



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 your 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.

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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.