

# Keeping Up with the Joneses: Hidden Art Around the World FAQs

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## OVERVIEW

**Keeping Up with the Joneses - Hidden Art Around the World** is a 28-day challenge for all Edward Jones associates. Participants will form teams of eight and accumulate steps, by either using a tracking device or manually entering activity that will convert to steps, to reach different destinations. The app will tell you when you've reached each destination and display how far your team will need to go to reach the next.

### Important dates:

- 8/11 – 8/31: Registration is open and team formation begins
- 9/1: Challenge starts
- 9/5: The last day you are able to switch teams. **If you leave the challenge after this date you will not be able to rejoin the challenge.**
- 9/28: Last day the challenge is open (participants may reach the final destination earlier depending on step count)
- 10/1: Last day to upload any steps missed or manually enter activity during the challenge period **Important Note:** You can only manually enter and/or sync activity/steps back 7 days). Anything tracked beyond the -7 days will not be counted in challenge total.

## ENROLLMENT

### Q. Who is eligible to participate in the challenge?

**A:** All Edward Jones associates (full and part-time) hired on or before Aug. 1, 2025 in the U.S. and Canada are eligible to participate in the challenge. General Partners and Service Partners may participate in the challenge, but they are not eligible to receive prizes.

### Q. Can my spouse/domestic partner participate?

**A.** Spouses/domestic partners enrolled in the Edward Jones medical plan as of August 1, 2025 are invited to participate in the challenge. Children/dependents of Edward Jones associates are not eligible to participate in the challenge

**Q. How do I enroll in the Keeping Up with the Joneses Challenge?**

1. Download the Personify Health app on your smartphone (available for Phone and Android) or access Personify Health application via desktop browser at <http://join.personifyhealth.com/EdwardJones>.
2. Log into your Personify Health app as you traditionally would, or if you are new to the program click "Sign Me Up" and follow the prompts
3. Sign up through the challenge invite email that will be sent from Personify Health on August 14, 2025.

**Q. When is the enrollment period?**

**A.** The enrollment period runs Aug. 11 – Aug. 31, during which you will need to make a team selection and you can link a device/app during that time or track manually to participate in the challenge.

**Q. Can I un-enroll from the challenge?**

**A.** Yes. On the Personify Health website, associates would need to navigate to the Social tab, select Challenges. On the Challenge Page, Navigate to the Resource and click on the Leave your Team button located in the bottom left part of the page to leave the team. On the mobile app, select Social, select Challenges > Team > Leave This Challenge.

\*Once you select Leave This Challenge, you will no longer be registered in the challenge. You can rejoin the challenge until Monday September 5, 2025. **If you select Leave This Challenge on September 5, or AFTER you will not be able to rejoin the challenge.**

**TEAM INFORMATION**

**Q. How do I join a team?**

**A.** On the Personify Health website, associates need to navigate to the Social tab and select Challenges to join > browse through Suggested Teams and choose a team or go to Team Invites, if there is a pending team invitation and click on the "Join Us" button.

**Q: Do I need to be on a team to participate?**

**A:** Technically no, but this is not a supported experience.

If an associate wants to compete as a "team of one", they can do so by creating a team, making it private and inviting no other users to their team. However, they will be at a disadvantage in terms of scoring; since total combined team steps are used for team scoring, more people on the team gives an advantage.

**Q: Can I switch teams?**

**A:** Associates may switch teams anytime between August 11 and September 5. After September 5, you cannot switch teams.

**Q: What is the maximum number of people that can be on a team?**

**A:** Eight, which includes the team captain.

**Q: What happens if our team has fewer than eight members?**

**A:** Once the challenge starts, if your team does not have eight participants, it will consist of those current members who have joined so far. Team captains are encouraged to invite others to be members of their team, but it is not required. The team will still be able to progress through the challenge with a team that is not full. Note: The team will still be required to meet the same goal as a full 8-person team to unlock each destination.

**Q: Who can see my steps?**

**A:** All participants in the challenge who have actively enrolled can see other participants' steps. This includes all members of your team and any other active teams.

**Q: Who can see my posts if I am on a private team?**

**A:** If you post to the challenge chat section every participant in the challenge can see your post. If you post to "My Team Chat" only your team will be able to view your posts.

**DRAWING PRIZES**

**Q: How can I earn prizes?**

**A:** You will have several opportunities throughout the challenge to be entered into drawings for a chance to win a gift card. Drawings will be held for: early enrollment (8/11/2025-8/15/2025), posting to the Chat feature on the Personify Health platform, completing Destination #8 and completing the challenge (238K Individual Steps). For more information, see the official challenge and prize rules which can be found on: [Investing in You website](#)

\*Prizes are subject to tax. General Partners, Service Partners are not eligible for prizes.

**Q: When will the winners be notified and how will they receive their prize?**

**A:** Personify Health will draw winners and Edward Jones will notify winners via email, within a week after the challenge ends. Further details can be found in the official rules which can be found on: [Investing in You website](#)

**ACTIVITY TRACKERS & TRACKING APPS**

**Q: What options do I have for tracking my steps?**

1. Link a step-tracking device you already own (MaxGo, Maxbuzz, Fitbit, Garmin etc.).
2. Buy a step-tracking device through Personify Health app. It is recommended you purchase your device at least 10-14 business days in advance of the start of the challenge to ensure sufficient time for shipping.
3. Manually enter your activity, as described below. Manually entered activity will be converted to steps and counted toward your step total.

**Q. Can I purchase an activity tracker in the Personify Health app?**

**A.** Yes. MaxGo trackers can also be purchased in Canada. When purchasing your device, you will have the opportunity to view the total cost of purchase, shipping and taxes, prior to submitting your order. It is recommended you purchase at least 10-14 business days in advance of the start of the challenge to ensure sufficient time for international shipping.

**Q: What tracking devices are compatible with Personify Health?**

**A: Personify Health supports a vast ecosystem for devices and apps through Apple Health and Google Fit.** A list of compatible activity trackers can be found on the Personify Health website under Device & Apps > Find by Activity.

**TRACKING STEPS/Activities**

**Q: Can I manually input my steps/activities?**

**A:** Yes, verifiable step data is highly preferred, but you can report manual steps or convert steps for other activities (like swimming, weight training, cycling) to receive credit toward the daily step count. In the Personify Health app Main Page, Click the arrow near Stats > Workouts, click Add Workout> Select the Activity > Add the time and the date and your step count will calculate automatically. Or on Stats, select steps, click Add Steps, input your steps and select the date. You will receive credit in your steps stats.

**Q: My step count doesn't seem accurate. How do I update my steps?**

**A:** First, make sure you have synced your activity tracker to its tracking app (e.g., if you are using a Fitbit, make sure the Fitbit app reflects your most recent step count). Then, when you open the Personify Health app, your steps will automatically sync. To manually process a step update, you can access your linked device under More tab> Devices & Apps, My Devices & Apps, check to see that your device is linked. If it is not linked, set up the tracker under Browse Options.

For additional assistance you can call or email Personify Health at 833-880-4209 or [edwardjones.support@personifyhealth.com](mailto:edwardjones.support@personifyhealth.com).

**Q: How often do I need to sync to ensure my steps or manually entered activity are tracked in the challenge?**

**A:** It is recommended you sync your steps at least once daily, and check your steps with your activity tracking service as well as with the Personify Health app. To ensure that your steps are up to date, your activity tracker must first be synced with your activity tracking service. Then, open the Personify Health app to read the steps from your tracking service. Synced devices/apps can only track back 14 days.

**Q: How often do I need to enter my manual steps?**

**A:** You can only manually enter and/or sync steps/activity back 14 days via the Personify Health website or 7 days via the Personify Health App. Please note any steps/activity tracked outside of this window will not count towards total challenge steps.

**Q: My steps are not syncing; how long does it take?**

**A:** You will need to update your activity tracker app first; Personify Health will sync automatically after that. Based on the traffic on the site at the time, it could take a few minutes to get the apps to sync.

**Q: Is there a maximum number of steps an associate can upload/enter per day?**

**A:** Yes, a maximum of 30,000 steps/day will count toward the challenge.

**ADDITIONAL DETAILS & SUPPORT**

**Q. Where can I download the Personify Health app?**

**A.** Download the Personify Health mobile app from the Google Play or iTunes App stores. See [support.personifyhealth.com](http://support.personifyhealth.com)

**Q: Where can I find the official challenge rules?**

**A:** Official Rules can be found on: [Investing in You website](#) > Health > Wellness Program

**Q: Who should I reach out to if my question was not addressed in the FAQs?**

**A:** For additional assistance you can call or email Personify Health at 833-880-4209 or [edwardjones.support@personifyhealth.com](mailto:edwardjones.support@personifyhealth.com).