



Start! Frequently Asked Questions

Q: How can I get involved as an individual (if my company is not already)?

A: There are many ways to get involved. Here are the top three ways.

1. You can join Start! by [registering](#). You will receive access to a free, exercise and nutrition tracker, monthly e-newsletters, American Heart Association recipes and more.
2. You can also show your commitment to living a longer, stronger life by participating in [National Start! Walking Day](#). Wear your sneakers on our special day each spring and Start! walking.
3. You can also make a difference in your local community by participating in the Heart Walk, the American Heart Association's signature fundraiser that allows companies and individuals to walk and raise funds for research. [Find a walk](#).

Q: I can't see the registration page when I try to sign up. What's going on?

A: You are likely unable to fully download the page due to firewall/security settings on your computer. Please [use this registration page](#), as an alternative.

Q: Is there a cost for participation in any element of Start!?

A: Our tools and programs are available to individuals and companies free of charge. Companies interested in these programs or tools (such as the Start! Walking Program, Start! Walking at Work Day, or Start! Heart Walk) should contact their local American Heart Association office to get Started! [Find an office](#).

MyStart! Online

Q: How can I change my email settings?

A: To change your e-newsletter option, just log into your account at [MyStart! Online](#), and click on **Edit Profile** in the top right-hand corner of the screen.

Q: How can I change the personal information I submitted when I registered for the program?

A: Just log into your account at [MyStart! Online](#), and click on **Edit Profile in the top right hand corner of the screen**. There you can change any of your information regarding email address, sharing your information with your employer, joining your company as part of your company's worksite wellness program. To find your company, just type the first few letters of the name in the Search box. Locate your company, click on it and it will populate on your page. REMEMBER TO CLICK **SAVE** to keep all your changes.

Q: I work out at the gym. I've noticed a big difference in calories burned on the equipment I use compared to MyStart! Online. Why the difference?

A: It is likely there is a discrepancy because machines often overestimate calories burned because they are also including the amount of calories you would have burned even if you weren't exercising (basal metabolic rate, etc.) Our calculation accounts for the amount of calories you burn based on the activity itself. Our numbers are based on METS calculations provided by the American College of Sports Medicine.

Start! Walking Program

Q: How do I start a walking program at my company?

A: Talk to your Human Resources department or director and refer them to our Web site (americanheart.org/start) for more information. Your Human Resources department can request a free [Start! Walking Program](#) kit from your local AHA office. [Find your local American Heart Association office](#).

Q: Are companies that are enrolled in the Start! Walking Program required to participate in Heart Walk?

A: No, but participating in the Start! Heart Walk is a great way to celebrate the progress you and your company have made as part of the Start! Walking Program. You can make a difference in the lives of others by raising funds to fight heart disease and stroke — the nation's No. 1 and No. 3 killers.

Start! Heart Walk

Q: Where does the money that we raise for Start! Heart Walk go?

A: Each year millions of people participate in Heart Walks around the country. Each walker is asked to raise money from friends and family, coworkers, business acquaintances, association members, etc. The money that is raised each year funds the valuable research, education and advocacy efforts of the American Heart Association.

Q: Do I have to raise money to participate in the Start! Heart Walk?

A: No, however we rely on valued Heart Walk participants and donors across the country to help us fund research and education programs like the Start! movement. Raising funds through the Start! Heart Walk is a great way to make a difference in the lives of others.

Q: How can I participate in Start! Heart Walk if I am not with a team or company?

A: Anyone can participate in the Start! Heart Walk, whether you are walking alone, with a team or with your company. Just follow the [information on this page to register](#).

Start! Fit-Friendly Companies

Q: What does it take to be a Start! Fit-Friendly Company?

A: In order to be a Start! Fit-Friendly Company, workplaces must meet criteria established by the American Heart Association for physical activity, nutrition, and wellness culture. View our "Start! Fit-Friendly Company" [requirements](#) to learn more or download our application, which includes instructions on how to become a Start! Fit-Friendly Company.

Q: Who do I contact regarding sponsorship information?

A: To sponsor Start! or the Start! Heart Walk in your local community, contact your [local American Heart Association](#). For national sponsorship opportunities, please call Scott Murphy at 214-706-1660 or e-mail Scott.murphy@heart.org

Q: Are there tracking devices or questionnaires that employees can fill out to help determine the Start! program's benefits over a period of time?

A: The Start! Walking Program kit includes a paper walking tracker that employees can use to track their participation. Employers can also encourage their employees to join MyStart! Online and track their progress electronically. Reports containing total miles or minutes walked by a company and a list of registered employees will be provided to employers on a monthly basis by their local American Heart Association.

Q: Our company already has a wellness program. How can Start! help us get more involved?

A: Incorporating Start! into your existing wellness program is easy with the tools we provide.

1. You can apply to be a Start! Fit-Friendly Company based on your current wellness offerings. See our checklist to learn how to qualify for this annual recognition.
2. You can also incorporate the Start! Walking Program into your existing activities using our free company kit. If you already have a walking path, consider using the Start! icons to mark it. Place our Start! posters near the elevator to encourage employees to take the stairs.
3. Also, you can get your company involved in the Start! Heart Walk. It's a great team-building activity for your employees and a way to show the community your commitment to health.

Q: What if we are an organization (school, club, church), not a company, and want to get involved in Start!?

A: Any organization is eligible to participate in Start! Contact your [local American Heart Association office](#) for a free Start! Walking Program kit.

Q: How do I get my company involved in the community?

A: You can get your company involved in the Start! Heart Walk. It's a great team-building activity for your employees and a way to show the community your commitment to health.

Q: I want to get pedometers for my company or organization? How can I get these donated from the American Heart Association?

A: The American Heart Association is unable to fulfill requests for donations of pedometers. However, we do sell other items on our [Start! Shopping](#) site.