

## **Walk Kansas 2024 – FAQ**

Thank you for participating in this year's program. We encourage community members to participate in this annual program in hopes of creating healthier habits, lifestyle, and community.

**Please read through all the following bullet points for answers to frequently asked questions.**

- **Where do I register and log in minutes?**
  - Go to [www.walkkansasonline.org](http://www.walkkansasonline.org) to register, provide consent to program, and log minutes. You may begin logging minutes March 31.
- **I registered last year. Do I need to register again?**
  - Yes. Unfortunately, the system deletes all users every year.
- **I started the registration process but don't have all the information I need, what do I do?**
  - Click CANCEL and start over from scratch once you have all the information.
  - Do NOT exit out of the system without hitting CANCEL FIRST.
- **What do the different challenges mean?**
  - Each team will select a challenge to work toward from these options:
    - **Challenge 1: Discover the 8 Wonders of Kansas!** This journey requires each person to get 2 ½ hrs of moderate activity per week.
    - **Challenge 2: New this year! Follow US Route 56!** This trail actually begins in New Mexico, but it won't take you long to reach Kansas and then trek across the state. Requires 3.3 hrs of activity per week.
    - **Challenge 3: Go Cross Country** from the NE to the SE corners of Kansas, which requires 4 hrs of activity per person/week.
    - **Challenge 4: Little Balkans to Nicodemus** – a trail that takes you through SE Kansas and then up to Nicodemus with interesting stops along the way. This requires 6 hrs of activity per person/week.
    - **Purple Power Trail** – solo option, begins in Manhattan.
- **I am a youth or SNAP recipient. Do I need to pay?**
  - No. Please contact Johnson County Extension **PRIOR** to enrolling as you will need a code to register.
  - If you are a part of a team, DO NOT have your team captain register you as it will charge them a fee for you. The office will need to manually add you to the team after we enter the discount code.
- **What is the Solo Trail?**
  - The solo trail challenge is specifically for individuals who do not want to be on a team. Choose the solo trail challenge when registering and log your minutes every day.
    - *(Please make sure to COMPLETE your registration once you start. The system immediately takes your email address once you enter it, and it will not let you use that email address again if you stop midway.)*

- **I am the team captain in charge of registering my team. What should I know before registering?**
  - Prior to registering, make sure you have all the information you need from your teammates! You will need name and email addresses of teammates.
  - Once you start the registration process you must COMPLETE it at that time. The system immediately takes your email address once you enter it, and it will not let you use that email address again if you stop midway. If you need to exit click CANCEL first before exiting. You will need to start over from the beginning after that.
  - Know which challenge you want to complete as a team: #1, #2, or #3.
  - Know your team name.
  - Create your personal user account. Select a username and password; then complete the required personal information.
  - Now you are ready to build your team. Complete the required information for at least 4 people. Then confirm your team.
  - Complete the next page by giving your consent to participate. You must consent and choose from the authorization statements to continue. **Note: Each team member that you entered will receive a message asking them to create a user profile and consent. Each person must do this before your team is ready to go.**
  - Order Summary and Checkout – pay online or select “Pay with Check” and follow up with your payment.
- **I am the captain of the team, but I do not want to be responsible for paying the entire team fee. What should I do?**
  - If you enroll your entire team at once, the system will charge you the entire amount to pay. If you would prefer for each member to pay their own fee, please have each member register as a “solo individual” and notify Johnson County Extension of the team you would like to create. Johnson County Extension will go in manually to create the team and add each individual team member after they have completed and paid for their solo registration.
- **Can someone use the same email twice if they are a couple (i.e., husband/wife use the same email)?**
  - No. The system will not allow two people to use the same email address. It will duplicate a profile for one individual and will not register the other person into the system.
  - There are a few options if you don't have a second email:
    - Use the email address for one person in the household. For the other, create a fake email address, something like firstlastname@noemail.com.
    - Contact Johnson County Extension if you have trouble creating the fake email address. We will manually have to add in the second individual.
- **I do not like using the online system. Is there an easier way?**
  - We highly encourage you to attempt to use the online system as they have added new features that make it easier to navigate. Plus, it allows you to see different milestones in Kansas depending on the miles you have walked!
  - If you struggle to navigate the system, please contact Johnson County Extension to have a one-on-one lesson on how to utilize the system.
  - We also carry paper forms in the office to make the registering and the recording process much easier!

- **Some of my team members struggle using the system. How do they log minutes?**
  - As team captain, you have the ability to view how your team is doing overall. If you know a team member is struggling, please be in contact with them about how the process could be easier. We do have a weekly log in paper form to make it easier for the participant to keep track. You may then go in with their username/password and enter the information for them.
  - If you continue to have issues, please contact Johnson County Extension.
- **I registered my team and paid the fees, but I am not able to log in minutes. What is wrong?**
  - If you register your entire team, the system will kick over a message to the email(s) you provided for each team member. This message includes information on creating their profile and providing consent to the program.
  - **The system does not recognize that your team is completely “ready” unless EACH TEAM MEMBER creates a user profile and consents to the participation of the program. Each person must do this before your team is ready to go!**
  - If your team member states that they did not receive an email with this message, please contact Johnson County Extension (913-715-7000 or [foodhelp@jocogov.org](mailto:foodhelp@jocogov.org)) as there is a possibility that the wrong email address was entered. This must be manually fixed on the admin side. We will need verbal consent from the participant to mark them as “ready to go” prior to allowing the team to proceed with starting their challenge.
- **Why is there a \$10 fee to participate?**
  - Every year, we must pay the state a \$5 fee for each participant to help pay for the system cost and maintenance of program. The remaining \$5 are used at the local level to provide promotion, give aways, and other activities supporting Walk Kansas and other programming supporting healthy living in Johnson County.
  - Join our Johnson County Extension Walk Kansas Event Page for weekly posts, encouragement, and other fun features.
- **Where do I order my shirts from this year?**
  - The company we order our shirts from takes the orders directly! You can click the “SHOP” tab on the top right-hand side of your dashboard and it will take you directly to the link.
  - You may also type in this website in your URL to go to the direct site: [www.shopwalkkansas.com](http://www.shopwalkkansas.com)
  - Because the company is taking direct payments and shipping directly to you, we will not be able to take your order at the office. Please visit the website to order your individual or team shirts. If you have trouble, please contact Johnson County Extension or the shirt company directly.
  - Please be aware of the t-shirt ordering deadlines [March 29 and April 19]. These are set by the company. Our office cannot do anything if you miss the ordering dates.
  - We encourage you to bulk order as a team to offset shipping costs.

**Please contact Johnson County Extension, with any questions or issues.**

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