



HM Government

Civil Service

# Active Wellbeing 2024

## Around-the-World Challenge

### Help Guide and Tutorial Videos

Here you will find support to help you get started.

How to register new account – watch our tutorial [here](#)

1. Visit the **challenge website** [cssc.bigteamchallenge.com](https://cssc.bigteamchallenge.com) and/or **download the Big Team Challenge app** visit the IOS/Android app on your mobile and download on your device and enter the website address [cssc.bigteamchallenge.com](https://cssc.bigteamchallenge.com) when asked on the first screen. Look out for this logo :



2. From here you will be able to register your account or sign in with your existing one. Remember to complete all registration questions.
3. On the app you may see this message 'You've completed your registration. Now you just need to join a team'.
4. **IMPORTANT - To take part in the challenge you will need to set up a team or join a current team, even if you are participating solo. The deadline to do this is 26 January, otherwise you may be auto allocated to a team.** If participating solo - you simply create a team and set it to 'invite only' allowing you to participate by yourself.
5. If you've been invited to the challenge via an e-mail invite, make sure you register with the same email address that you were sent the invite to.

Join or create a team – watch our tutorial [here](#)

When you log in to your challenge for the first time after registering, the system will ask if you would like to join or create a team.

You can search for a team to join or create your own team. **Remember that even if you want to participate solo, you must create a team even if it is for yourself as an individual.**

- **Creating a team** - You can create your own team and invite your friends and colleagues to join by sending invites to their email addresses. When creating your own team, you can choose either of the following options:
  - Anyone can join.
  - Invite only.
- **Searching for a team** – If you have been told by a colleague about a team name, or you want to search for your department it is easy to search for existing teams that you would like to join by typing their name into the box.

**Accepting a team invite – You have been invited by a friend or colleague, what to do next?**  
 Watch our tutorial [here](#)

- You will receive an email with a link to register for the challenge (make sure you check your junk folder too!)
- Follow the link on the invite you have been sent and enter your details into the registration form using the same email the invite was sent to.
- You will need to verify your email address and then the team invite will be waiting for you on your profile, click on accept to join. If you can't see the accept button, search for the team you have been invited to join.

**Adding your Activity – watch our tutorial [here](#)**

You can manually add your distance, or if you have a smartphone or watch it will sync your activity automatically - you just need to set it up first.

- **Syncing your activity** - Syncing your steps is the simplest way to automatically add your daily activity to the challenge. See how you can sync your steps from [Fitbit](#), [Garmin Connect](#), [Apple Health](#) on iOS and [Google Fit](#) on Android.
- You can easily enable syncing from your chosen device – on the desktop go to your dashboard, my account, settings, connected apps.
- Syncing on the iPhone and android app, open the menu, sync devices, then connect to the service of your choice.
- **Adding your distance manually** - You can manually add your activity via the challenge website and our challenge app by using the "Add Activity" option on your dashboard. You can also use the Minutes Conversion Chart link within the box to convert your time exercised into steps, then you simply choose the date, enter the number of steps and press add.

**Need more help?**

Here are further help tutorials including how to sync various devices, how to view daily activity or delete entries etc., there is also a range of video tutorials available: [Big Team Challenge - tutorial](#) including a help chat function on the bottom right corner.

If you are still looking for some more support, please get in contact by emailing:

Technical support about the challenge [contact@bigteamchallenge.com](mailto:contact@bigteamchallenge.com)

General queries about Active Wellbeing, including the OS maps offer [activewellbeing@cssc.co.uk](mailto:activewellbeing@cssc.co.uk)