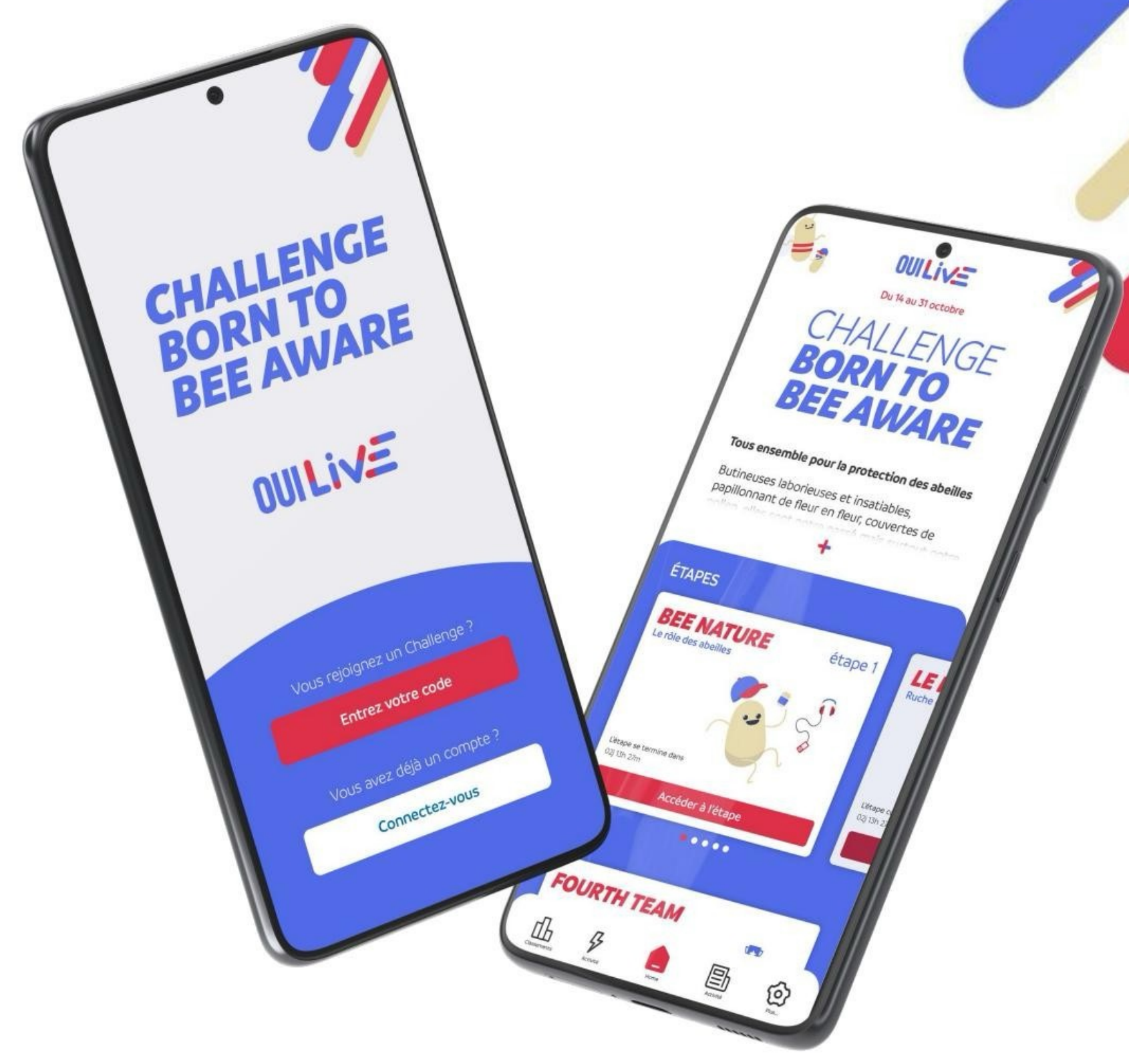


OUI LIVE

CONNECT PLAY ENGAGE

 FAQ



CHALLENGE OUI LIVE



How it works?

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

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

How to earn points ?

There are several ways to earn points when you participate in a OUI LIVE Challenge. These means will depend in particular on the different modules and options selected by the organizer of the Challenge.

If your Challenge includes the pedometer module, then you will have to walk in order to reach increasing steps, thus allowing you to earn points every day until the end of the Challenge.

Other game modules allow you to earn points, these are found in each step of which your Challenge is made up. Depending on the modules that are included in your Challenge, you will earn points by submitting photos and/or videos that meet a specific instruction, by answering quizzes or surveys, etc.

The points collected allow you to climb the Challenge rankings and allow you to achieve any objectives set by the Challenge organizer.



CHALLENGE OUILIVE

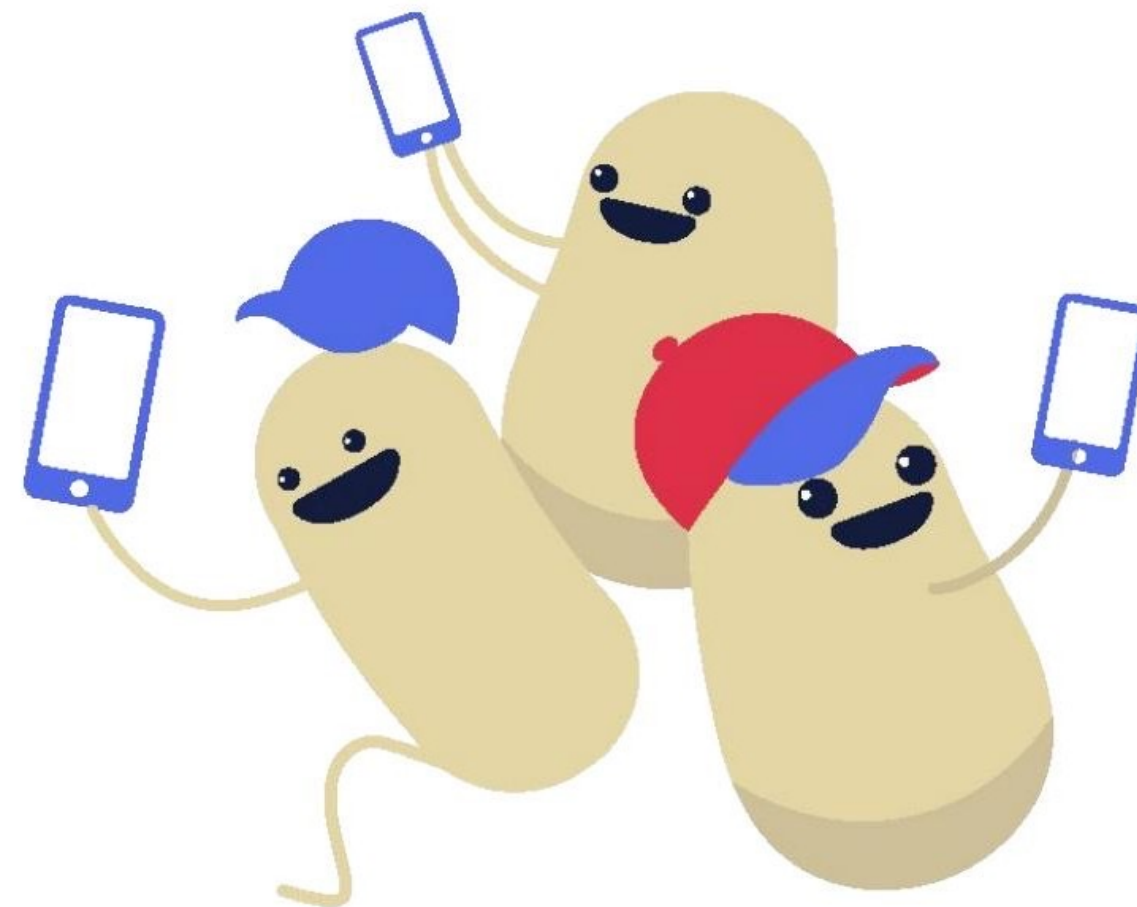


I am having problems with the application, who should I contact?

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

If your issue is with how your pedometer works, check the settings guide for the pedometer you're using on the app.

If you have not found the answer to your problem in the FAQ, you can contact support directly.



PHYSICAL ACTIVITY TRACKING



How do I keep my pedometer working properly?

All pedometers on phones rely on a built-in step sensor in your phone. The operation of this sensor is based on the movement of your leg. To ensure that the sensor and pedometer work properly, be sure to keep your phone in your pants pocket and check our app daily.

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

My activity is not updating, what should I do?

OuiLive automatically syncs your step data when you go to the "Progress" tab.

If your activity is not updated on OuiLive, first remember to check the data of your reference pedometer because if it has not been updated, then OuiLive cannot be updated either.

Depending on the pedometer you use, it sometimes happens that there are delays in updating the data specific to the pedometer in question. If so, don't panic, just wait a bit.

However, if your data has not updated after several hours, it is probably a problem with your pedometer settings. In this case, consult the pedometer settings guide.

Finally, if you have not found a solution to your problem, do not hesitate to contact support directly from the application.



PHYSICAL ACTIVITY TRACKING



What are the activities taken into account by the application?

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

For other types of activities, we cannot guarantee accurate tracking of your steps.

On the other hand, OuiLive does not count the manual additions of steps via your reference pedometer application, nor the steps added via synchronization applications.

OuiLive counts fewer steps than the pedometer built into my phone, why?

Two pedometers can display different results because each works 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 OuiLive.

We always favor data from pedometers to which OuiLive can connect.

If you use the OuiLive pedometer (Android only), be sure to disable your phone's power saving settings which may prevent steps from being correctly counted by our pedometer.



PHYSICAL ACTIVITY TRACKING

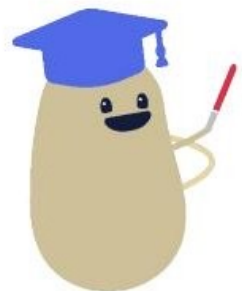



Under what circumstances will my activity not be counted?

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

If you turn off your phone and you are not using a connected object (watch, bracelet, etc.) to count your steps, then OuiLive will not be able to retrieve the steps you take when your phone is turned off.

On the other hand, if your phone is not connected to the internet (lack of network, airplane mode, etc.), OuiLive will not be able to update your step data. But 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.

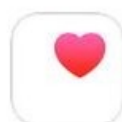


 **WARNING:** *If you use a connected object to count your steps (Garmin or Fitbit), be aware that OuiLive does not have the possibility of collecting steps directly from connected objects but only from the applications associated with these objects (for example: I Garmin Connect app for Garmin watches). You must therefore make sure to synchronize your watch with its associated application before updating your activity on OuiLive.*



PEDOMETER SETTINGS

Health (iOS)



Initial Health Pedometer Setup

When you select the Health application as the reference pedometer on the application, a window appears asking you for the necessary authorizations so that the Health data can be uploaded correctly to OuiLive.

The two authorizations requested allow OuiLive to collect your step data as well as your distance data. Without validating these two authorizations, your physical activity data will not be able to go back to the application and you will therefore not be able to earn points thanks to the pedometer.

What should I do if my steps do not go up from Health?

First, check if you have data present on your Health application. If it doesn't show any step or distance data, it means the Health app is blocked from working on your phone. To unblock Health, go to your phone's **Settings** and select the **Privacy section**. Once in this section, go to the **Movement and fitness section** and activate the Health application.

If you do have steps displayed on your Health application, then you have not granted the necessary permissions to OuiLive to collect your step and distance data. To check this, head into your Health app and tap the profile icon/picture in the top right of the screen. Then, in the **Privacy section**, press the **Apps section** then select OuiLive. Once in this interface, grant distance and step permissions.

If none of these solutions ever work, do not hesitate to contact support directly on the application.



PEDOMETER SETTINGS

IMPORTANT: This pedometer can only be used with Android phones

Google Fit 

Google Fit Pedometer Initial Setup

Google Fit is

not a default installed app on Android phones, so you need to download the app and sign in with a Google account. Once this step is completed, you can select this pedometer on OuiLive.

When you select Google Fit as the reference pedometer on OuiLive, wait for the Google authorization window to appear (this may take a few seconds). Once the window appears, select the Google account with which you logged in to Google Fit, then authorize OuiLive to collect data (steps and distance) from your Google Fit pedometer.

What should I do if my steps are not showing up from Google Fit?

Several reasons can explain this problem:

- First make sure you have downloaded the Google Fit app and signed in to it with a Google account. If not, no data from Google Fit cannot be shared with OuiLive.
- If you downloaded Google Fit, make sure the app is showing step data. If not, it means that you have not granted the necessary permissions so that Google Fit can collect your step data correctly. In this case, we recommend that you check your phone's settings for taking physical activity data into account.
- It is also possible that you have not selected the correct Google account to link to OuiLive. When you select Google Fit as the reference pedometer on OuiLive, when the Google window opens, it may offer you several Google accounts (if you have several Google accounts for example). In this case, you may not have chosen the Google account you used to sign in to Google Fit. If so, OuiLive will seek to collect step data from a Google account that does not have one. To change the account used, go to the *Settings tab > "Pedometer settings" section and press the "Change account" icon* under the Google Fit banner.



PEDOMETER SETTINGS

IMPORTANT: This pedometer can only be used with Android phones

Ouilive



Initial configuration of the Ouilive pedometer

The Ouilive pedometer is programmed to collect your step data directly from the step sensor present in your phone. The permanent notification assures you of the proper functioning of the pedometer and displays the steps taken in real time. However, you must go to the "Progress" tab for the steps to be added to your score.

Some Android phones have battery saving settings that impact how our pedometer collects steps. Indeed, in "Battery saving" mode, access to the data collected by the step sensor is restricted, which prevents all steps from being taken into account by Ouilive. This setting can be disabled in the phone settings.

IMPORTANT: if you have a SAMSUNG or XIAOMI brand telephone, it will be necessary to remove Ouilive from the applications affected by battery savings.

If you are not offered the Ouilive pedometer option when you register on the application, this means that your phone does not include the step sensor necessary for the proper functioning of this pedometer. So you have to choose another pedometer. We recommend that you choose the Google Fit pedometer which is particularly suited to work on phones without step sensors. Be sure to read the setup instructions to ensure that your step data is correctly uploaded.



PEDOMETER SETTINGS

IMPORTANT: This pedometer can only be used with Android phones

Ouilive



What should I do if my steps do not go up with the Ouilive pedometer?

First of all, we invite you to make sure that your phone is in your pocket when you walk because without this it is impossible for the pedometer to take your steps into account. On the other hand, we recommend that you check in your phone's settings if the Ouilive application is affected by battery saving settings. Indeed, it happens that by default applications are impacted by this type of settings.

To disable the battery saving option, you can go to *your phone's Settings > Applications > Ouilive > Battery*.

If the problem persists, we recommend that you change your pedometer in favor of Google Fit. Indeed it has the advantage of being very effective with Android phones.



PEDOMETER SETTINGS

Fitbit 

Initial Fitbit Pedometer Setup

Before selecting Fitbit as the reference pedometer, make sure you have downloaded the Fitbit application and connected to it with an account because OuiLive does not collect data directly from your connected device but from the associated application. Without the Fitbit application, OuiLive will not be able to retrieve the data from your connected object.

When you select Fitbit as your reference pedometer on OuiLive, you will be asked to sign in to the account you use on the Fitbit app and grant the permissions required by OuiLive (steps and distance). Otherwise, data from the Fitbit application cannot be transmitted to OuiLive.

What to do if my steps are not coming up from Fitbit

Several reasons can explain this problem:

- First make sure you have downloaded the Fitbit app and signed in to it with an account. If not, no data from Fitbit can be shared with OuiLive. Also make sure your Fitbit wearable is synced with the Fitbit app. Without it, neither the Fitbit app nor OuiLive can access your step and distance data.
- If you downloaded Fitbit, make sure the app is showing step data. If not, that means you haven't granted the necessary permissions for Fitbit itself to properly collect your step data. In this case, we recommend that you check your phone's settings for taking physical activity data into account. Also remember to check that your connected object is properly connected to your Fitbit application.



PEDOMETER SETTINGS

Garmin



Garmin Pedometer Initial Setup

Before selecting Garmin as the reference pedometer, make sure you have downloaded the Garmin Connect application and connected to it with an account because Ouilive does not collect data directly from your Garmin connected object but from the associated application. Without the Garmin Connect application, Ouilive will not be able to retrieve the data from your connected watch.

When you select Garmin as your reference pedometer on Ouilive, you will then be asked to log in to the account you use on the Garmin Connect application and grant the permissions required by Ouilive (steps and distance). Otherwise, data from the Garmin Connect application (and your watch) cannot be transmitted to Ouilive.

What to do if my steps are not coming up from Garmin

Several reasons can explain this problem:

- First make sure you have downloaded the Garmin Connect app and signed in to it with an account. If this is not the case, no data from Garmin Connect can be shared with Ouilive. Also make sure that your Garmin connected object is well synchronized with the Garmin Connect application. Without it, neither the Garmin Connect app nor Ouilive can access your step and distance data.



PEDOMETER SETTINGS

Garmin



What to do if my steps are not coming up from Garmin

- If you downloaded Garmin Connect, make sure the app is showing step data. If not, then you have not granted the necessary permissions for Garmin Connect itself to properly collect your step data.
In this case, we recommend that you check your phone's settings for taking physical activity data into account. For users with an iPhone, make sure that Garmin Connect has been synchronized with Health, without this synchronization, your steps will probably not be taken into account by the application.
- If you have step data on the Garmin Connect app but not on Ouilive, then you have probably declined the requests authorization from Ouilive to collect Garmin Connect data. To check this point, go to the Garmin Connect application, and go to the “More” tab. Once on this tab, go to the “Settings” section and press “Connected applications”. If Ouilive does not appear in the list of connected apps, this means that Garmin Connect has not been correctly linked to Ouilive. In this case, on Ouilive in the Settings tab, go to the “Pedometer settings” section, change the pedometer then choose Garmin again to restart the connection procedure to Garmin Connect. On the other hand, if you see Terra in the list of applications connected to Garmin Connect, do not remove it, it is our service provider that allows your data to be sent to Ouilive.



PEDOMETER SETTINGS

Huawei Health 

Huawei Health pedometer initial setting

The Huawei Health app is not installed by default on Huawei phones, so it is necessary to download the app from the App Gallery (not from Google Play if your Huawei is still running Android) and log in with a Huawei account. The Huawei Health app itself requires permission in order to collect your physical activity data on the phone. You can check if this permission has been granted in: *Settings > Privacy > Manage permissions > Physical activity data > Health > Allow.*

Without this authorization neither Huawei Health nor OuiLive will be able to recover your physical activity data.

When you select Huawei Health as the reference pedometer, a Huawei authorization window appears, be sure to check all the authorization boxes. If you do not grant the permissions, OuiLive will not be able to retrieve your data from Huawei Health.

If Huawei Health is not available on your phone, it is most likely related to the version of Android you are using. Indeed, Huawei Health requires Android version 8.1 or later (this only concerns Huawei phones that still work with Android).



PEDOMETER SETTINGS

Huawei Health 

What to do if my steps are not coming up from Huawei Health

Several reasons can explain this problem:

- First make sure you have downloaded the Huawei Health app and logged in with a Huawei account. If it's not the case, no Huawei Health data can be shared with OUI Live.
- If you have no step data on your Huawei Health app, it means you have not granted the permissions necessary for this app to collect step data from your phone. To enable the necessary permissions, go to Huawei Health app > *Privacy management* > *Enable Health*.
- If you have step data on Huawei Health but you don't have any on OUI Live, it means that you have not authorized OUI Live to collect the data from Huawei Health. In order for OUI Live to receive data from Huawei Health, you must grant the permissions requested when selecting this pedometer on OUI Live. To relaunch the authorization request, go to the Settings tab, in the Pedometer settings section, change the pedometer then change again to Huawei, this should relaunch the authorization request.



PEDOMETER SETTINGS



I use a connected object (watches and bracelets)

First of all, it is important to understand that OuiLive never collects data directly from your connected object but from the application associated with it.

- **Apple Watch:** You can sync data from your Apple Watch with the Health app on your iPhone. As long as the synchronization is carried out correctly and you have selected Health as the pedometer on OuiLive, the data from your Apple Watch will go back up without any problem.

- **Garmin and Fitbit:** If you have a Garmin or Fitbit connected object, since OuiLive offers a direct connection with their respective applications (*Garmin Connect and Fitbit*), you will be able to trace the steps of your connected object to OuiLive without any problem.

- **Huawei:** If you have a Huawei watch, we recommend that you link it to your Huawei Health application, which is the reference application for all Huawei connected objects. It is possible to link Huawei connected objects to other applications, however we cannot guarantee an optimal feedback of your step data.



PEDOMETER SETTINGS



I use another brand of connected object

If you have a connected object from another brand, there are solutions to send your data back to OuiLive. First, check if your connected object has an associated application to which it can transmit data. If this is not the case, then it will probably not be possible to upload your data to OuiLive.

For phones running iOS: see if it is possible to link the application associated with your connected object to the Health application on your iPhone. Being Apple's reference application, Health offers synchronization to many connected object applications. If the application associated with your connected object can connect to Health, then the steps of your connected object should go back to Health and then to OuiLive without any problem.

For phones running Android: we recommend that you see if it is possible to link the application of your connected object to Google Fit. Indeed, Google Fit is the application with the highest number of connections with third-party applications. If the application associated with your connected object can connect to Google Fit, then the steps of your connected object should go back to Google Fit and then to OuiLive without any problem.

IMPORTANT: *as part of the connection of third-party applications, these connections taking place in an environment outside of OuiLive, we cannot guarantee the precise and systematic reporting of your data.*



PHOTO & VIDEO MODULES



I posted a challenge but I don't see it appear in the news feed, why?

The content validation time depends on the availability of the members of our moderation team and the volume of content received. We may receive several thousand pieces of content per day and each of them must be processed manually.

Our moderation team works from 9 a.m. to 6 p.m. Monday to Friday. Validation times are therefore longer if you send your content in the evening or on weekends and public holidays.

Why was my challenge declined?

Inappropriate content is systematically rejected by our moderation team. If the content you publish does not correspond to the instructions, it may be refused to ensure fairness vis-à-vis other participants who publish content that complies with the instructions of the photo or video module concerned.

Each of our moderators makes sure to be as impartial as possible while having their own sensitivity. If your challenge is rejected, the points will be taken away from you. You will be able to publish content again to try to earn the points of the challenge.

I want to remove my post from the newsfeed

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

To remove your publication from the news feed, go to the screen of the challenge concerned (photo / video) in the detail of the stage and uncheck the box "Publish my challenge on the news feed". Other participants will no longer see your content appear in the News tab.



PHOTO & VIDEO MODULES

Can we go back to a past challenge?

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

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

Who has access to the photos and videos I post?

When you complete a challenge, if you check the box "Publish my challenge on the news feed", it will be visible to the other participants of the Challenge.

When you register, if you have authorized the use of your content by the organizers of the Challenge, it may be distributed internally or externally for communication purposes. You can cancel this authorization by going to the settings section and deactivating the "Content" section, however the content published before the cancellation will still be usable.

I have problems sending content via OuiLive, what should I do?

Due to the quality of videos on recent phones, sometimes even if the video is short, it is very heavy and it takes time to load.

First 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.

It may happen that when many users are uploading their content at the same time, it may take longer for your video to appear. Feel free to try again later if this is the case.





How is the team ranking calculated?

By default, teams are ranked by average. The average score of a team is obtained by dividing its total number of points by the number of members that constitute it.

Other rankings are available (by total number of points, steps taken or km traveled), just select them in the menu at the top of the ranking tab.

Why teams with only one member are at the bottom of the ranking by average?

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

In my team, a participant has 0 points and lowers our score, what should I do?

In general, participants who have not earned points since the start of the Challenges are users who have not returned to the application since their registration.

As far as possible, encourage the members of your team to get involved in the Challenge and to complete the various challenges in order to make them want to surpass themselves in order to allow you to reach new heights!

It also happens that people create duplicate accounts on the application: you will then have to ask them to send us a message on the support indicating the first and last name of the account that they want us to delete.





How do I edit my team information?

If in the Challenge in which you participate you had the possibility to create a team, you are then the administrator. As an administrator you then have the possibility to modify the information of the team. 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 members for it. If the maximum number

of members is reached, other participants will no longer be able to join your team.

If you've joined a team or a team was automatically assigned to you, you can't edit 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 organizers. If you have been automatically placed in a team then you cannot leave it.

If you chose your team or created it, you can change teams. To change teams, go to your team space, scroll down and tap on "Change team".



TEAMS

Can I invite participants to my team?

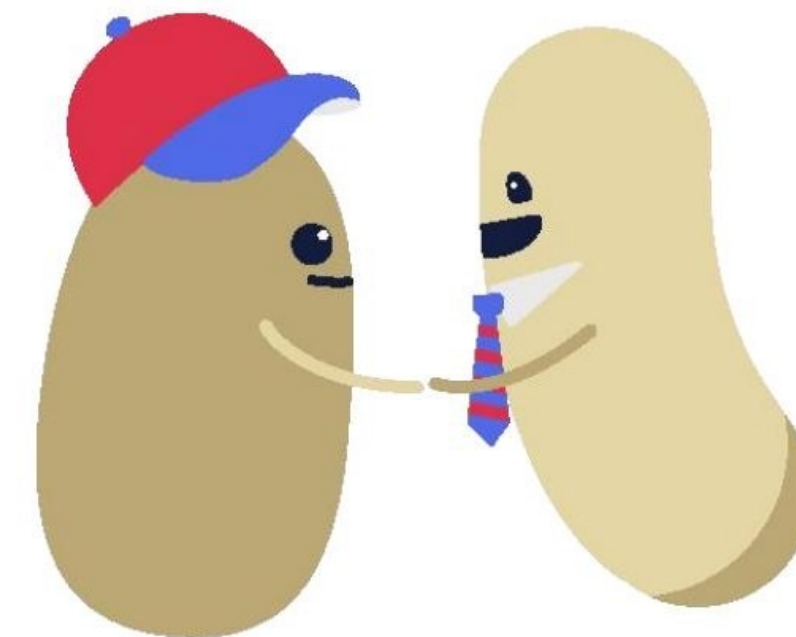
If your Challenge allows you to create a team, when creating your team, you can send an invitation to other participants (colleagues, friends, etc.). These people will then receive an e-mail allowing them to create an account. When these guests have to choose a team, they will see your team at the top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

If you are the last member and you have the possibility to change teams then your team will be deleted automatically when you leave it to join another team.



RANKING



My data in the ranking does not correspond to that of my activity, why?

Make sure to refresh the ranking once your activity is updated to update the data by going to the Progress tab (it's automatic).

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

How does OuiLive handle tie cases?

If your Challenge includes the pedometer module, in the event of a point score tie, the steps are used to determine the position of the participants in the ranking. Indeed, 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. Thus, the participant with the most steps is always higher in the ranking.

If your Challenge does not include the pedometer module, then the cases of equality are not taken into account in the ranking. Although there cannot be two participants for the same position, be aware that in the event of a tie, it will be taken into account manually by the organizer of the Challenge.



DATA & STORAGE



What is the e-mail address that I use on OuiLive?

In the “Settings” tab go to the My Profile section, then press the edit icon to the right of your profile picture. You will then be able to see the email address you are using and change it if necessary.

What data is collected by the application as part of my challenge?

OuiLive collects data relating to your profile: email address, first name, last name 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 related to the completion of step modules (quizzes, photos, videos, etc.).

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

What do you do with my data?

Let's be clear from the start: we don't sell your data to anyone. 🙄

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

They are also accessible to the organizers of the Challenge, if you authorized them when you registered, for communication purposes. You can refuse the use of your content by the Challenge organizer by going to the application settings.

On our end, we use your app usage data to help you when you contact support.



DATA & STORAGE



How long is my data stored?

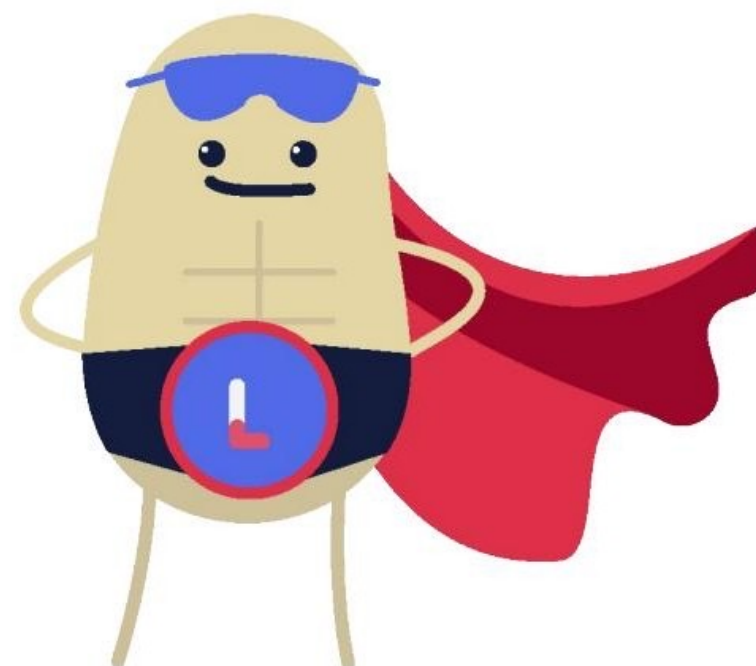
Your user data is stored in the OuiLive database from the creation of your user profile until one month after the end date of your Challenge. At the end of this period, all of your data will be deleted.

If the organizer of the Challenge in which you are participating has opted for the Program offer, this means that you are participating in several challenges throughout the year. Therefore, we keep your data for up to 12 months. This duration depends on the terms of the program to which the organizer of your Challenge has subscribed.

If you wish this to be done sooner, you can delete your OuiLive account from the "Settings" tab, all of your data will then be erased.

How do I delete my account?

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





Our teams are waiting for you

support@ouilive.co

www.ouilive.co

01.87.66.12.68

