



# FAQs

## 1. I HAVE A QUESTION WHO CAN I CONTACT

Feel free to email us with any questions or suggestions at [admin@commutesmartnh.org](mailto:admin@commutesmartnh.org) We love to help and assist in any way we can!

## 2. HOW DO I REGISTER?

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

## 3. WHERE DO I LOG MY TRIPS?

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

## 4. WHERE DO I FIND MY ORGANIZATION'S 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.

## 5. WHY IS MY ORGANIZATION IN THIS SIZE CATEOGRY?

The competition size categories are based off of how many employees are at your organization, not how many are competing. However, if your organization has multiple locations, or your category just does not seem right reach out to use and we will get it fixed.

## 6. WHY DO YOU COUNT REDUCED CAR 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.

## 7. 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.

**8. CAN I STILL PARTICIPATE IN THE CHALLENGE IF I'M RETIRED OR UNEMPLOYED?**

Certainly, you should leave your "organization" blank and you won't be assigned to a team but you will still count towards the cumulative challenge totals and be eligible for prizes.

**9. 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".

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

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

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

Telecommuting is "commuting" sustainability because you are still taking a car off the road by working from home.

**12. 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.

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

When logging a trip select Telecommute as your mode.

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

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

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

Yes! It takes a car off the road.

**16. 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.

**17. 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.