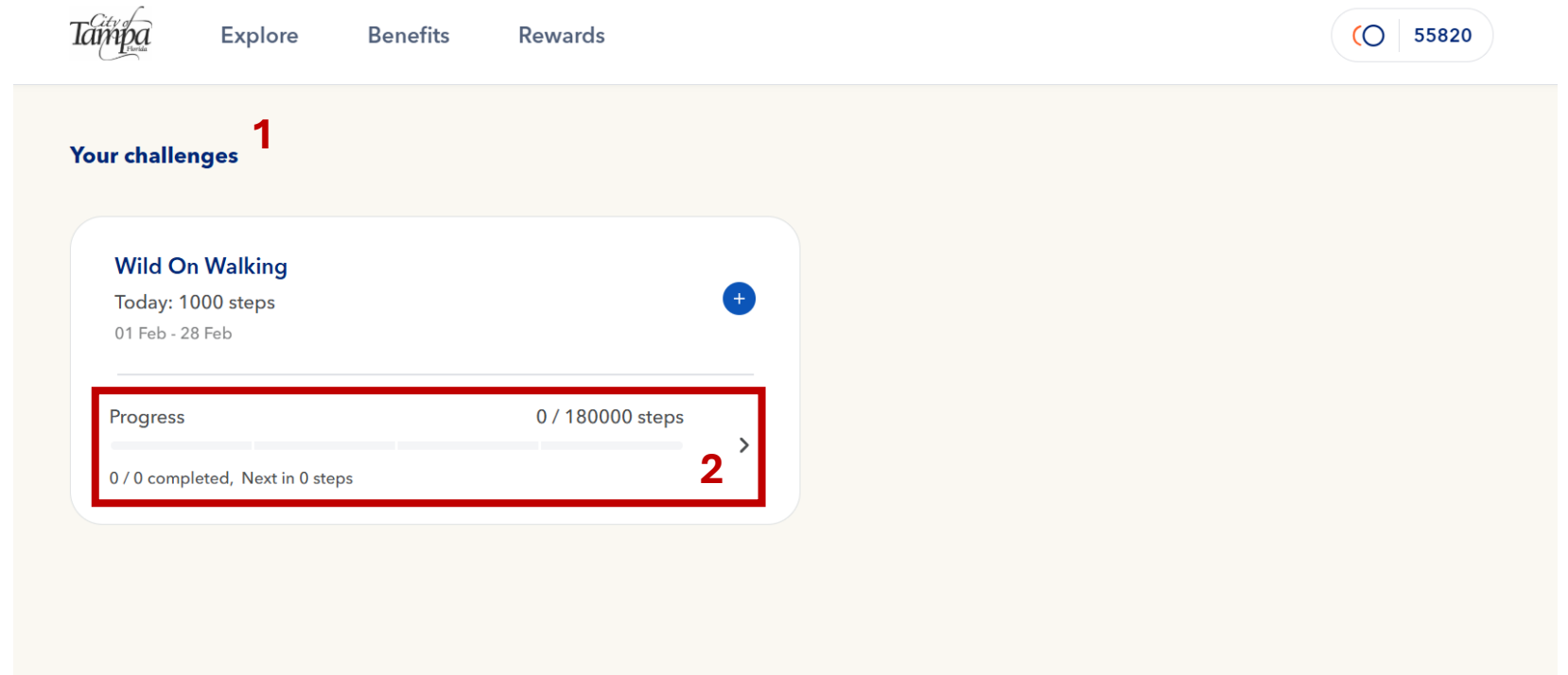
# Explore Page | Step 4: **Joining a Private Challenge (Wild On Walking)** via Optum Engage Website

- Challenge screen – Quitting a Challenge:
  1. You can click the ... to get the option to Quit Challenge
  2. You will be prompted to confirm you want to quit the challenge.
  3. You will return to the challenge detail screen, where you can re-enter the invite code if you would like to rejoin the challenge.



# Home Page | **Your Challenges** via Optum Engage Website

1. At the bottom of the Home page, you will see the Wild On Walking challenge you joined under **Your challenges**.
2. You can check your progress, sync your device, and click on the arrow to see all the challenge details.

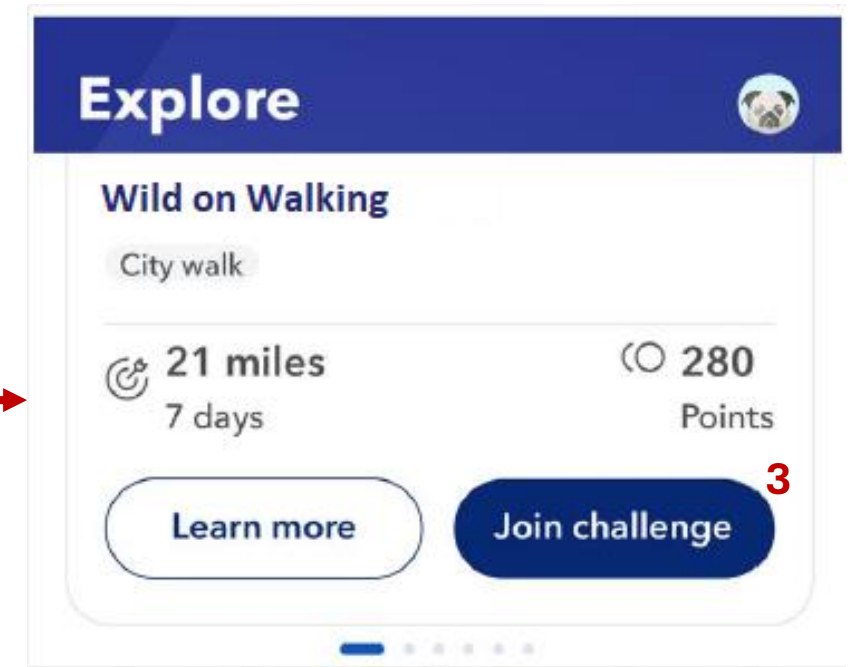
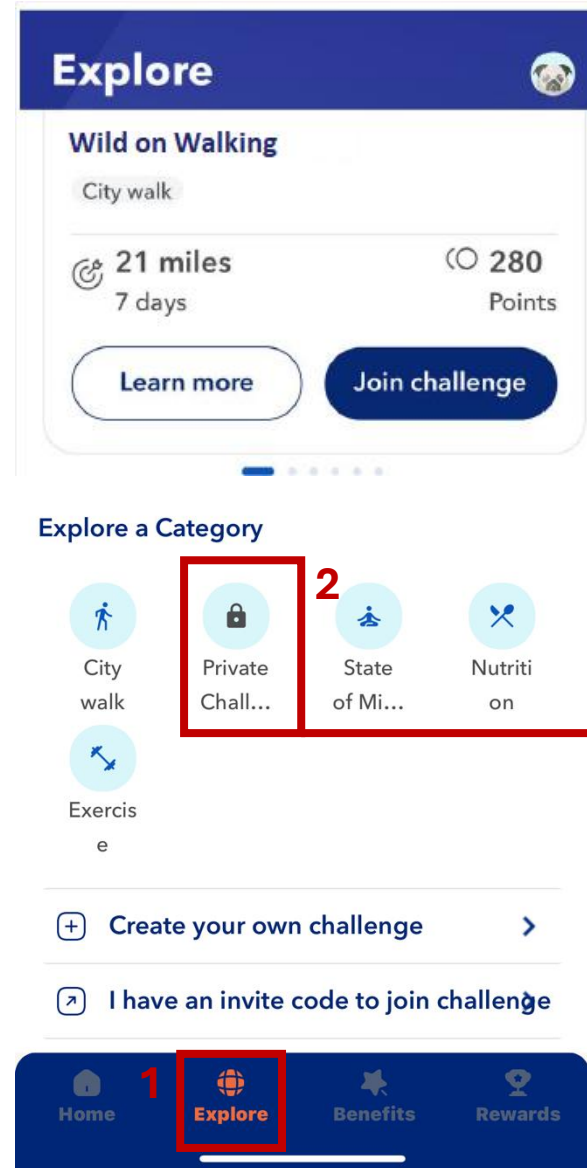




# **Joining a Private Challenge (Wild On Walking) via Optum Engage App**

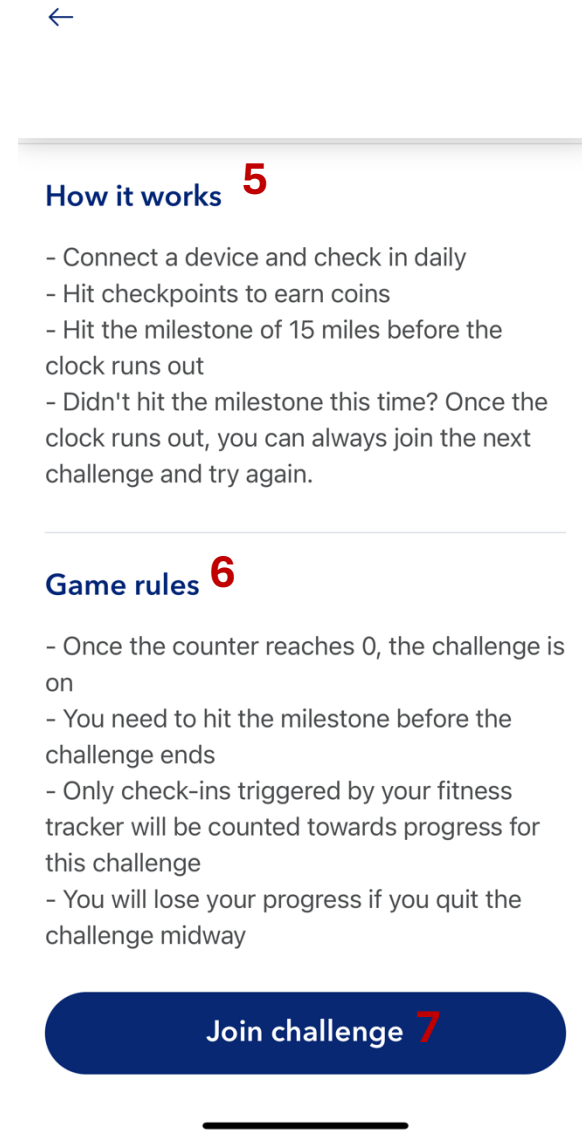
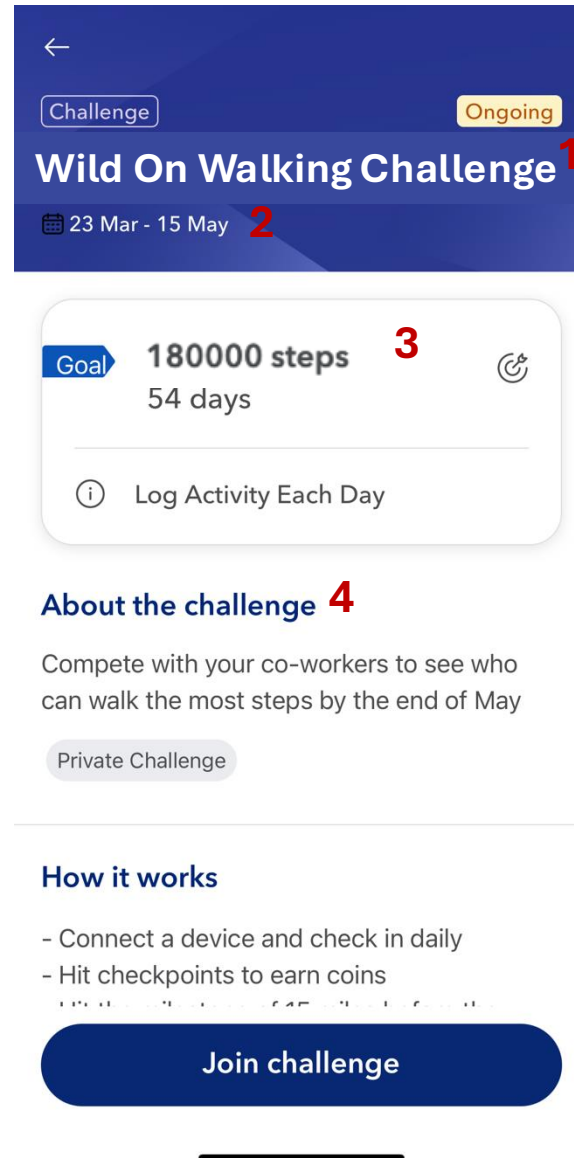
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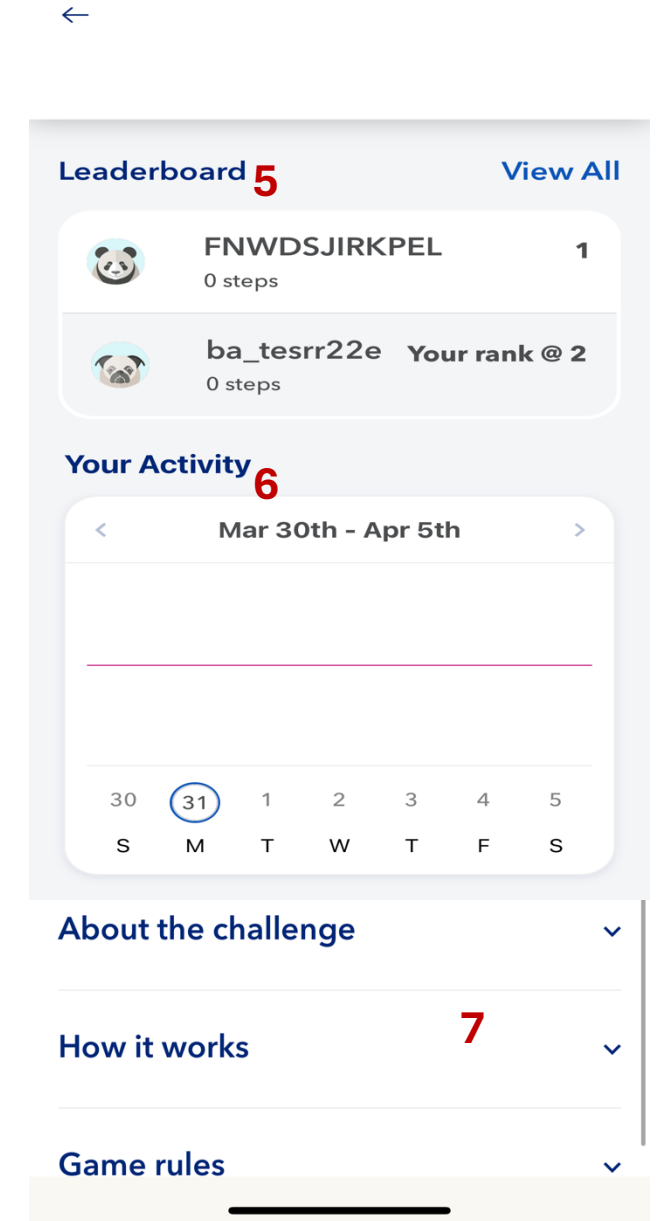
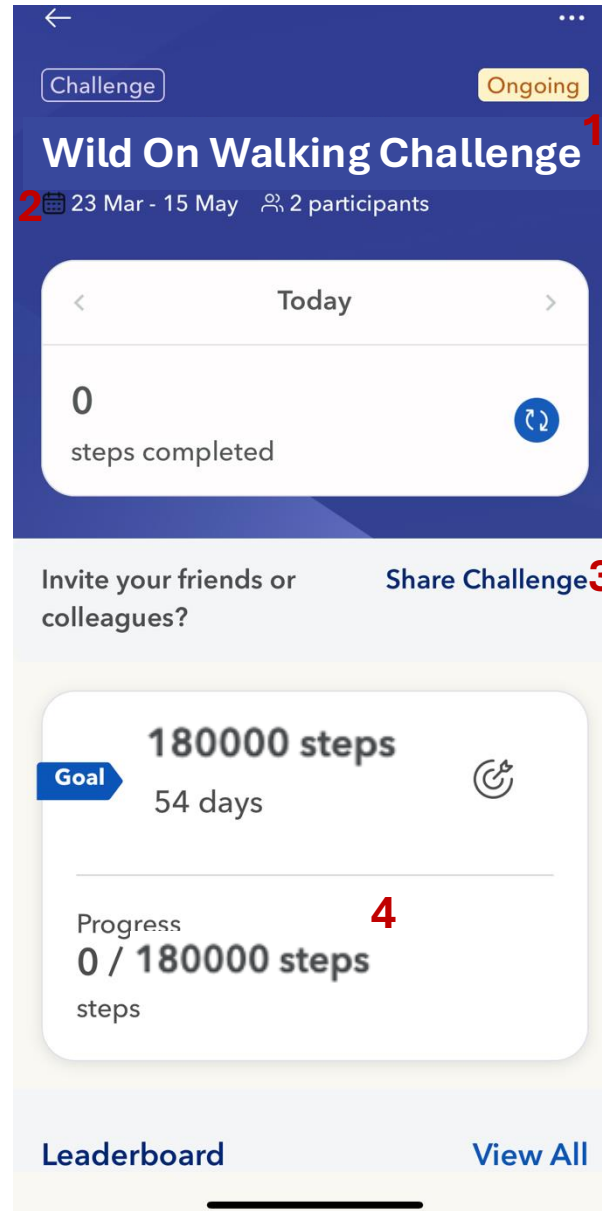
# Explore Page | Step 2: **Joining a Private Challenge (Wild On Walking)** via Optum Engage App

- Challenge detail screen includes:
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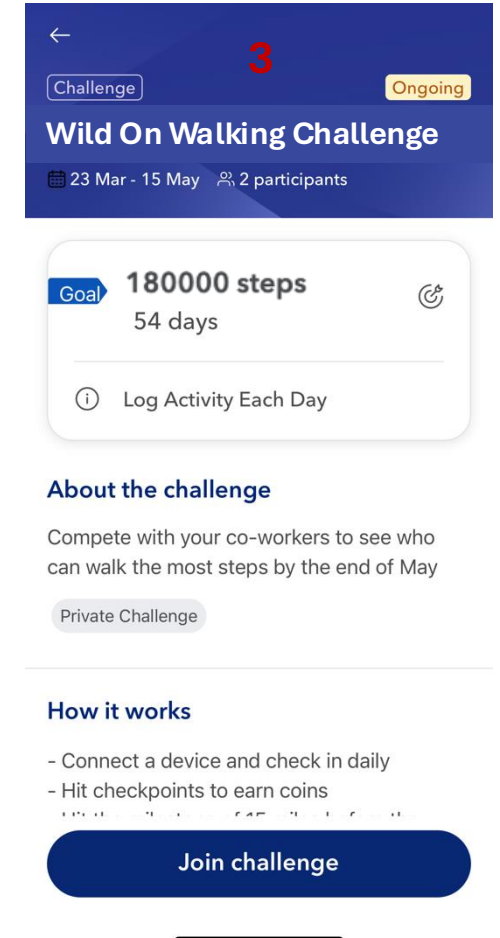
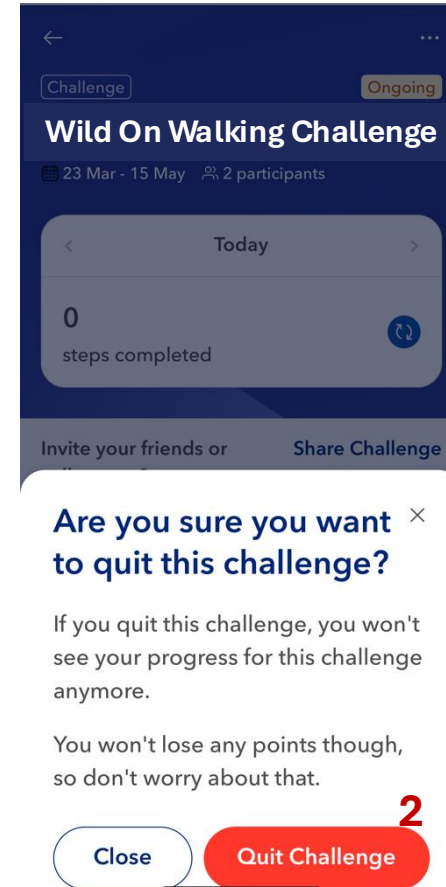
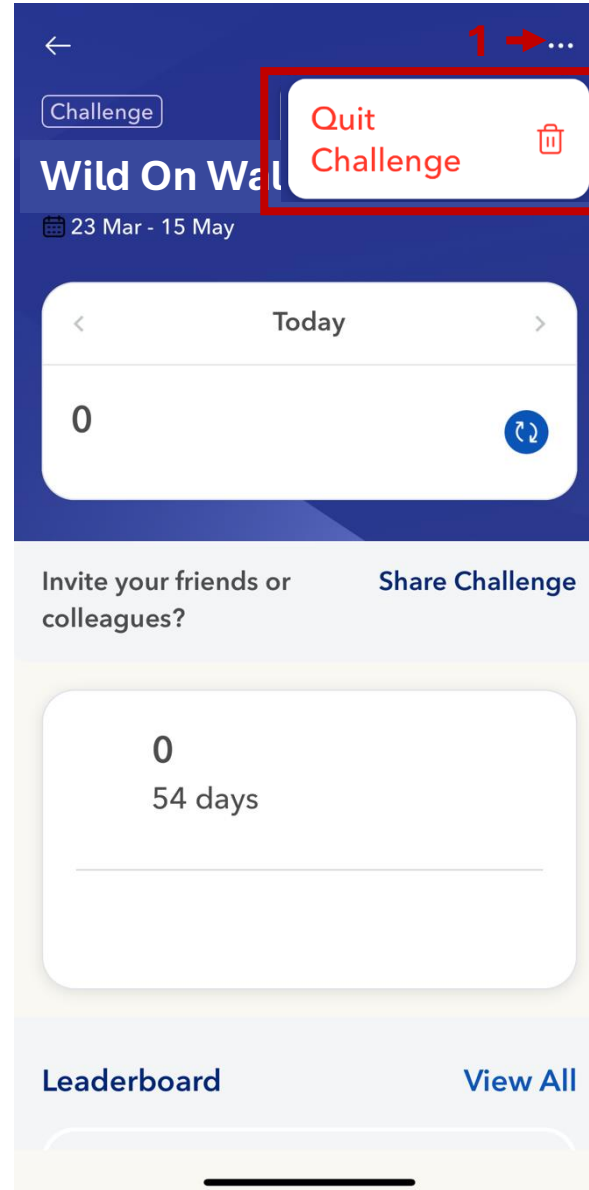
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- Challenge screen includes:
  - Challenge title
  - The section contains the challenge dates, allows **you** to **Connect a tracker** (if you haven't already) and **sync** / see **steps completed** for the day. Connecting a fitness tracker will automatically record your activity.
  - Share Challenge allows you to invite friends or colleagues to the challenge.
  - This section shows your **progress**, **milestone goal** and the total number of days in the challenge. You will earn points at specific stages of the challenge.
  - The **Leaderboard** provides a visual display that ranks participants in the challenge.
  - The **Your Activity** section will show the week and the number of steps done on a particular day.
  - About the challenge, How it works, and Game rules.



# Explore Page | Step 4: **Joining a Private Challenge (Wild On Walking)** via Optum Engage App

- Challenge screen – Quitting a Challenge:
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# Optum Engage App Updates

# Optum Engage App Updates



1. **Apple:** Go to the **App Store** and search for **Optum Engage**. Check whether the blue button says **Open** or **Update**. If the latter case, tap on **Update**.
  - If you had to update, it means you were not on the latest version of Optum Engage.
  - If you did not have to update, and just clicked Open, it means you are on the latest version of Optum Engage.
2. **Android:** Go to the **Google Play Store** and search for **Optum Engage**. Check whether the blue button says **Open** or **Update**. In the latter case, tap on **Update**.
  - If you had to update, it means you were not on the latest version of Optum Engage.
  - If you did not have to update, and just clicked Open, it means you are on the latest version of Optum Engage.



**Optum Engage Support**  
**877-370-1130**

# Optum Engage Support

- If you encounter any of the following issues, please contact Optum Engage Support at 877-370-1130:
  - Invite code doesn't work.
  - Challenge details not showing for the private challenge
  - Issue connecting an activity tracking device.
  - Syncing activity tracking device.
  - Inaccurate syncing data.