



Frequently Asked Questions

How can people sponsor/donate to my team?

Anyone can donate to support a team or individual in three easy steps:

1. Visit our donation page: <https://www.cancersupport.ch/our-fundraisers/steps-for-cancersupport-challenge/support-the-challenge/>
2. Enter in a donation amount
3. Say something encouraging in the comment box!

Do you have to have 10 in a team, or can you have fewer? If so, is the price the same?

The registration price for Open and Corporate teams is per team. You only need 2 people on a team, but you may have up to 10. If you create a team of 10 people instead of signing up as 10 individuals, you can save some money!

Can I participate while I am on holiday/vacation in another country or time zone?

Yes! Anyone can participate in Steps for CancerSupport from anywhere in the world but there are a few things you should know if you are travelling:

Pacer normally counts your steps by connecting to Apple Health or another accelerometer built into your phone. This accelerometer does not need any data or WiFi connection to work. However, you need to connect to Pacer to sync your steps for the challenge (ideally daily) and that requires data or a WiFi connection.

Participants do not need to continuously record GPS activities during the day to accurately record fitness data, as this severely drains the phone battery.

If you travel and change time zones during your challenge, some of their steps might be shifted to other days, or partially over-counted during the day(s) on which the time zone change happened.

Can I connect my Fitbit, Apple Watch, or other device to Pacer to track my steps?

Carrying your phone is the easiest way to make sure all your steps are counted in Pacer. Some devices connect to Pacer while others do not. The list below shows which devices work and those that do not:

The Good List

iPhone + Any wearable or app connected to Apple Health (Apple watch, Garmin, Google fit, Strava, etc)

Android + Fitbit (directly connected in Pacer)

The Bad List (Does not connect with Pacer)

iPhone + Fitbit

Android + Any other wearable or app

Can I use Pacer on an iPhone 5?

iPhones 4S, 5, and 5C do not have built-in step counting capabilities. Pacer will still run on these devices, but step counting might be less accurate than on newer iPhone devices.

How often will I need to open the app?

We ask that you open the app at least once a day for a few minutes to ensure that your steps are accurately counted. This is a great time to check your ranking on the challenge page in the app.

What happens if I forget to open the app every day?

Your steps will still be counted for up to 7 days after you last used the app. Once you reopen the app, the data from previous days will sync. However, we ask that you open the app at least once a day so that the leaderboards are accurate and we can reach our goal of 55 million steps faster!

Why does my step count look different in different places in the app?

Most often, Pacer is reporting your steps for a different amount of time (daily, monthly, challenge accumulated total) based on where you are seeing them. When you open the app, the first thing you see is your daily step total so far. On the Challenge page (Explore>Corporate>View Challenge) you will see the same number in the Data Center. To see how you are doing in the official challenge, click on the “Challenges” tab to the right. Once you scroll down, you will see your accumulated steps as an individual and as a team (on the team tab to the right). The official challenge steps will only be visible once the challenge starts on 18 August.

If I have a problem with the app, who should I contact?

The quickest way to resolve any issues you may have with the app is to check Pacer’s Help Articles (FAQ) which has answers to hundreds of questions with the option to search for key words. You can find the Help Articles in the app by clicking on “Me” in the lower left corner, then click on the gear icon in the upper-right section of the screen, and scroll down to “Help Articles (FAQ)”. You can also find the Help Articles on your computer by following this link: <https://support.mypacer.com/hc/en-us>

If you cannot find the answer to your question in Pacer’s Help Articles, you can email steps@cancersupport.ch with a detailed description of your problem and we will help you as soon as we can.