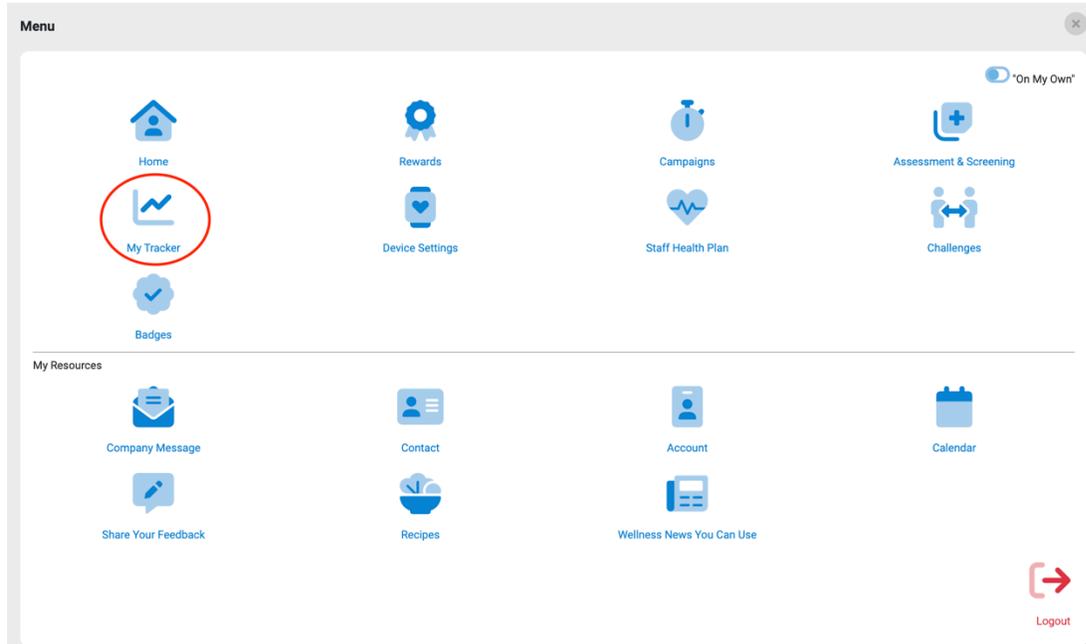


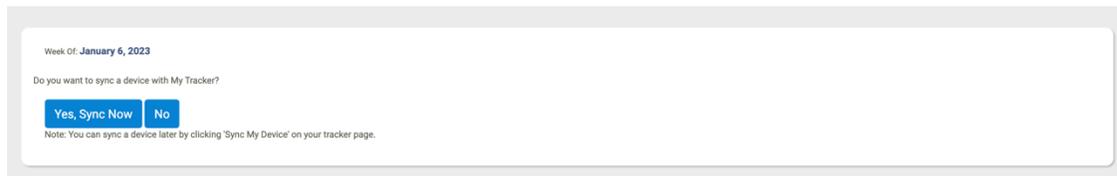
How to Sync a Device

My Tracker

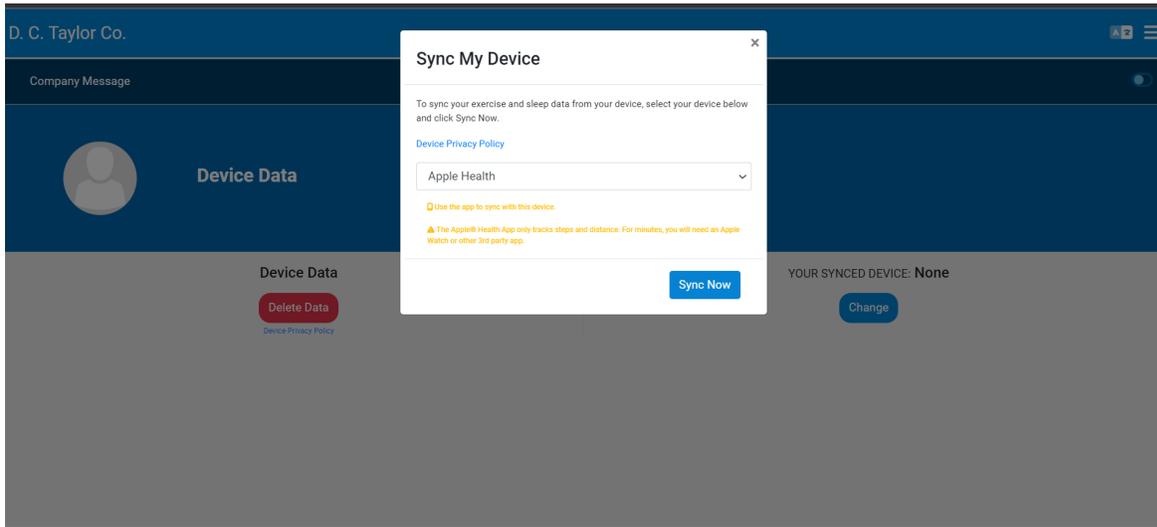
1. Log into your portal, click the hamburger menu, and select the My Tracker tool.



2. Once in My Tracker, you will be asked if you want to sync a device. Click "Yes, Sync Now" to get started, or click "No" to enter data manually.



3. Click the dropdown to select the type of device you want to sync. We can currently sync with Apple Health, Fitbit, Garmin, Health Connect, Map My Fitness Run/Ride, and Strava.

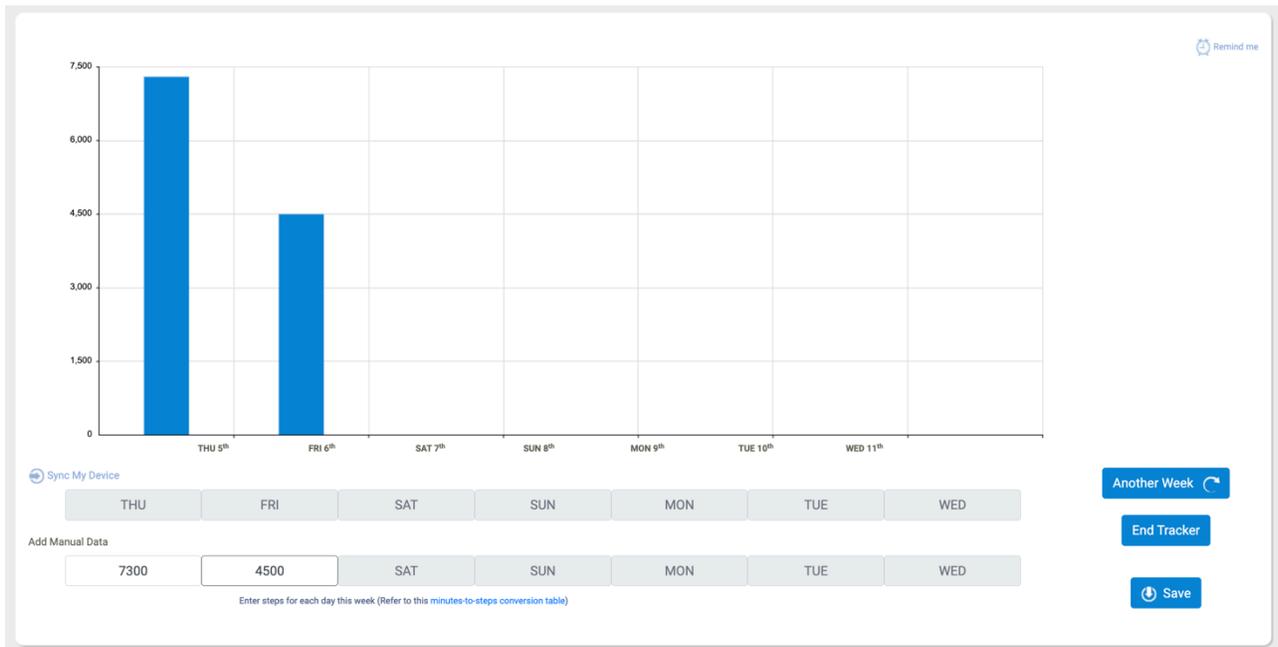


- Click "Sync Now" and follow the device specific steps. You may need to log in to your fitness devices' account and allow WellSteps access before your data appears in the program center.

Please note: Check the settings of your device account and verify that WellSteps has permission to receive data and that auto-syncing is turned on. Otherwise syncing can only happen when you manually complete a sync through page. Manual syncing is not allowed for all devices. If we don't currently sync with your device, simply sync your device to a WellSteps compatible app, and then sync the app to WellSteps following the steps above. If needed, there is also an option to add your data manually.

- Choose how you would like to track your exercise (miles, kilometers, steps, or minutes). Set a daily exercise goal, the number of days you will work on this goal, then click "Start Today".

- Now that you have set a goal, you can either enter in data each day or once a week. This can be done manually, or the data can be uploaded by syncing with a fitness device. If in step 2 you did not sync a device but would like to later, simply hit "Sync My Device".



- From there you will be able to enter your data and see your progress. If you manually enter data, make sure to click the save button before leaving the page! Click the arrows to the right and left of the graph to scroll through your progress from previous weeks.
- For more information about My Tracker or Syncing with a Device, please watch the "How this Works" video and read through the [Help Center](#) page at the top of the My Tracker page. Please contact your WellSteps Guide if you have any questions.

Troubleshooting Steps - Steps to try if you are experiencing syncing challenges:

- Go to [the Device Data](#) page and see if a green checkmark appears, or warnings are given. If some warnings are given try to follow the steps to see if that will solve the problem.
- Ensure you have allowed WellSteps permission to receive data. This is typically done in the device app itself but may also be found in settings. (Pro Tip: you may also want to ensure that auto-syncing is set up. Otherwise syncing can only happen when you manually complete a sync through the "Device Data" page. Manual syncing is not allowed for all devices.)
- Check that your device account is actually showing data. If there is an issue with data being sent from your fitness device to the device account, there may not be any data for WellSteps to receive.
- If using the app, complete the following steps: 1) Open the WellSteps app and go to My Tracker, 2) Without closing your WellSteps app, open your device app and ensure you are showing data, 3) Without closing your device app, bring the WellSteps app back to the foreground and "refresh" My Tracker by going to the home screen on the WellSteps app and then selecting My Tracker again. If a sync is available, this should pull over any available data for most devices.