

Charity Miles Q&A

Q: How do I join the Intralox Charity Miles Team?

A: Use this QR Code to download the app, or search for Charity Miles in App Store/Google Play.



Create an account with your personal email and complete the onboarding questions, connecting your Health Kit or Pedometer (turning on all categories) and enabling your notifications.

To join our team, click “Yes, I have a code” and enter **HSPWACJ2**

Follow the rest of the prompts, including uploading your profile picture, picking your personal charity that’s funded through Charity Miles sponsorship, and you’re all set.

Q: How do I connect my fitness tracker to Charity Miles?

A: Link your tracking device to your phone’s tracking app (e.g. Health Kit for iPhone and the internal pedometer for Android), or to Strava and connect Strava to Charity Miles. If that tracking app is synced with Charity Miles, any exercise you do with your tracking device will be carried over to Charity Miles. That means you can do your activity without holding your phone. Just remember to open the Charity Miles app after your workout to make sure the data syncs.

For more information on how to connect to Charity Miles, follow these links for Strava and Health.

Q: I can not sync my Fitbit to my iPhone Health app, and I don’t want to use Strava. What can I do?

A: Fitbit and iPhone Health are not compatible, so it is not possible to sync Fitbit directly to Health. But there are 3rd party apps that can be used to sync Fitbit with iPhone Health. That way, you can transfer your data from Fitbit to Health, and then sync Health to Charity Miles.

Q: I don’t have a fitness tracker. How can I record my activities in Charity Miles?

A: You can start an activity manually in the Charity Miles app, by clicking the round icon in the bottom center of the screen. Select your activity from the available options, go on your run/walk/bike ride, and click Finish when you are done.

Note that the activity you select will tell the phone how it should be measuring your activity. If you choose an outdoor activity, the app uses the GPS. If you choose an indoor activity, the app uses the phone’s pedometer sensors.

Q: How can I see my personalized statistics in Charity Miles?

A: Charity Miles is focused on the charity contribution collected through the activities of all Intralox participants as a team, but it is not a fitness tracker and the statistics available in the app are limited. If you want a detailed insight into your own activities, we recommend that you look into a specialized tracker that suit you.

Q: Can everyone see where I have been walking?

A: No. There is a leader board and an activity log, which will show how many miles you walked, and on what day. But it will not show any location data.

Q: What about data privacy?

A: The Charity Miles app fully complies to EU privacy law. Local admin can not see any details, other than your name, profile picture and activities.

Q: What is the difference between my personal charity and the Intralox charities?

A: You select your personal charity from the list in the Charity Miles app. This charity will receive a contribution from Charity Miles, for each mile you walk/run/bike. This contribution comes from outside sponsors in the Charity Miles app. You can change this charity at any time in your app settings.

The Intralox charities are charities that Intralox has selected to make a contribution to. The contribution is based on all registered user's activity miles, during a specified time frame. We refer to this as a "Company Challenge".

Charities are selected following the Donation Committee Guiding Principles. It can be one or several charities, and charities can change from Challenge to Challenge. If several charities are selected, they will share the total contribution equally between them.

Q: My fitness tracker/app counts Km, but in the Charity Miles app it says miles. Why?

A: The Charity Miles app uses only miles, so it automatically converts your Km to Miles.

Q: I have accumulated less money than another user, even though I have done more miles. Why is that?

A: The contribution level is different for walking/running and biking. It means that someone who has walked 30 miles will have accumulated more money, than someone who has biked an equal distance. This is to recognize the fact that a user would normally accumulate more miles on a bike, compared to walking.

Q: My miles are not showing up on the company's team or challenge. What should I do?

A: The miles tracked through your phone's pedometer or Health Kit will be reflected on the company's team page and challenges on a daily basis. This is for two reasons: (1) so to not constantly stream data to and from your phone; (2) so we can "true up" your pedometer miles and do our best to not double count miles recorded from multiple sources.

Miles that you record with one of the app's "activity" modes should immediately be reflected on your company's team page.

If you don't see your miles straight away, check in again the next day.

Q: I don't run, but I swim and do yoga. Why are my sports not included?

A: At the moment, only walking, running and biking is available. But more sports might be added in the future.

Q: I have a charity that I am very passionate about, but it's not available in the list in the Charity Miles app. Can Intralox make a donation to this charity?

A: We welcome any suggestions for charities. You can send an email with your suggestion to HR.EU@Intralox.com and we will evaluate the charity based on the Donation Committee Guiding Principles, to see if it could be a good fit to receive a donation through our Charity Miles initiative.

Q: I have a question that was not answered in this Q&A. What can I do?

A: You can check the Q&A on Charity Miles website here.

If your question is still not answered, please reach out to the Intralox Charity Miles team at HR.EU@Intralox.com.