

DEVICE/APP CONNECTING TROUBLESHOOTING TIPS

Fitbit Connecting Instructions

- Log into your **FITBIT** account and **CONFIRM STEPS ARE BEING TRACKED** by Fitbit
- Make sure that if you have multiple Fitbit accounts, that you synced the **CORRECT FITBIT ACCOUNT** to the Wellness Portal
- Log into your Fitbit account (WWW.FITBIT.COM)
- Click on the **GEAR ICON** in the top-right of your screen
- Choose **APPLICATIONS** from the menu
- Verify that Wellworks For You is listed

If Wellworks For You is not listed, this means you have more than one Fitbit account and the incorrect device is synced to Wellworks. If this is the case, please follow the instructions below to revoke access on the Wellness Portal.

- Log into your Wellworks For You Wellness Portal (WWW.WELLWORKSFORYOULOGIN.COM)
- Go to **DEVICE/APP CONNECT**
- Find your source and choose **DISCONNECT**
- Reconnect to the source using your Fitbit account username and password.

Lastly, make sure you leave all the requested data types checked at the time you sync with the Wellness Portal to ensure data is synced correctly.

Apple Health Connecting Instructions

- Download the **WELLWORKS FOR YOU MOBILE APP** from the App Store or Google Play
- Open your **APPLE HEALTH APP**
- Tap your **PROFILE** in the top-right corner
- Under Privacy, select **APPS**
- Select **WELLWORKS**
- Click to **TURN ALL CATEGORIES ON** and confirm the data that should sync to the Wellness Portal is green
- Log into the **WELLWORKS FOR YOU MOBILE APP** with your portal login information
- Click the **THREE LINED MENU BUTTON** in the top-left hand corner of your screen
- Select **DEVICES**
- Choose to **ENABLE APPLE HEALTH** sync on this device by sliding the bar so it appears blue



DEVICE/APP CONNECTING FAQs

How can I track steps if I do not have a device?

Apple users can use the Apple Health app on their iPhones to sync their steps without a wearable device. Please note that users can ONLY connect Apple Health via the Wellworks For You mobile application; there is no option to sync via the Wellness Portal. Android users can use Samsung Health or Google Fit to sync to Health Mate to sync their steps without a wearable device.

How long will it take for my data to sync to the Wellness Portal?

We have a full list of all supported device and app manufacturers and their corresponding synchronization times in our Device/App Connection document. If you do not have access to this document, please reach out to your Account Coordinator.

I am not seeing the Apple Health option to connect to my Apple Watch. Could you please advise?

Users can only connect Apple Health via the Wellworks For You mobile application; there is no option to sync via the Wellness Portal.

How do I disconnect my device or app to connect a new one?

This is quite simple. Click the Disconnect option under the icon for your current connection and click to Connect under the icon for your new connection.

What information should be provided when sending a support request to my Wellworks Coordinator?

If you are experiencing issues with syncing a device/app to the Portal or the data is incorrect, you must provide the following information at a minimum to your Wellworks Account Manager for our team to troubleshoot.

- Specific device or app (i.e. Garmin, Withings, etc.)
- Data types affected (i.e. Steps, Weight, etc.)
- Summary of the issue (i.e. Step count is incorrect; 10,000 steps on app but only 8,600 on Wellworks)

Please note that this is the minimum amount of information needed to troubleshoot. Depending on the exact issues, we may request additional information as we move forward with the investigation.

I am having trouble connecting my Garmin device. How can I connect?

Under certain situations, users may encounter a failure to connect their Garmin account in the marketplace. This includes the following circumstances:

- The Garmin account was previously connected to a Validic User which has since been deleted. A newly provisioned Validic User is now having issues connecting Garmin in the marketplace.
- The Garmin account is still connected to another Validic User when another Validic User is trying to connect the same Garmin account.

In these situations, the user may either fail to retrieve Garmin data, or experience having Garmin disconnected from the marketplace automatically. This is due to a Garmin requirement where the Garmin account must first be unregistered in the Garmin API before the same account can be successfully authorized again through Validic.

Normally, the unregistration happens when the user manually disconnects Garmin in the marketplace. However, due to the situations above, it may not be possible for the user to manually unsync Garmin. To resolve this, the user may login to Garmin's website and remove the Garmin authorization from there:

1. Go to <https://connect.garmin.com> and login
2. Click on the user avatar
3. Click View Profile
4. Click Edit Profile
5. Click Account Information
6. Scroll to the bottom of the page. Under Applications, click Remove Permission for Wellworks For You
7. Once done, the user should then be able to connect the Garmin account again in the marketplace successfully

If you have any additional questions regarding syncing your device or app, please reach out to your Wellness Coordinator or chat with a live Wellworks representative on the Wellness Portal at www.wellworksforyoulogin.com.