Fitness Device FAQs

**How do I sync my fitness device to the portal?**

- Log in to the wellness portal with your personal username and password, then click on the **Rewards** or **Challenges** tile.
  - From the Rewards page, click **Manage Device** in the top right corner of the screen.
  - From the Challenges page, click **Get Started** to register for your challenge and sync your device.
- On the **Device Sync page**, choose you device from the drop-down menu and click **Continue**.
  - If using Google Fit, Garmin or FitBit, **log in to the fitness device’s website** and allow access.
  - If using Apple Health or Samsung Health, **use the MyWellPortal app** to allow access directly from your mobile device. See below for details.
- Once your fitness device is synced successfully, you will see a green notification on your portal/app page.

**How do I sync an Apple or Samsung device?**

- Download or open the **MyWellPortal app** from your mobile device – be sure you have the most recent version of the app.
- **Log in** to the app with your personal username and password.
  - If it is your first time logging in, you’ll be prompted to enable notifications, set up secure login, and sync your fitness tracker.
- **Choose Apple or Samsung** from the devices listed and then toggle **Enable Integration**.
- **Turn On All** or select specific permissions you would like to track, then click **Allow** to finalize the integration.
- Once your fitness device is synced successfully, you will see a green checkmark.
Fitness Device FAQs

What devices/apps are compatible with the wellness portal?
- Fitbit, Garmin, Google Fit, Apple Health and Samsung Health. You can only activate one activity tracker at a time.

How do I sync my device for challenge activity tracking?
- Some physical activity challenges and My Rewards activities are tracking device enabled. If you have a device or app and want to use it for the challenge or My Rewards program, please follow the instructions above to connect.

How often do I need to sync my device?
- Register your device at the beginning of every new wellness challenge or My Rewards program.

How do I disconnect my fitness device?
- Under the Rewards or Challenges page of the portal, click on the Manage Device button and select Remove on the Device Sync page.
- From the MyWellPortal app, click the Settings icon, then Sync Fitness Device and select Reset Device Sync.

How does my device sync minutes of physical activity?
- Each device records minutes of activity differently and data is pulled from the device manufacturer’s website. Please refer to your device’s website or manual for more information.

For more information about activity trackers or troubleshooting, visit the Help Center on your wellness portal or contact info@mywellportal.com.