

# How to Sync Your **FITNESS DEVICE**



Tracking your activity can be easy. This guide will take you through the authorization and device syncing process step by step.

By syncing your device, your activity will automatically be recorded. Once your device is authorized, Asset Health will automatically receive and upload your data to the challenge reporting page on a nightly basis. Any data that is manually entered on a given day will overwrite nightly data pulled from your device.



## SETUP



**Follow the instructions below to set up your device.**

1. Once you are logged into your wellness portal, visit the **Settings** page and click on the **Authorize Device** tab from the left side menu.
2. Scroll through the list of approved devices until you find yours. Then, click **Connect** below your device.
3. You will now be taken to the device account login page. Here, you must log in using the username and password you created during the setup of your device. This device account username and password are not associated with Asset Health.
4. Please verify that you are logged in to the correct account (not the account of your spouse or another family member), then click **Allow\*** to give Asset Health permission to pull activities from your device. You will be directed back to the Asset Health website, where you will see that your device is successfully authorized.

**\*Attention Fitbit Users:**

To properly sync your device, please make sure the following two items are checked before clicking Allow:

- activity and exercise
- profile

# SETUP

You can sync your Apple Watch using the Asset Health Mobile App



## Follow the instructions below to set up your Apple HealthKit.

1. Download the Asset Health Mobile app from the Apple app store.
2. Log in to your wellness portal on your desktop or mobile device.
3. Once you are logged in, click on **Mobile App** from the top-right menu of the homepage.
4. Under First-Time Authorization, click **Authorize App**. You'll be provided a token (which will also be emailed to you) to use for authorization within the Asset Health Mobile app.
5. Open the Asset Health Mobile app on your phone and enter your token and email address. Set your four-digit PIN to complete the authorization and click **Finish**.
6. On the Settings page of the app, click **HealthKit Activation** to give Asset Health permission to pull activities from your device.

At this point, the app will start uploading steps, minutes, sleep and weight data to Asset Health challenges. This will occur even if the app is completely closed or asleep in the background. Periodically log in to your portal to confirm that all reported data has been uploaded and is displaying correctly.

## iPhone Settings for Syncing the Apple HealthKit

There are a few settings that affect how the app can run in the background:

1. Visit Settings > General > Background App Refresh and ensure Background App Refresh is turned on for all apps, including Asset Health Mobile.
2. To change which activities get sent to Asset Health, go to Settings > Privacy > Health > Asset Health Mobile.
3. If Low Power Mode is turned on, background refreshes will be disabled when the battery is 20% or lower.

## Questions?

Contact Asset Health at [support@assethealth.com](mailto:support@assethealth.com).

