

Q&A





How does it work?

The OuiLive application gives its users access to connected Challenges. A Challenge is a time-limited digital event that brings together participants whose aim is to win points in order to achieve a specific objective.

Each Challenge consists of one or more successive stages. Each stage is made up of several modules that allow users to earn points and thus progress the Challenge.

How do I earn points?

There are several ways to earn points when you take part in a OuiLive Challenge. These means will depend in particular on the different modules and options selected by the Challenge organiser.

If your Challenge includes the pedometer module, you will then have to walk in order to reach increasing levels (of steps or kilometres), enabling you to earn points every day until the end of the Challenge.

You can also earn points with other game modules, which are included in each stage of your Challenge. Depending on the modules included in your Challenge, you will earn points by submitting photos and/or videos that meet a specific set of instructions, by taking part in quizzes or surveys, etc. The points collected will enable you to move up in the Challenge rankings and achieve any objectives set by the Challenge organiser.

I'm having problems with the application. Who should I contact?

First of all, we recommend that you consult the various Q&A sections to see if the solution to your problem is there.

If your problem concerns the operation of your pedometer, consult the settings guide for the pedometer you are using on the application.

If you haven't found the answer to your problem in the Q&A, you can contact support directly.



Monitoring physical activity

How can I ensure that my pedometer is working properly?

All pedometers on phones rely on a step sensor built into your phone. This sensor works based on the movement of your leg. To ensure that the sensor and pedometer work properly, please keep your phone in your trouser pocket and check our app daily.

If your phone is not in your pocket (in a bag, for example), we cannot guarantee that your pedometer will work properly.

What should I do if my activity doesn't update?

OuiLive automatically synchronises your data when you reopen the application.

If your activity does not update on OuiLive, first think about checking the data on your reference pedometer, because if it hasn't updated, then OuiLive can't update either.

Depending on the pedometer you use, there may sometimes be delays in updating the data specific to the pedometer in question. If this is the case, don't panic, just wait a little.

If, however, your data hasn't updated after several hours, it's probably a problem with the settings on your pedometer. In this case, consult the pedometer settings guide.

Finally, if you haven't found a solution to your problem, don't hesitate to contact support directly from the application.

My activity is not updating properly. What should I do?

First of all, remember that data added manually on any type of pedometer is not taken into account by OuiLive. This is because the application only collects data automatically generated by pedometers from your phone's step sensor.

Sometimes pedometer data takes a while to update (for example, during time changes or when you change time zones). In most cases, these are temporary delays and the data will eventually come back. In this case, we recommend that you wait a little longer. If your data still hasn't been uploaded after 24 hours, contact support directly from the application.



Monitoring physical activity

What activities does the application cover?

By offering a connection to pedometers, it is important to note that OuiLive only tracks your steps. Walking is therefore the main activity tracked by the application.

In the case of other types of activity, we cannot guarantee that your steps will be accurately tracked.

Furthermore, OuiLive does not count manual additions of steps via your reference pedometer application, or steps added via synchronisation applications.

Why does the OuiLive pedometer count fewer steps than the pedometer built into my phone?

Two pedometers may display different results because each operates according to its own logic. It is therefore possible that the pedometer built into your phone or other step-counting applications do not display the same results as the one you use on OuiLive.

We always prefer data from pedometers that OuiLive can connect to. Be sure to disable any power saving settings on your phone that may prevent steps from being counted correctly by our pedometer.

Under what circumstances will my activity not be recorded?

Steps are not counted when your pedometer (internal or connected device) is switched off.

If you switch off your phone and do not use a connected device (watch, bracelet, etc.) to count your steps, OuiLive will not be able to recover the steps you take when your phone is switched off.

On the other hand, if your phone is not connected to the internet (lack of network, aeroplane mode, etc.), OuiLive will not be able to update your step data. However, your steps will not be lost: as soon as you have access to the internet, your activity will be updated when you consult the Progress tab.

⚠ ATTENTION: If you use a connected object to count your steps (Garmin or Fitbit), be aware that OuiLive cannot collect steps directly from connected objects, but only from the applications associated with these objects (for example, the Garmin Connect application for Garmin watches). You should therefore make sure that you synchronise your watch with its associated application before updating your activity on OuiLive.



Photo & video modules

I've posted a challenge but I can't see it in my news feed. Why?

The time taken to validate content depends on the availability of the members of our moderation team and the volume of content received. We can receive several thousand items of content per day, each of which has to be processed manually.

Our moderation team works from 9am to 6pm, Monday to Friday. Validation times are therefore longer if you send your content in the evening or at weekends and public holidays.

Why was my challenge rejected?

Inappropriate content is systematically rejected by our moderation team. If the content you post does not comply with the guidelines, it may be rejected to ensure fairness to other participants who post content that complies with the guidelines for the photo or video module concerned.

Each of our moderators makes every effort to be as impartial as possible, while maintaining his or her own sensitivity. If your challenge is rejected, your points will be withdrawn. You will be able to publish content again to try and win the points for the challenge.

I want to remove my publication from the News Feed

You can control the visibility of all the posts you make. You can decide to publish them or remove them from the News Feed at any time.

To remove your publication from the News Feed, go to the relevant challenge screen (photo / video) in the stage details and uncheck the "Publish my challenge on the News Feed" box. Other participants will no longer see your content in the News tab.

Can we go back on a past challenge?

Challenges are only accessible during a stage in progress. If the stage is over, you will no longer be able to complete its challenges.

During a stage, you can modify the content you submit until it has been validated by our moderation team. Once your content has been validated, you will no longer be able to modify it.



Photo & video modules

Who has access to the photos and videos I publish?

When you complete a challenge, if you tick the "Publish my challenge on the News Feed" box, it will be visible to other Challenge participants. When you register, if you have authorised the use of your content by the Challenge organisers, it may be distributed internally or externally for communication purposes. You can cancel this authorisation by going to the settings section and deactivating the "Content" section. However, content published before the cancellation will still be usable.

I'm having problems sending content via OuiLive. What should I do?

Because of the quality of video on recent phones, even if the video is short, it can be very heavy and take a long time to load. First of all, check the quality of your internet connection (4G/5G/Wi-Fi). If you are on Wi-Fi, try again on 4G/5G and vice versa. When many users are uploading their content at the same time, it may take longer for your video to be taken into account. Don't hesitate to try again later if this happens.



How is the team ranking calculated?

The team rankings can be displayed in 2 different ways:

Ranking by total points. The sum of the total points of each team member determines the team score.

Ranking by average points. A team's average score is obtained by dividing its total number of points by the number of team members. This ranking ensures fairness if teams of different sizes compete during the Challenge.

Why are single-member teams at the bottom of the league table on average?

If you are the only member of your team, then your team's average score (ranking by average score) will necessarily be 0 because you are the only member of your team, so as not to disadvantage teams where several members contribute to their team's score. If you are alone in your team, we invite you to find teammates to swell your team's ranks.

In my team, a participant has 0 points and has lowered our score. What can I do?

In general, participants who have not earned points since the start of the Challenge are users who have not returned to the application since registering. As far as possible, encourage the members of your team to get involved in the Challenge and complete the various challenges, so that they want to push themselves to the limit and help you reach new heights!

It also happens that people create duplicate accounts on the application: in this case, you should ask them to send us a message on support indicating the first name and surname of the account they want us to delete.

How can I change my team's details?

If you have created a team in the Challenge you are taking part in, you are the team administrator. As administrator, you can then modify the team information. Otherwise, you cannot modify the information yourself. On the other hand, if you have created your own team, you can change the maximum number of team members. If the maximum number of members is reached, other participants will no longer be able to join your team. If you have joined a team or a team has been automatically assigned to you, you cannot change the team information directly.

Is it possible to change teams?

The possibility of changing teams during your Challenge depends on the team system chosen by the organisers.

If you have been automatically placed in a team, you cannot leave it.

If you have chosen your team or created it, you can change teams. To change team, go to your team area, scroll down and press "Change team". However, after a certain time after the launch of the Challenge, team changes will be blocked so as not to disturb the balance of scores.

Can I invite participants to join my team?

If your Challenge allows you to create a team, when you create your team you can send an invitation to other participants (colleagues, friends, etc.). These people will then receive an e-mail allowing them to create an account. When these guests are asked to choose a team, they will see your team at the top of the list.

It is not possible to invite a participant who has already joined a team.

Is it possible to delete a team?

It is not possible to delete a team in which there are still several members.

If you are the last member and you have the option of changing teams, your team will be deleted automatically when you leave to join another team.



My data in the ranking does not correspond to that of my business. Why?

Be sure to refresh the rankings once you've updated your activity to bring the data up to date by going to the Progress tab (it's automatic).

Special case: if you are the only member of your team, you will always be at the bottom of the average ranking so as not to disadvantage teams where several members contribute to the team score.

How does OuiLive manage ties?

If your Challenge includes the pedometer module, in the event of a tie in points, it is the steps that are used to determine the position of the participants in the ranking. It is possible for 2 participants to have the same point score, but it is very rare to see 2 participants with the same number of steps. So the participant with the most steps is always higher in the ranking.

If your Challenge does not include the pedometer module, then ties are not taken into account in the ranking. Although there cannot be two participants in the same position, in the event of a tie this will be taken into account manually by the Challenge organiser.



Data and storage

What e-mail address do I use on OuiLive?

In the "Settings" tab, go to My Profile, then press the edit icon to the right of your profile photo. You will then be able to see the email address you use and change it if necessary.

What data does the application collect as part of my challenge?

OuiLive collects data relating to your profile: email address, first name, surname and profile photo if you choose one.

The application also accesses data relating to your physical activity (number of steps, distance covered) as well as content linked to the completion of the step modules (quiz, photos, videos, etc.).

Finally, we collect data relating to your phone and your use of the application: number of connections, last connection date, phone model used, application system version.

What do you do with my data?

Let's be clear from the outset: we do not sell your data to anyone 😊.

They are only used for the proper running of the Challenge: the content you publish on the news feed is accessible by all Challenge users, as are your surname, first name and profile photo.

They are also accessible to the Challenge organisers, if you authorised them to do so when you registered, for communication purposes. You can refuse the use of your content by the Challenge organiser by going to the application settings.

For our part, we use your app usage data to help you when you contact support.

How do I delete my account?

To delete your account, go to the "Settings" tab at the bottom right of the screen and click on "Delete my account". For the deletion to take effect, you will need to enter your password.