



# Summitree Participants FAQs

## FREQUENTLY ASKED QUESTIONS

You can download the Summitree app free of charge from the [Apple iTunes Store](#) or at the [Google Play Store \(Android\)](#).



**VIDEO →** [Wie funktioniert Summitree?](#)

## You ask, we answer:

### 1. Before the CHALLENGE: Onboarding

- [Is my data safe at Summitree?](#)
- [What kind of data does the Summitree-App record?](#)
- [How can I customize my \*\*profile\*\*?](#)
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### 2. While the CHALLENGE: App Function

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- Problems with Android (Google):
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- How can I **delete an activity**?
- How long after the end of the challenge can I upload activities?
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- Teams:
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  - If I change a team: How are my kilometers and impact assigned?
  - How many teams can we form?
  - Do I have to join a team?

### 3. After the CHALLENGE: Impact/

- How is the amount of CO2 bound in the Summitree app calculated?



## 1. Before the CHALLENGE: Onboarding

### Is my data safe at Summitree?

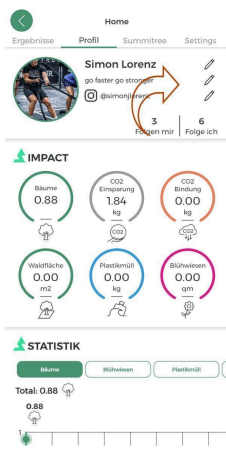
The security and protection of your data is very important to us. That's why we act in strict compliance with the General Data Protection Regulation (DSGVO). This is how we ensure that your personal data is always safe and secure. We use advanced technologies and security measures to protect your data from unauthorised access, misuse or loss. We are committed to process and use your data exclusively in accordance with our privacy policy. So you can be assured that your data is in good hands with Summitree.

### What kind of data does the Summitree-App record? How does it work?

If you activate the recording function, the app tracks your movement and can calculate the distance travelled using your smartphone's GPS signal, regardless of whether you are running, hiking, cycling or skateboarding. It's important to us that there's **no background tracking** taking place with the Summitree app. You'll just be tracked when you activate your tracking. If you have connected a fitness tracker, also only the data recorded by it during the activity time is used. We only record the movements that you actively started in the app, stopped again and had saved then.

**Exception step challenge:** For the movement type 'steps', we want to make it easy for participants in a challenge to convert their movement, which takes place throughout the day, into impact without having to start an activity every time. In this case, 'Background Tracking' is used. To enable this function, we will explicitly point this out to you during onboarding and ask for your consent.

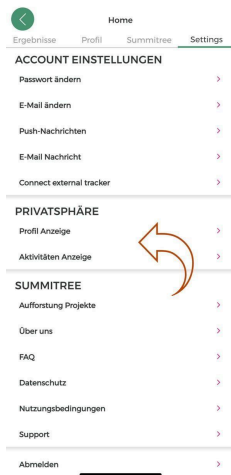
### How can I customise my profile (Profile picture, Instagram Handle)




If you want to customise your profile in the app, click on the menu icon at the top right and select the "Profil" option. There you can edit your profile picture, your biography or your Instagram handle.



## Can anyone see my posts/ activities? (Privacy)



Your privacy is important to us, so you decide for yourself whether others can see your profile and your activities. If you like to change the settings you can easily do it, just select the  menu icon in the top right-hand corner. When you now navigate to the option "settings" you can change your privacy settings.

Of course, we and the community are happy to see your activities and further encourage you, but it's up to you.

## Where do I get and where do I enter the registration code?

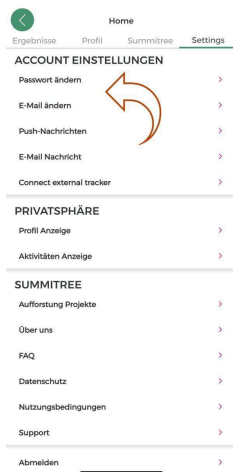



The registration code is the ticket to your challenge and will be passed on to you by your challenge captain. If this has not happened yet, please contact him/her.

Normally you enter it while the setup of the app, as you have downloaded it. If you have missed this, you can easily access the column where you can enter your code via the menu item "Entdecken" at the bottom left and then "Find new Challenges".

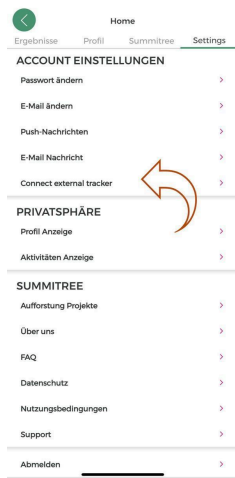


## How to change my password E-mail adresse?




To change your email address or password, just select the  menu icon at the top right of your start page. Now you have to navigate to the option "Settings" and there you can click on "Change password" or "Change email".

## How can I connect my tracker?



You normally connect your external tracker directly while the setup after you have downloaded the app.

If you missed this, you can do it via the  menu icon at the top right and then navigate to the "Settings" option. Here you will find the sub-item "Connect external tracker"

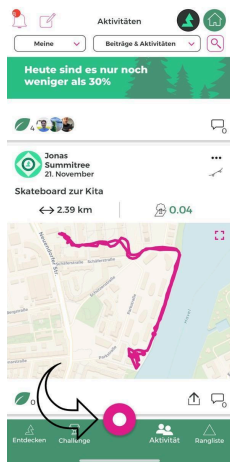
Please note: For most trackers, the update only takes a few seconds, but depending on the server speed of the tracking partner, it can take up to 24 hours for your activity to appear.

Please also take note that only the data you recorded after connecting the tracker to the app will be synchronised. However, you still can add those activities manually.

-> If your tracker is not included, you can still synchronise the app via Apple Health / Google Fit (in this case, please send us an email to [support@summitree.de](mailto:support@summitree.de) - this will help us to decide which trackers we integrate next. 😊)

## 2.While the CHALLENGE: App Function

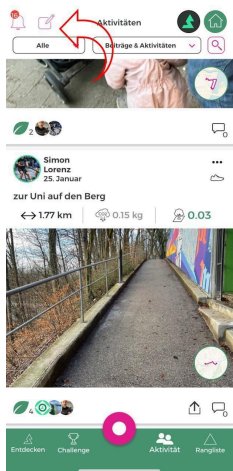
### How do I plant trees with my activity?



Once you have fully set up your profile, you should see a large red dot on your screen. By selecting it, you can set your activity in the menu and get started straight away.

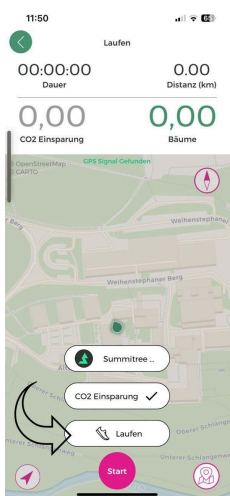
If you have connected your fitness tracker, all you need to do is check the app after the activity you recorded. Summitree recognises it directly and suggests it for you to transfer. The more kilometres\* you cover and the more you move, the more trees are counted in the app. (\*For non-GPS-based activities, as "Training", the time counts)

### How do I add an activity manually?



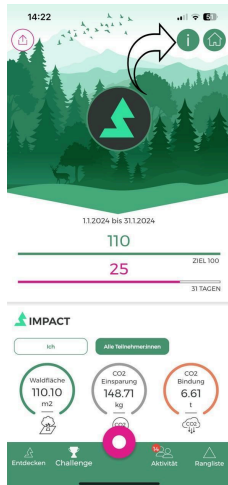
To enter an activity manually, click on the pencil icon at the top left in the "Activity" tab, as shown in the picture. You can now fill in all the required information yourself. This is also the way you can go without GPS tracking during your activity.

### Which types of activities can I record?



To change your activity type, simply click on the icon as shown in the picture before starting the recording and choose between the activity types. We currently offer a choice of 25 activity types. Your company's Challenge Captain determines in advance which activity types will be included in your Challenge. Is an activity missing? Then please send us an e-mail with your suggestions to: [info@summitree.de](mailto:info@summitree.de)

## What distance do I have to cover to plant a tree?



The movement distance\* required to plant a tree is different for each challenge and depends on the duration, the number of participants and the impact goal of the challenge. (\*For non-GPS-based activities, as "Training", the time counts)

You can find the calculation factor of your own challenge under the "Challenge" tab via the info button as shown in the picture.

The derivation of the conversion factors is based on the average calorie consumption of the sport per hour; the average distance travelled per hour; the respective challenge factor.

## Problems with Android (Google):

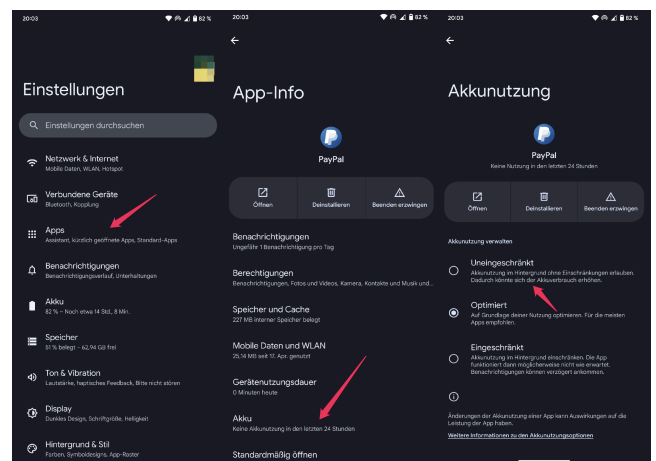
### Wrong mobile phone, GPS & battery settings

With the Android operating system, it can happen that the battery setting is selected in a way that the tracking function is switched off on the lock screen.

When this is your problem you can start the activity normally, but when you exit it, the ERROR MESSAGE appears: "Activity could not be saved because no change in location could be recognised"

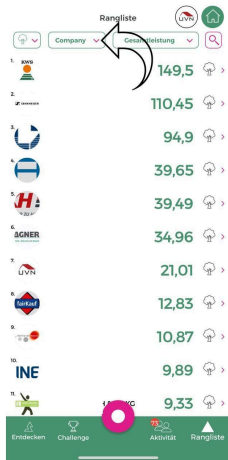
### **Solution:**

1. Open your mobile phone settings
2. Go to Apps
3. Select "Show all apps"
4. Select the Summitree App
5. Tap on battery // GPS
6. Select "Unrestricted"



# CONNECT Challenge

## Is there an internal leaderboard for my company?



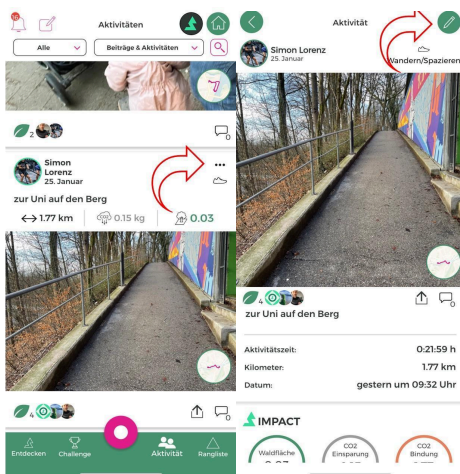
If you like to see how you compare to your colleagues in your company, you need to select Rankings in the tab at the bottom right. In the bar shown in the image, you can now choose between Individual, Team and Company.

## How can I update the leaderboard or activities?

To update the challenge leaderboard or the activities, tap and hold the screen and drag it downwards. This will reload and update the list.

Nevertheless, it is possible that an activity that you have not recorded directly in the Summitree app, but via a sports watch, may take some time to reach us via the partner's server. This process can take up to 24 hours. Thank you for your patience.

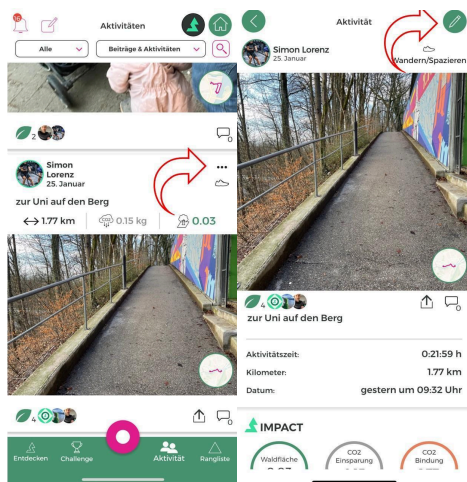
## Can I add my activities afterwards?



If you have entered an activity in the Summitree app and want to change it later, simply click on the three dots  $\dots$  of the corresponding activity. You can then select a pencil icon in the top right-hand corner of the display. You can use it to edit and customise your activity. This is the way you can ensure that your progress and activities are always up to date and that your goals are displayed correctly in the app.



## **How can I delete an activity?**



To delete an activity, simply click on the <sup>ooo</sup> three dots of the corresponding activity. You can then select a pencil icon at the top right of the display. Now you can use it to change your entry. Also, you will find the "Aktivität löschen" button in red.

## **How long after the end of the challenge can I upload activities? (time window for activity-upload)?**

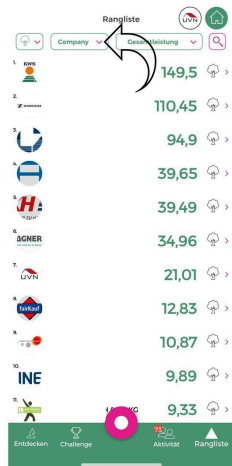
For all challenges, we have set up a time window of 24 hours after the end of the challenge. During it you still can upload activities which still counts towards the challenge goal. After these 24 hours, the challenge is finally closed and your activities can no longer be included.

## **Until when will activities still be included in the challenge? (activity time)**

At the last days before the end of a challenge, things often really heat up again. So if you want to make another impact at the end, you must have completed and saved your activity BEFORE the end of the challenge. Only in this case it still will count as a contribution to the challenge goal.

# Teams

## How can I join a team?



If you want to join a team, you have to navigate to the "Rangliste" at the bottom right of your screen. Then you can switch from "Einzel" to "Team" in a tab as shown in the picture. Simply select the team you want to join. Once you have clicked on the team, you should see the red "beitreten" button. This allows you to switch teams or join a new team at any time.

However, you can only be in one team at a time so that your impact is not counted twice. You have to decide ;-)

## If I change a team: How are my kilometers and impact assigned?

If you decide to change your team during the Challenge, you will automatically take your kilometres and Impact with you to your new team. Your old team will therefore not only say goodbye to you, but also to the impact you have made.

## How many teams can we form?

There is no limit to the number of teams within a challenge.

But the challenge captain determines in advance whether teams within a challenge should be limited in size.

## Do I have to join a team?

You can take part in any challenge WITHOUT joining a team. Participating in a team or founding a new one is optional. It is entirely up to you whether you want to take part in the challenge alone or in a team.

### 3. AFTER THE CHALLENGE: Impact

#### **How is the amount of CO2 bound in the Summitree app calculated?**

With the size of the "CO2 binding" we want to give all participants in the Summitree app a feeling for their own CO2 footprint.

We put in relation how many tree equivalents your activities have already triggered and how much CO2 is bound in the tree population:

On average, an 80-year-old tree binds around 1 tonne of CO2 in its lifetime. To calculate the CO2 binding of a tree, we use the method of the Intergovernmental Panel on Climate Change (IPCC), which is also used for the Federal Forest Inventory in Germany. But not all of the trees we plant survive, some of them die out over time due to completely natural processes and environmental influences in the forests. Because of that we have to plant 5 trees in order to have actually bound one tonne of CO2 in the forest after 80 years. Of course, the new forests continue to grow even after 80 years and continue to absorb CO2 from the atmosphere.