

## Pound Plunge FAQ

1. When is kickoff?
  - a. Kickoff is January 9 from 6:30 a.m. - 6:30 p.m. at East Hills Mall Food Court, 23702 Frederick Ave, St. Joseph, MO 64506
2. Do I have to attend the kickoff?
  - a. In order to be eligible for prizes, you are required to attend the kickoff and the final weigh-in and miss no more than two weigh-ins throughout the competition.
3. Does the team captain have to register the entire team at once like they have in years past?
  - a. No. In an effort to make things easier so you that you won't have to re-enter your information every year, we are requiring that each participant either login to their existing My Mosaic Portal account (all the cool people have them) or create a My Mosaic Portal account if you don't already have one. The team captain will create the team and invite you to it via email.
  - b. By doing this, you'll be able to login throughout the completion and track your weights from each week.
  - c. Please be sure to have your own unique email address.
  - d. If you participate next year, you'll just have to login to your My Mosaic Portal account and join Pound Plunge without having to enter all of your demographic information again.
  - e. The My Mosaic Portal also has other benefits as well. You can watch the video found here <https://www.mymosaiclifecare.org/Portal/Home> for more information.
4. If I already have a My Mosaic Portal account that I use to access my medical record information do I have to create a new account for Pound Plunge?
  - a. No. Just login to your existing account and create your team or join the team to which your team captain invited you.
5. How many people have to be on my team?
  - a. To be eligible for team prizes, you must have four people on your team. At least 2 of them have to be females.
  - b. You can have a team of less than 4, but the team will not be eligible for prizes, however individuals from the team will be eligible if they meet all of the requirements for an individual like attending the kickoff and the final weigh-in and not missing more than 2 weeks.
  - c. You can also just have a team by yourself by choosing Individual Team when you are creating your team after registering.
6. Where are the leaderboards?
  - a. To get to the leaderboards, use the links under 'Also in this section'
  - b. The leaderboards will be available after week two.
7. Where can I find all the rules?
  - a. [Click here to open the Pound Plunge rules](#)
8. Who do I contact if I have trouble?

- a. Claire Clark – [claire.clark@mymhc.com](mailto:claire.clark@mymhc.com)
9. Can I get text alerts from Pound Plunge?
- a. Yes! If you have registered for Pound Plunge and you have a mobile number setup on your Portal account, simply text POUND to 32987.
  - b. If you do not have a mobile number setup on your Portal account:
    - i. Login to the Portal
    - ii. Click on My Mosaic
    - iii. Click on Contact Methods/Reminders
    - iv. Enter your mobile number and choose that you want Mobile Texts
    - v. At the bottom of the page, choose that you want Pound Plunge texts
    - vi. Click 'Save Preferences'
10. Can I see my weights?
- a. Yes! After you login, under 'Also in this section' on the Pound Plunge page, choose 'My Weights'.