



# FAQs

## How do I add family members?

Register at [GoshenHealth.com/activetrac](https://GoshenHealth.com/activetrac) or scan the QR code to the right.

## I scanned my QR code too many times. How do I delete mileage?

Send an email to [CommunityEngagement@GoshenHealth.com](mailto:CommunityEngagement@GoshenHealth.com)

## How do I view my total miles?

1. Visit [ezmileageclub.com/login](https://ezmileageclub.com/login)
2. Enter email: [activetrac@gh.com](mailto:activetrac@gh.com)
3. Enter password: move123
4. Scroll to find your unique number (assigned to your QR code) to view your total miles.

## What is a practice session?

A practice session allows you to practice scanning data without it being added into the account. No data gets synced to the database in a practice session.

## What if my camera is blank on the app?

This means that the app does not have access to your camera. To fix this, go into your device settings, select the EZScan app and turn on the camera access.



Scan me!

### **What if I only do 10 minutes of activity instead of 20?**

A scan records 20 minutes of activity. If you only do 10 minutes, no problem, you're on your way! Wait until you get another 10 minutes of activity in during the day, and then scan your QR code.

*Example:* You complete 10 minutes of walking in the morning. After lunch, you rake the leaves for 10 minutes. You now have 20 minutes of activity – great job! You can now scan your QR code one time.

### **What counts as moderate or vigorous activity?**

See our Activity Levels document at this link – [Get Activity Levels](#).

### **How do I get my rewards?**

Rewards will be mailed once per month.

### **I lost my scanning card, how do I get a replacement?**

Send us an email at [CommunityEngagement@GoshenHealth.com](mailto:CommunityEngagement@GoshenHealth.com)

### **I forgot to log my activity last week, how do I go back and put it in?**

Send us an email at [CommunityEngagement@GoshenHealth.com](mailto:CommunityEngagement@GoshenHealth.com)

### **I accidentally scanned my activity with the wrong card, what do I do?**

#### **Follow the steps below**

1. Get the correct card and scan activity
2. Send us an email at [CommunityEngagement@GoshenHealth.com](mailto:CommunityEngagement@GoshenHealth.com). In the email, tell us the card number and date that needs deleted.

*Example:* Delete miles for 1/1/21 from card 00 05

### **I recorded my activity as moderate, but it was actually vigorous.**

#### **How do I change it?**

Send us an email at [CommunityEngagement@GoshenHealth.com](mailto:CommunityEngagement@GoshenHealth.com)



# Goshen Health

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**ATTENTION:** If you speak Spanish, language assistance services, free of charge, are available to you. Call 1 (574) 364-1000 (TTY: 711 or 1 (800) 743-3333 to be connected with *Relay Indiana*).

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