



## FAQs

### 1. HOW DO I REGISTER?

You can sign up for an account and compete in the challenge by logging at trip at [commutesmartnh.agilemile.com](https://commutesmartnh.agilemile.com)! You can also download our mobile app on both the Apple App Store and Google Play Store.

### 2. WHERE DO I LOG MY TRIPS?

Once you're logged in, you can log your trips under the "Trips" tab.

### 3. WHERE DO I FIND MY RANKING?

If you are logging in from the desktop application, you can view the leaderboard by going to "Race" in the "Account" tab.

If you are logging in from a mobile app, you can view the leaderboard by going to the "CommuteSmart NH Statewide Challenge" in the "More" tab.

### 4. WHY DO YOU COUNT TRIPS, NOT MILES, FOR WINNING?

The goal of the Challenge is to reduce the number of people driving alone to work. Someone walking a mile to work is just as important as a carpooler who drives 25 miles.

### 5. DO I HAVE TO LOG MY COMMUTE TWICE A DAY?

Nope! You can log your commute trip as round trip, where you enter the total mileage for both your commute to and from work. You can set reoccurring trips so that you don't have to log the same trip each day. Also, you can also log multiple days at one time.

### 6. WHAT IF I CARPOOL IN AND TAKE THE BUS HOME, OR PUT MY BIKE ON THE BUS AND RIDE THE REST OF THE WAY?

You can enter the trip as “multi-modal”.

**7. WHAT IF I CARPOOL TO AN ALL DAY, OFF-SITE MEETING?**

For this challenge we are only counting trips to and from work. Off-site meetings do not count.

**8. DO WEEKEND WORK TRIPS COUNT?**

Yes! We understand that not everyone works the traditional Monday-Friday schedule.

**9. WHY DOES WORKING FROM HOME COUNT?**

A telework is “commuting” sustainability because he or she is taking a car off the road by working from home. Teleworkers are eligible if they live within a reasonable commute to their worksite and would otherwise drive.

**10. I MISSED SIGNING UP BEFORE THE START-DATE. CAN I STILL PARTICIPATE?**

Absolutely! Every smart commute helps your team, your wallet, and your well-being.

**11. HOW DO I LOG MY TELEWORK MILES?**

When logging a trip select Telecommute as your mode.

**12. PARK AND RIDES - ARE THEY OK?**

Yes! Park and ride locations can be found on the [CommuteSmart NH website](#).

**13. DOES CARPOOLING WITH A PERSON FROM ANOTHER COMPANY COUNT?**

Yes! It takes a car off the road.

**14. IS IT OK TO LOG TRIPS AHEAD OF TIME?**

The trip logger allows you to log up to 30 days ahead and 30 days behind.

**15. WHY ARE MY TRIPS NOT SHOWING UP IMMEDIATELY ON THE LEADERBOARD?**

The leaderboard updates every night at midnight. Any trips logged during the day will appear on the leaderboard the next day.

Finally, if you have any questions feel free to reach out and ask - [admin@commutesmartnh.org](mailto:admin@commutesmartnh.org)! We love to help and assist in any way we can!