

Moves+ troubleshooting advice

Follow the below advice if you have issues receiving points. If there are still problems, send information to your institution administrator using the guidance below.



Check the following

- Log running, cycling and swimming with a GPS distance. Points are not awarded if no distance is associated, nor for manually added activities.
- Connect only one tracker to Moves and disconnect third-party trackers (e.g. **Garmin** -> Google Fit -> Moves+) if you are having problems with points.
- Remember that disconnecting your tracker will lead to lost points unless you sync first. Only activities logged **after** you connect will get you points.
- Update your tracking app and Moves+ app. Aim to open your tracking app daily so that your activity is updated.



Monitor for 2-3 days

- Log some activity over the next 2-3 days. Make sure you do not manually sync or disconnect your tracker over this time and follow all the advice above.
- If points still do not come through as expected, contact your institution administrator - see guidance below.



Contact your institution administrator

- List all of the dates that points are different on tracker app and moves. Include your tracker type and a summary of the problem.
- Make sure to include screenshots to provide evidence of differences between your tracking app and your Moves+ app.