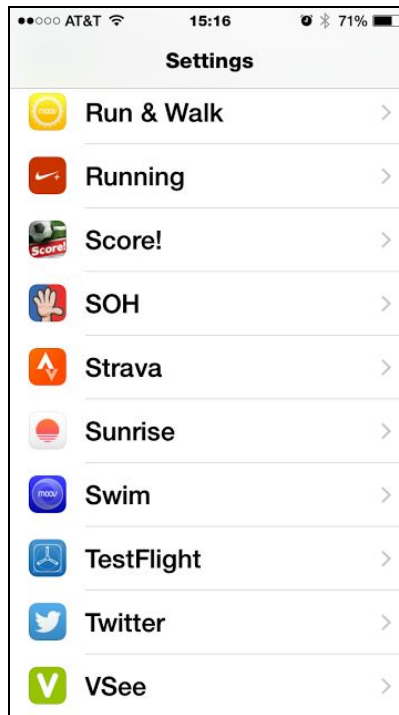


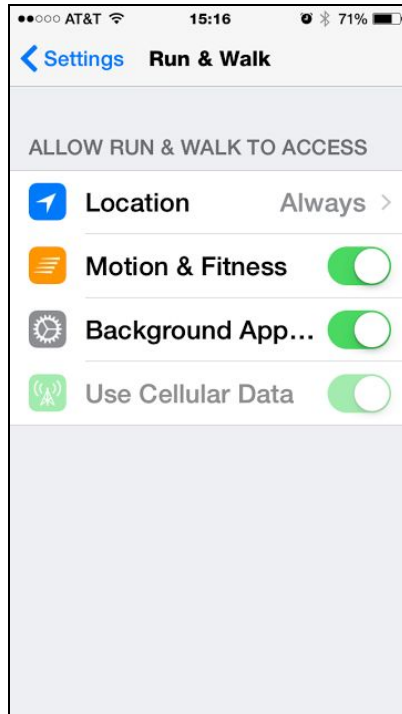
FAQ: Why is my workout not showing distance?

If Moov is not showing your distance in your Activity Report, it is likely due to one of two reasons. Either GPS is not enabled for Moov on your mobile device or you are using a running program on a treadmill.

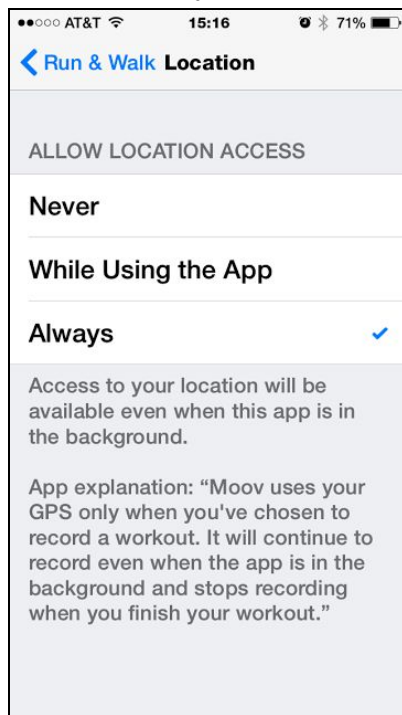
1. Make sure GPS is enabled on your mobile device. To do this please view steps below.
 - a. For iOS, go to settings.



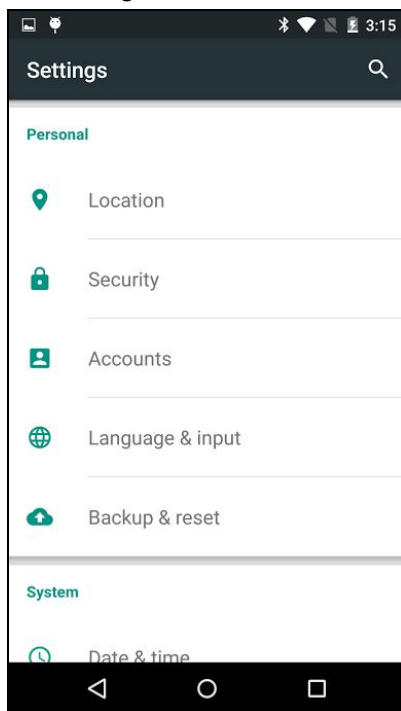
- b. Click on Moov Run & Walk icon.



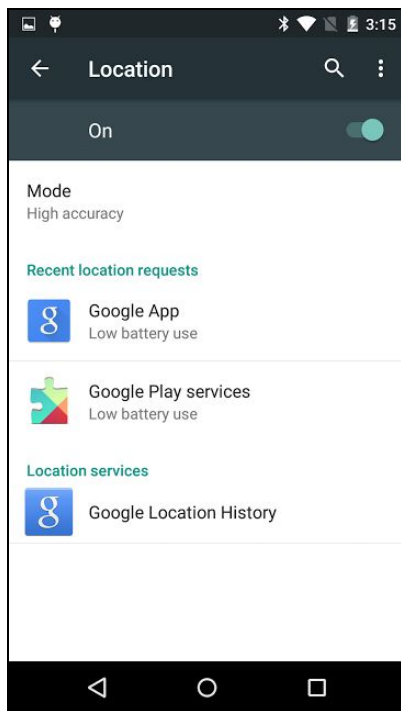
- c. Click on Location and set it to “Always” or “While in Using the App”.



- d. For Android users, go to settings and click on “Location”.



- e. Click switch “On” and for better accuracy, in the “Mode”, make sure High Accuracy is also turned on.



2. If you are running on a treadmill, Moov will not be able to track your distance. Moov uses GPS to track distance and because distance is not changing on a treadmill, we cannot take a measurement. However, you can enter the distance given to you by the treadmill on your Activity Report for improved analytics after you finish your workout. Follow the steps below to edit your distance.
 - A. Choose iOS Moov Run & Walk app and choose any program except for Speed Endurance since that requires GPS to use for pace calculations.
 - B. Start your workout and hear live updates including distance measurements as well as view distance tracking.
 - C. End your workout to see a notification on inputting the distance you walked or ran shown in image below. You'll then be able to view your workout report after.

