

Element 3 Health Program FAQs

Setup and Login

- **Can we add additional leaders/people to my club's profile?**
 - Yes! Please scroll to the bottom of the MY CLUB page to the “**Additional Club Leaders**” section and click “**Add a Leader**”.
- **I was added as an additional club leader, what do I do next?**
 - Please check your email for the invitation to the site. It will prompt you to create a short profile and automatically grant you access to the club's homepage.
- **I was added as an additional club leader but cannot get to the club's homepage?**
 - If your email address is already connected to another club, your login will default to that club's profile. This can be solved by using a different email address or creating an email alias. Don't hesitate to give us a call if you need help with this step!
- **Can I change the photo for my club/events?**
 - Not at this time. But we are working on the feature!
- **I am not receiving the email notifications**
 - If you are not receiving the email notifications, please confirm the email address in your profile is correct and double-check your junk/spam folder. Do not hesitate to send our team a note at ClubHelp@element3health.com if these steps are not successful.
- **How can I receive help?**
 - Our dedicated Club Service team can be reached at either (844) 974-0493 or via email at ClubHelp@element3health.com

Event Calendars

- **How can I upload events to my club's calendar?**
 - **Option 1 (One event at a time):** Click on the “**Add A Single Event**” button on your club's home page and you will be prompted through the steps to create a one time event. Multiple Event Upload
 - **Option 2 (Multiple events at once):** Click on the “**Upload Multiple Events**” button on your club's home page for directions and an Excel template.

- **Option 3 (Send your data to us!):** We are here to help! Feel free to send your event information (in any format) to our dedicated team at ClubHelp@element3health.com and we can take care of the upload for you.

- **When do I use the paid event feature?**
 - Any event that requires a member to pay out of pocket to participate in the event should be flagged as “paid” (Examples include events that require access to facilities, parks, have special speakers fees, etc).

- **How can I make changes or cancel an event?**
 - You may change the event details by clicking on “**Event Details**” under your club profile page. You will then click “**Edit Event**” to update the details or “**Cancel Event**” to cancel the event.

- **Why cannot see my events?**
 - If the event is in the future but not in the upcoming week(s), the event(s) are still listed but can be accessed by clicking the arrow at the bottom of “**Upcoming Events**”.

Member Attendance/RSVPs

- **Do I have to track attendance for E3H Members?**
 - The platform automatically tracks member attendance to any self-guided events.
 - Please do check off members’ attendance on the event page for any group activities.

- **How do I add participants who came to the event but not RSVP ahead of time?**
 - The “Attendance” button on your club’s profile past events list enables you to add any event participants retroactively.

AVA Specifics

- **Can we add traditional events?**
 - Yes, absolutely!

- **Is it okay to upload events for YRE/Seasonal events myself?**
 - Already done! SE and YRE have been uploaded to your profile.

- **SE and YREs are available at any time, why do they appear to be scheduled for set time slots?**
 - This event platform is designed as a calendar and requires specific time frames to be set for each event. However, all SE and YRE events are flagged as “self-guided” and inform the members of flexible time available for each walk.

- **Can I make changes to YREs/SEs that have been scheduled for my club?**
 - We encourage you to correct any of the following fields in the pre-scheduled YREs/SEs:
 - Event Leader’s information
 - Start Box location
 - Cancellations
 - Please do not make adjustments to the event’s start date/time **unless** it is outside of recommended participation hours.
 - Please reach out to ClubHelp@element3health.com if you need to update more than one event at once. We can help you do a mass update!

- **What about a social or separate event before a group event?**
 - Yes! We encourage adding social events to your calendar.

- **How can we differentiate our group walks that are the same route as a YRE?**
 - As you create a new event, please check the “Group Activity” flag and also add “Group Walk” to the event title.

- **What about OSB Start Boxes/Remote Start?**
 - At the moment, only events with Physical Start Boxes are included in the program.