

FITNESS DEVICE FAQS



How do I sync my device to the portal?

- Log in to the wellness portal with your username and password.
- Click on the **Rewards** tab **OR** **Challenges** tile.
- Click the **Sync Device** button in the **My Progress** tab.
- Use the drop-down list of **Activity Trackers** and select your personal device.
- Click **Authorize**. *You may need to disable your pop-up blocker.*
- **Log in** to your fitness device's website and authorize your device to be connected.
- Click **Save** on your Profile.
- The initial sync will take 24-48 hours to connect. Manually tracking activity for the first 48 hours is recommended.

How do I sync my Apple Watch or Samsung Health?

Apple Health and Samsung Health do not have a central database to collect data from. Instead, users must use either the ChallengeRunner iOS or Android app to transmit data in real-time.

- Log in to the wellness portal with your username and password, then select the **Rewards** **OR** **Challenges** tile.
- Click the **Sync Device** button in the **My Progress** tab.
- You will see your **Tracker Email**. Enter a password and click the **Change Password** button (it can be the same password used to log in to the wellness portal).
- Download the **Challenge Runner App** from the Apple iOS store or Google Play.
- Log in to the app using the **Tracker Email** and password from your **Sync Device** button, then select **Sign In**.
- In the **Challenge Runner App**, click the **Settings** button, select **Fitness Tracker** and then **Apple/Samsung Health**.
- Click the **Enable Apple/Samsung Health Integration** button, located to the right. You will see a brief notification that says **Syncing with Health App**.
- To refresh data within the app, click the **Back** button and click **Apple Health/Samsung Health**.
- To confirm your device synced, log in to the wellness portal from a computer and select the **Rewards** **OR** **Challenges** tile. Your activity will be viewable in the box to the right of **Steps Walked or Physical Activity Minutes**. You may also select the **Sync Device** button to verify the Apple Health/Samsung Health tracker is authorized.
- Each day, you will need to **open your Apple Health/Samsung Health App** so the steps can be synced to the wellness portal.

What devices/apps are compatible with the wellness portal?

Fitbit, Garmin, Jawbone, Misfit, Google Fit, Omron, Polar, Strava, Nokia (Withings), 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 of our physical activity challenges are device enabled. If you have a device or app and want to use it for the challenge, 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.

How do I disconnect my fitness device?

Under the My Rewards tab **or** My Challenges tab, click on the Profile button, select your fitness tracker from the drop-down list and click "Revoke".

How does my device sync minutes of physical activity?

It is important to note that each device records activity minutes differently and that data is pulled from the device manufacturer's website. Please refer to your device's website or manual for more information.

How often is data synced to the portal?

For the current day, data is collected from all* tracker manufacturer's databases every 15 minutes. For the prior day, data is collected once an hour. The reason for this is to collect any data from devices that were not synced the night before. Once per day, data is collected for the last seven days. This will collect data for participants who may have forgotten to sync their device for several days. *Apple Health and Samsung Health do not have a central database to collect data from. Instead, users must use either the ChallengeRunner iOS or Android app to transmit data in real-time.

Additional Questions?

For more information about activity trackers or troubleshooting see:

<https://www.challengerunner.com/Support/Trackers>

<http://www.challengerunner.com/docs/ChallengeRunner-User-Quick-Start-Guide.pdf>



Questions? Contact Marquee Health
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