My Tracker Information Sheet

Fitness Devices and Apps Compatible with WellSteps

- Fitbit
- Garmin
- Apple Health
- Google Fit
- Strava
- Map My Fitness/Ride/Run

How to Sync your Device

What would you like to track?

Exercise   Eating   My Own Thing   Manage Tracker   Device Data

You can sync your device by clicking on "Device Data" in My Tracker (or "Exercise" and the blue "Yes, sync now" button) and then choose from the options listed above. You may need to log in to your fitness device's account and allow WellSteps access before your data appears in the program center.

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 the "Device Data" 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.

Troubleshooting

1. Perform a manual sync by clicking on "Exercise" and then selecting the "Change" option listed after your device name. If manual syncing is allowed for your device, click the blue "Sync now" button. If your steps do not load, continue to the below steps.

2. Log in to your device/app account on a computer and verify it is actually showing data. Update your account and then refresh My Tracker. WellSteps syncs with your *device/app account*, not the device/app itself. 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.

3. 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.

Visit the FAQ page in My Tracker for more information – if you continue to have troubles syncing, please email Makenzie, your WellSteps Guide, at makenzie@wellsteps.com