

Fitbit Program Frequently Asked Questions

Who is eligible for this benefit?

All full-time and part-time benefited employees enrolled in the County health insurance program are eligible for this benefit.

Do I receive a discount as a Rowan County Employee?

Yes. Rowan County has access to reduced pricing (20%) on all Fitbit devices. In addition, the County provides a \$55.00 subsidy to assist with the cost of one device.

How many devices can I purchase?

Only one device can be purchased at the [Rowan County Fitbit Store](#).

How do I purchase my device?

To purchase a Fitbit device, go to the Rowan County Fitbit Store and follow the instructions provided.

When will I receive my device?

Expect to receive your device in 3 to 5 business days. Orders placed by 8:00 am EST generally ship out on the same day. Orders ship Monday through Saturday. Orders are only delivered on weekdays, Monday through Friday.

If I am not satisfied with my device, can I return it and get a different one?

You can return devices purchased from Fitbit for a full refund within 45 days of shipment. Please notify Aldrea Speight in Human Resources at aldrea.speight@rowancountync.gov to ensure that your promo code will be reset, which will enable you to purchase a new device if you wish to. The reset will not occur until Fitbit has received the returned and has issued your refund. Returns will be refunded to the method of payment used to make the purchase.

What happens if I lose my device?

Employees are only able to receive one device through this program. If you lose your device, it is up to you to replace it.

What if the device is not working properly or is broken?

If you need assistance with device troubleshooting or sync issues, please contact Fitbit customer support by email at cwsupport@fitbit.com, by phone (844) 534-8248, or online at <http://help.fitbit.com/cwsupport>.

All Fitbit devices come with a one-year warranty, with the choice to purchase additional protection at the time of purchase. For more information regarding the Fitbit warranty, contact Fitbit Customer Support using one of the methods above.

Which smart phones and devices are compatible with Fitbit?

To see a list of compatible smart phones/devices, please visit <https://www.fitbit.com/app>.

How do I set up my Fitbit account on my phone/mobile device?

Simply download the Fitbit app. Need help? [Review the Welcome Guide](#).

How do I set up my Fitbit account on my laptop or desktop?

Go to www.fitbit.com/setup and follow the instructions. For questions go to <http://help.fitbit.com/cwsupport>

What will I have access to once I set up my Fitbit account?

Once your Fitbit account has been created, you will be able to take advantage of the Fitbit dashboard. The dashboard includes challenges; adventures; sleep goals; friends and family in-app messaging; weight management, food and water consumption tracking tools, activity tracking, and so much more.

I received an invitation to join the Rowan County Fitbit Program when I set up my account. Do I have to join?

No. If you are not interested in participating in the program, simply decline the invitation.

How do I join the Rowan County Fitbit Program?

If you would like to join the program, please enter your full name and choose your department when prompted by using the dropdown menu.

I already have a Fitbit and do not want to purchase another one. How do I join the Rowan County Fitbit Program to participate in healthy challenges without purchasing a device?

Even if you do not purchase a device through the Rowan County Fitbit Store, you can still participate in future healthy challenges by joining the Rowan County Fitbit Program. To enroll and connect your current device, please send an email to Aldrea Speight in Human Resources at aldrea.speight@rowancountync.gov. She will arrange for an invitation to be sent to your Fitbit account.

If I join the Rowan County Fitbit Program, will the County program administrator and/or other County employees see my personal information?

Fitbit will ask for your permission to share the following information with the County:

Personal data: information about you from your Fitbit account which includes your email, avatar or photo, last sync date, steps, distance, floors, active minutes, and calories burned.

Aggregate data: information about you that does not identify you personally and is combined with other participant data in the program which includes :age, gender, steps, distance, floors, active minutes, and sleep.

To encourage healthy competition, other employees enrolled in the program will be able to view your name, group ranking, avatar or photo, daily steps, active minutes, and a link to your Fitbit.com public profile. You may change your mind leave the program at any time by choosing “Leave” in your account settings.

How accurate are the Fitbit devices?

Fitbit provides information regarding tracking accuracy [here](#).

Why am I being taxed on the \$55.00 subsidy provided by the County?

Internal Revenue Service (IRS) rules and regulations require that gifts/prizes given to employees be considered taxable wages, and therefore subject to payroll tax withholdings. To comply with these rules and regulations, Rowan County employees who purchase a Fitbit device will be taxed on the \$55.00 subsidy only, not on the full purchase price of the device. This tax withholding will be reflected on the pay advice the month following the purchase of the device.

Does the taxation for the device include what I pay out of pocket?

No. You will only be tax for the \$55.00 subsidy. Anything else that you pay out of pocket when purchasing the device online will not taxed.