



Program FAQ Sheet

- ❖ How may I purchase?
 - Four-device limit per employee. For permission to order more than the set limit, please send your request to employeewellness@uab.edu and include the number of devices requested, your name and your BlazerID.
 - Only active, benefit eligible employees may purchase devices.
 - Friends and family cannot purchase devices. Employee must purchase on their behalf.
 - USER ID: the word "blazer" followed by your unique BlazerID (e.g., blazerabc123)

- ❖ **Customer Service:** Our dedicated customer support link: <http://help.fitbit.com/cwsupport>
 - From the link a participant can email, live chat, find the dedicated phone number, etc. Phone and live chat are open 7 days a week, from 4am-9pm PT.