



New User FAQs

What is IncentFit?

IncentFit is a wellness program that has partnered with Technicolor Group to help empower employees to live healthier lives. Employees can earn up to 100 points per year for completing healthy activities.

How do I register for IncentFit?

Simply visit the login page of the IncentFit website or mobile app and enter your company email, or the email you were instructed to use. Then just follow the on-screen instructions that will guide you through creating a password. Passwords must be at least 6 characters long but can be anything you want!

How do I get started?

First things first, log into either the IncentFit app or website. When you do so for the first time, there will be a brief user tutorial that will guide you through our system. Once you have familiarized yourself with the system the hard part comes...time to break a sweat!

What do I have to do to earn my rewards?

Here's a listing of all the activities that will count for credit:

- Getting Physicals
- Attending Dentist Visits
- Submit Dependent Physicals
- Submit Dependent Dentist Visits
- Attending Fitness Facilities
- Submitting a Streaming Workout
- Walking
- Running
- Bicycling
- Swimming
- Increase 401(k) Contribution

To see details about how much you earn for each activity and how to track/submit proof of completing activities, please visit the My Rewards > Rewards Plan section of the IncentFit app or website. You can click on any activity to see additional details about it.

How can I sync a step/fitness tracker app/device?

1. Simply log in to your IncentFit account
2. Select **My Account** from the menu
3. Select **All Apps and Devices** then locate your app/device on the list.
4. Click **Start Auto Syncing** and follow the on-screen instructions.

Please be sure to read all the information when connecting as some devices have specific instructions.

For Apple Health and Samsung you will need to open the IncentFit app frequently to sync your steps.

Please be aware it may take up to 24 hours for data from your device/app to sync with your IncentFit account.

Which apps and devices are supported?

Map My Fitness, Map My Hike, Map My Ride, Map My Run, Map My Walk, Nike Run Club app, RunKeeper, Strava, Withings Health Mate, iHealth, Life Fitness, Suunto, Yoo, Runtastic, Polar Flow, Polar Beat, SmartBand Talk SWR30, Endomondo, Pacer, Peloton are all supported.

In addition to this list, if your app/device integrates with Google Fit, Apple Health, or Samsung Health, we integrate with it as well. To see the most up-to-date list, please visit the All Apps and Devices section of your IncentFit account.

Is there a limited network of gyms or am I free to go to any fitness facility I choose?

IncentFit works with ALL fitness facilities. However, please make sure to click on Fitness Facilities in the My Rewards screen to see if there are any limits as a part of the Technicolor Group program.

How do I add activities to IncentFit?

You can do this through the Add Activity menu. If you are on the website, select "Add Activity / Document" from the left side menu. If you are on the app, you'll want to select the blue plus button in the bottom right corner. Based on your company's rules, you can add activities in a variety of ways. These might include:

- Manually Reported Activities
- Device Reported Activities - Sync apps and devices to record these activities

- Upload Documents

Options to report an activity will vary based on employer.

How do I track my fitness facility visits?

The IncentFit app utilizes your smartphone's geo-location ability to record your visit while you are at a fitness facility. To use it, just open up the app, tap the blue plus button in the bottom corner of the app, and select Fitness Facilities. Then just follow the instructions on-screen. Keep in mind that you must be physically located inside the fitness facility to be able to do this.

If you don't have a smartphone or prefer not to use our app, you can also submit attendance logs from your fitness facility via our website. To learn more about this, please click on Fitness Facilities in the My Rewards > Rewards Plan screen of the IncentFit app or website.

What if I cannot submit my files through the website or app?

We offer submission via both email and fax. If your documents are in digital format as the body of an email (an email receipt), a PDF attachment, or an image attachment, then you can send in your documents to uploads@incentfit.com.

When emailing uploads@incentfit.com:

- - Send the email from your work email address if possible. If you cannot, please include your full name and the company you work for so we can identify you.
- - The files attached should be PDF or image file format, please note that we do not accept ZIP files or email message files (.eml files) or .html files
- - If your email is an email purchase confirmation/receipt you can forward it like you would a regular email, to uploads@incentfit.com

Having trouble with this method?

We also have a fax number! Send all documentation to (844)246-3068. Please include a cover letter stating your full name and company so we can find your account.

How do I see how much I've earned?

Once you've had an activity approved, the My Rewards > Earnings screen of your IncentFit account has progress bars that will show your earnings to date. Individual activities that you have completed are listed on the Timeline screen. In either screen, please make sure to click on any individual activity to see details about it.

What is the deadline to submit my documents?

Deadlines are shown on the My Rewards page. Each submission type may have a different deadline so please click the activity you are interested in to see its specific deadline.

How do I see how much I've been paid?

To see the history of past and pending payments, visit the My Rewards > Rewards tab.

What if I don't have a smartphone?

No worries! You can use our website for most functions. The only things you specifically need an app for are geolocation and scanning a QR code, which may or may not be a part of your plan. Please check your Rewards plan and challenge rules to see how you'll need to record activities. Click each activity to display information about it.

Do I get taxed on my rewards?

Any rewards paid out through IncentFit will be taxed as additional income in the United States and may be subject to local taxes in other countries.

What if I am not physically able to exercise/participate in this program?

Please reach out to our support team at support@incentfit.com for assistance.

What if I have more questions?

Throughout our app and website there are blue question mark icons with detailed FAQs related to the section you are viewing. If you are unable to find the information you need, please email IncentFit Customer Service at support@incentfit.com or dial (844) 246-2368 (toll-free) for support.