

Physical Activity Tracking Guide

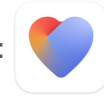
Physical activity is an important component of the wellness program. You don't have to be an athlete to improve your health by moving more throughout your days. If you don't enjoy the gym, keep in mind that everyday activities like yardwork, cleaning, or playing with your kids can help you meet your physical activity goal!

Content

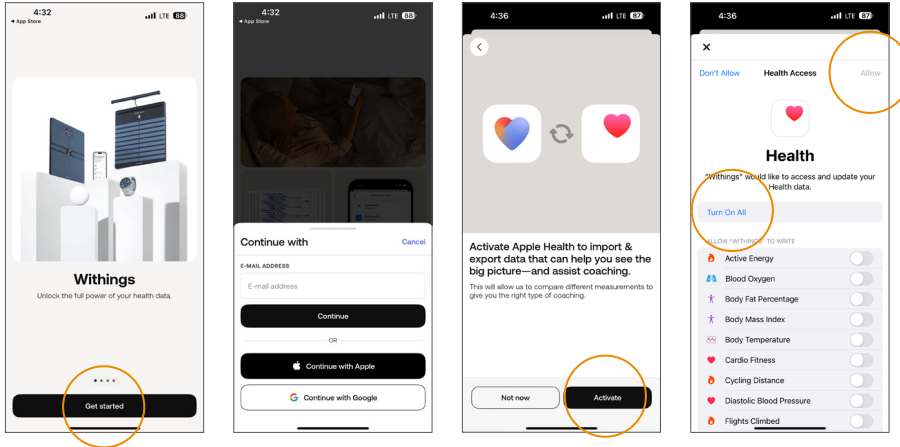
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Syncing Your Device or App: Apple Health/Apple Watch

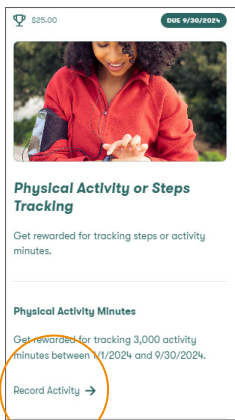
1. First, download the Withings Health Mate app from the App Store. Look for this icon:



2. Open the Withings app and select **Get Started**. Follow the prompts to create an account and set it up, or sign in to an existing account. If you're asked if you want to activate Apple Health, select **Activate**. You will then be asked to give permission to share different types of health data with Withings. Select **Turn On All**, or choose specific types of data to share if you prefer. Then select **Allow**.



3. Then, on the wellness portal, click the link in the **Physical Activity or Steps Tracking** tile.



Note: If your program doesn't include a Physical Activity or Steps Tracking tile, go to the **Resources** page and click the link under the **Access Your Health Suite**. Then expand the menu on the left and click **Trackers**.

Access Your Health Suite

After setting your wellness focus in the link above, check out your personalized health suite dashboard. You'll see challenges, courses, device pairing options, articles, recipes, and exercise videos, all personalized to your wellness focus.

Let's Go →

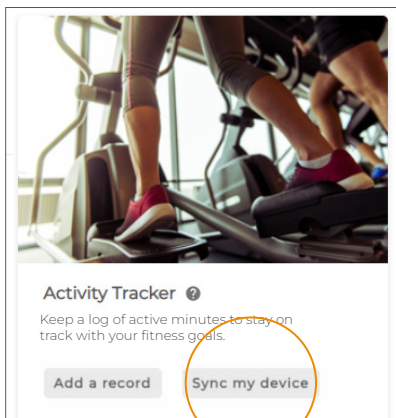
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4. Locate either the Activity Tracker tile or the Step Tracker tile, then click **Sync My Device**.



Note: If you don't have a Sync My Device button because you have already started tracking manually, click the **three dots** and then **Manage Connections**.

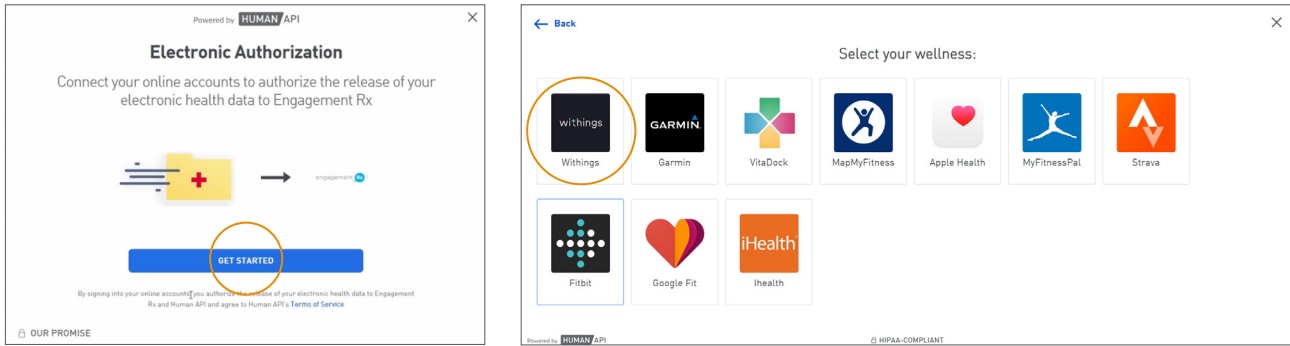
Activity Tracker

Show 30 Days

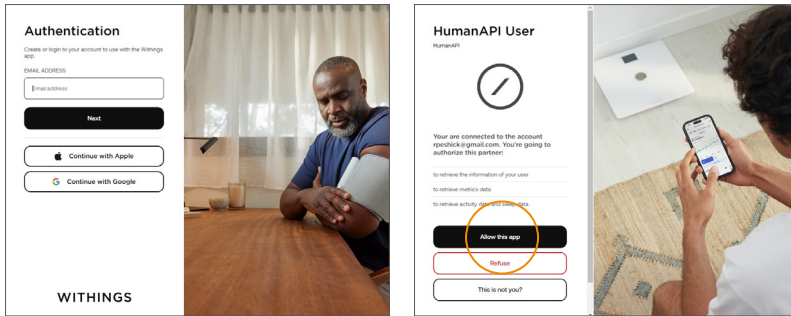
- Modify or delete records
- View text summary
- Download records (.csv)
- Manage Connections

Syncing Your Device or App: Apple Health/Apple Watch (Cont.)

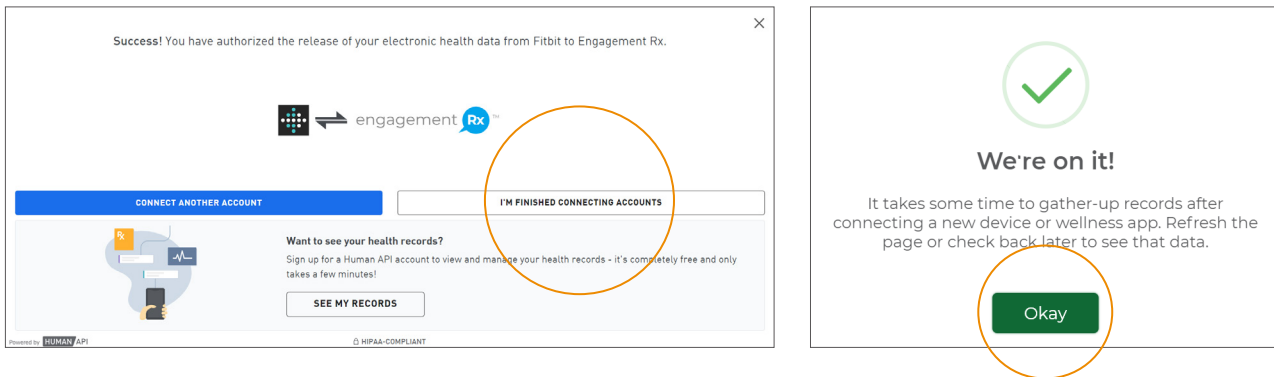
5. Click **Get Started** and then select Withings.



6. You'll be asked to sign in to your Withings account. You will then be asked to give permission to share your data with Human API (the company that powers the trackers page on the wellness portal). Click **Allow This App**.

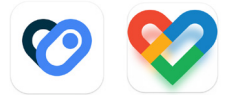


7. You should see a "Success!" message. Click **I'm Finished Connecting Accounts**. You'll then see a reminder that it can take some time for your data to sync after you first connect your device or app. Please return to the trackers page after 24 hours to confirm that your data is syncing. Also check back occasionally to confirm that your data is still syncing. Depending on your phone settings, you may need to occasionally open Withings on your phone to trigger your most recent data to sync.

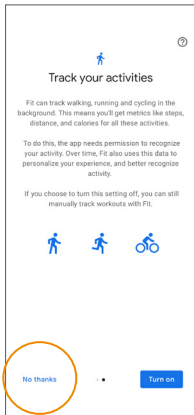


Syncing Your Device or App: Samsung Health/Galaxy Watch

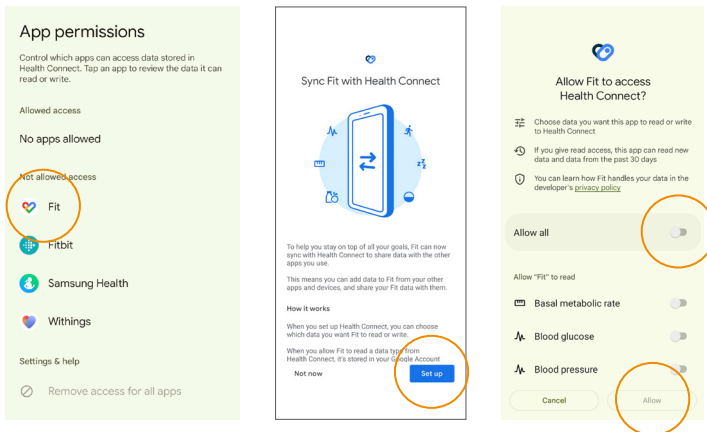
1. First, download both the **Health Connect** app and the **Google Fit** app from Google Play.



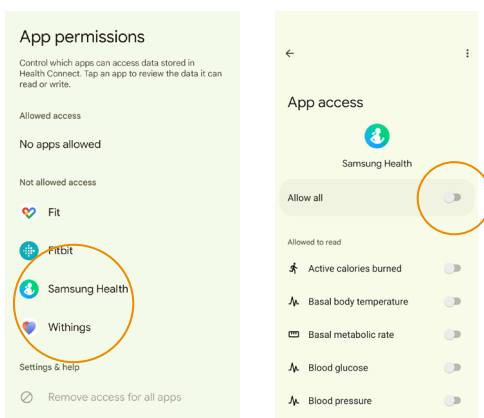
2. Open Google Fit. Sign in with your Google account. Follow the prompts to set up the Google Fit app, but make sure to select **No Thanks** on the Track Your Activities option. (Because you are already tracking your activities with Samsung Health.)



3. Then open Health Connect. Go to **App Permissions**. Select Google Fit and select Set Up. Select **Allow All**, or choose specific types of data to share if you prefer. Then select the **Allow** button.

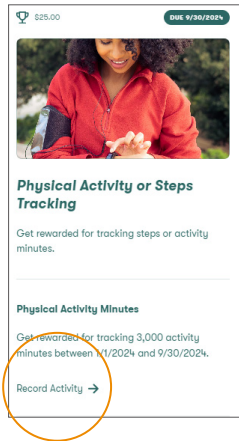


4. Open Health Connect again and go back to **App Permissions**. Select Samsung Health, then select **Allow All**, or choose specific types of data to share if you prefer.

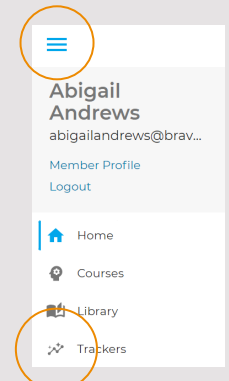
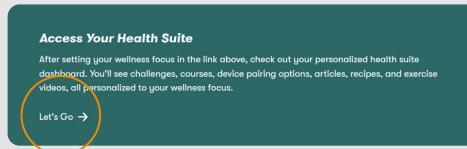


Syncing Your Device or App: Samsung Health/Galaxy Watch (Cont.)

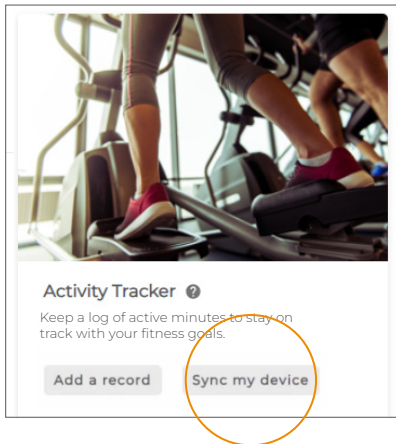
5. Then, on the wellness portal, click the link in the **Physical Activity or Steps Tracking** tile.



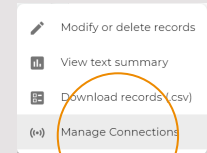
Note: If your program doesn't include a Physical Activity or Steps Tracking tile, go to the **Resources** page and click the link under the **Access Your Health Suite**. Then expand the menu on the left and click **Trackers**.



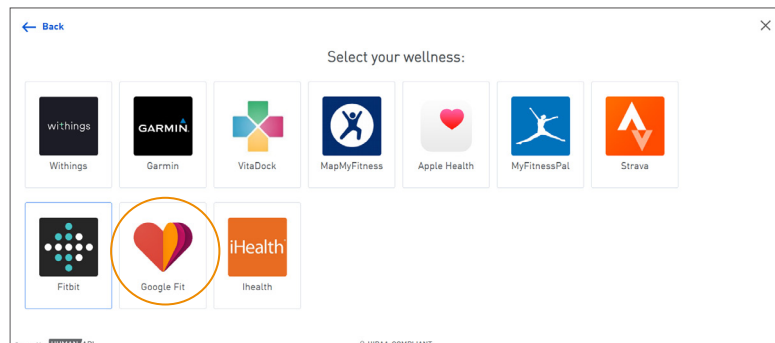
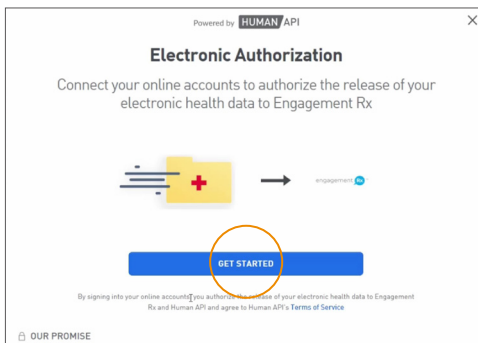
6. Locate either the Activity Tracker tile or the Step Tracker tile, then click **Sync My Device**.



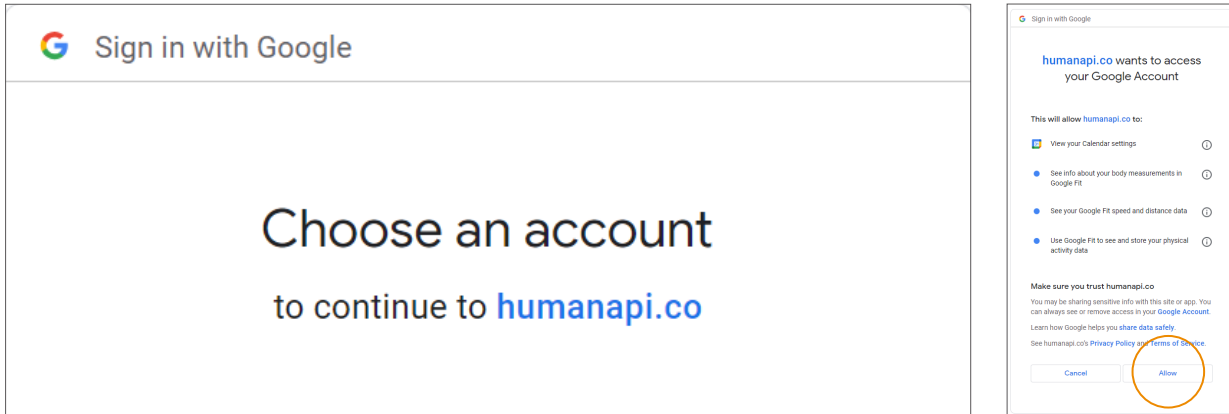
Note: If you don't have a Sync My Device button because you have already started tracking manually, click the **three dots** and then **Manage Connections**.



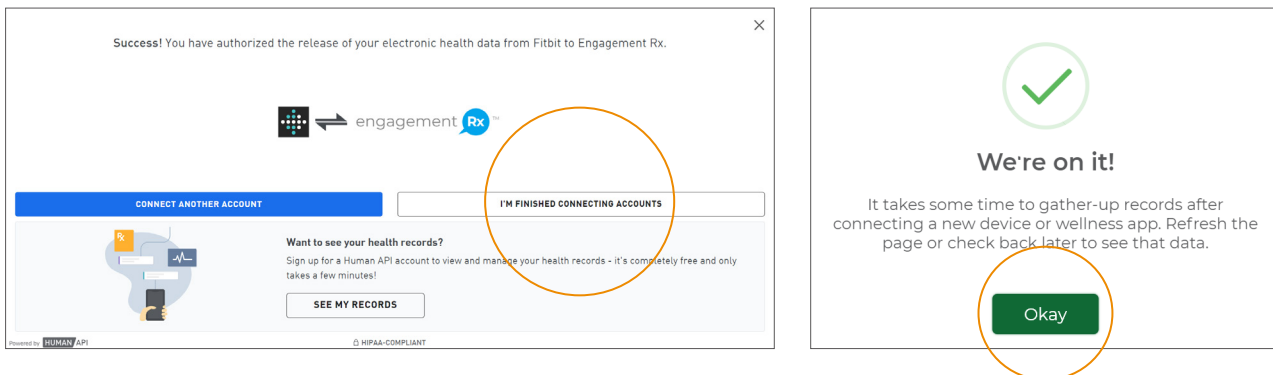
7. Click Get Started and then select **Google Fit**.



8. You'll be asked to sign in to your Google account. You will then be asked to give permission to share your data with Human API (the company that powers the trackers page on the wellness portal). Click **Allow**.

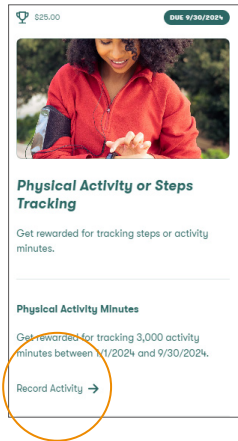


9. You should see a "Success!" message. Click **I'm Finished Connecting Accounts**. You'll then see a reminder that it can take some time for your data to sync after you first connect your device or app. Please return to the trackers page after 24 hours to confirm that your data is syncing. Also check back occasionally to confirm that your data is still syncing. Depending on your phone settings, you may need to occasionally open Google Fit on your phone to trigger your most recent data to sync.



Syncing Your Device or App: Other Devices/Apps

1. On the wellness portal, click the link in the **Physical Activity or Steps Tracking** tile.



Note: If your program doesn't include a Physical Activity or Steps Tracking tile, go to the **Resources** page and click the link under the **Access Your Health Suite**. Then expand the menu on the left and click **Trackers**.

Access Your Health Suite

After setting your wellness focus in the link above, check out your personalized health suite dashboard. You'll see challenges, courses, device pairing options, articles, recipes, and exercise videos, all personalized to your wellness focus.

Let's Go →

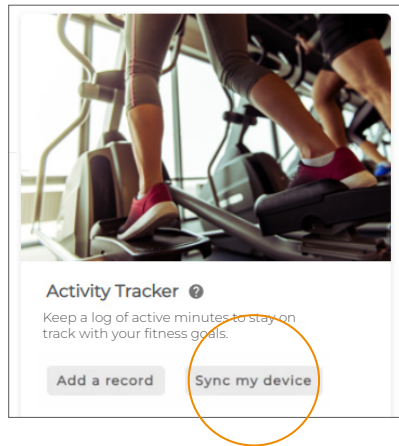
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2. Locate either the Activity Tracker tile or the Step Tracker tile, then click **Sync My Device**.



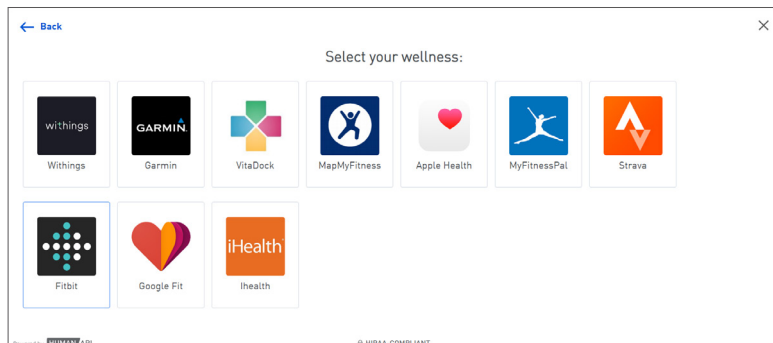
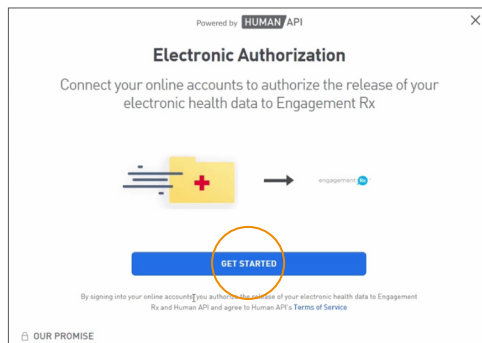
Note: If you don't have a Sync My Device button because you have already started tracking manually, click the **three dots** and then **Manage Connections**.

Activity Tracker

Show 30 Days

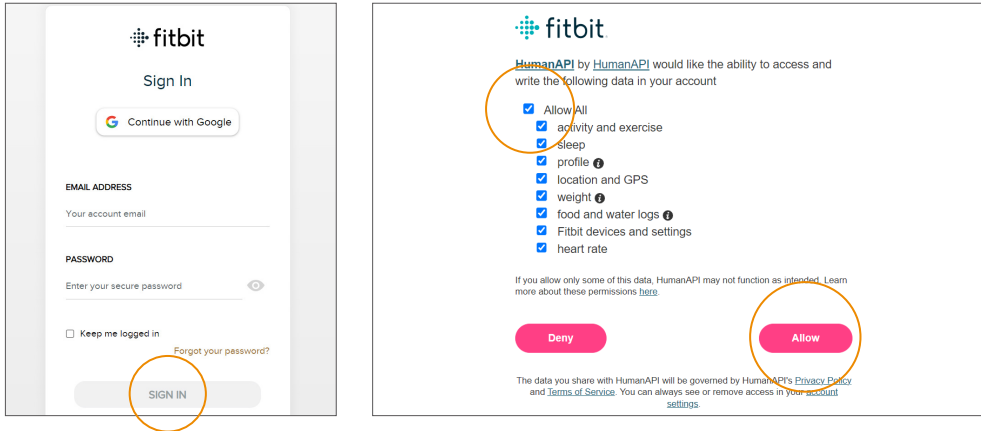
- Modify or delete records
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- Download records (csv)
- Manage Connections

3. Click **Get Started** and then select your device or app.

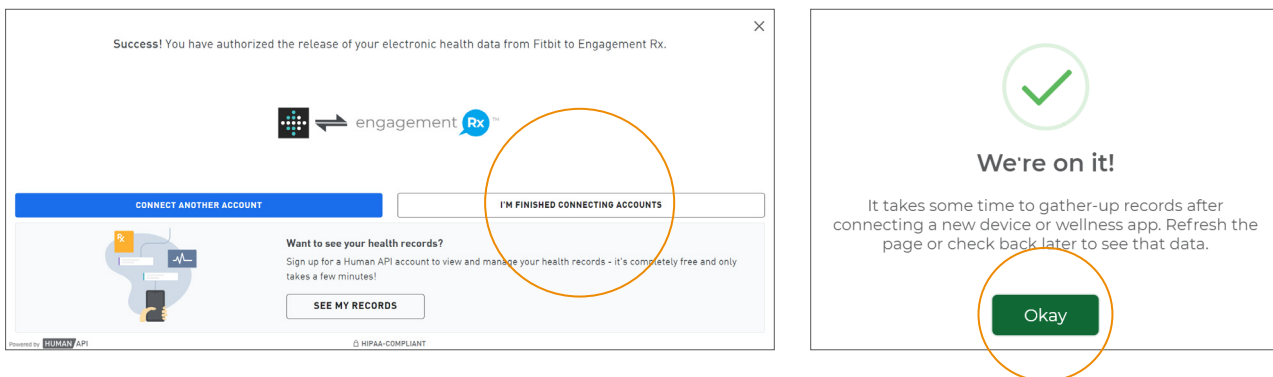


Syncing Your Device or App: Other Devices/Apps (Cont.)

4. You'll be asked to sign in to your account for your device or app. You will then be asked to give permission to share different types of data with Human API (the company that powers the trackers page on the wellness portal). You can either allow all data types, or choose specific types of data to share if you prefer.

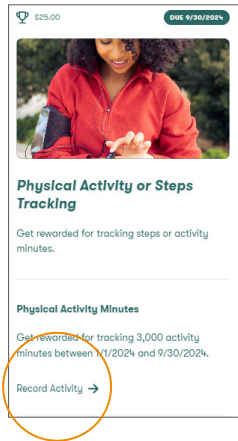


5. You should see a "Success!" message. Click **I'm Finished Connecting Accounts**. You'll then see a reminder that it can take some time for your data to sync after you first connect your device or app. Please return to the trackers page after 24 hours to confirm that your data is syncing. Also check back occasionally to confirm that your data is still syncing. Depending on your phone settings, you may need to occasionally open the app you synced on your phone to trigger your most recent data to sync.



Manually Entering Data

1. On the wellness portal, click the link in the **Physical Activity or Steps Tracking** tile.



Note: If your program doesn't include a Physical Activity or Steps Tracking tile, go to the **Resources** page and click the link under the **Access Your Health Suite**. Then expand the menu on the left and click **Trackers**.

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Let's Go →

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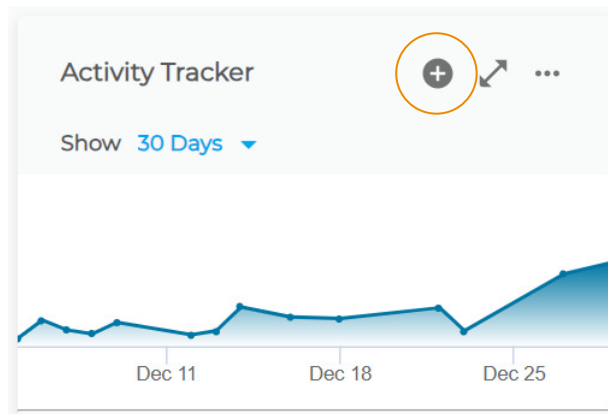
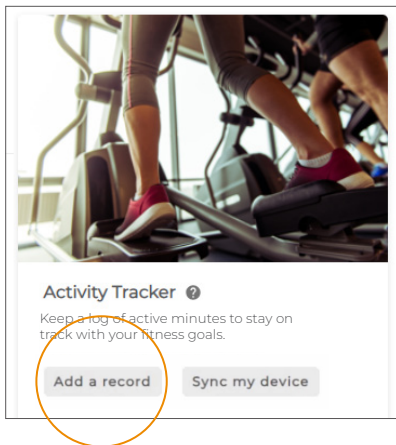
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2. Locate either the Activity Tracker tile or the Step Tracker tile. If you haven't tracked any data yet, you'll click **Add a Record**. If this isn't your first time tracking data, you'll click the plus icon.



3. Enter the applicable date and number of minutes (or steps), then click **Add!**

Activity Tracker value reading

Entry Date*

12/8/2023

How many minutes did you exercise?

Minutes*

Add Cancel

Frequently Asked Questions

If I synced my device in the past, do I need to take any action this year to continue syncing?

Yes, if you completed the device sync process prior to 2024, your device is no longer synced as of 1/1/2024. You need to follow the instructions in this guide to reconnect your device and continue syncing your data. This is because the physical activity tracking page has been fully upgraded!

How do I confirm that I successfully synced my device or app?

It can take up to 24 hours for your data to sync after you first connect your device or app. After 24 hours, you can confirm syncing was successful by seeing that your steps/minutes have populated on the trackers page.

If I sync my device today, will my steps/minutes from previous days load onto the portal?

Yes, historical data can load as far back as 1/1/2024. However, the amount of historical data can vary based on your device, settings, and permissions. After waiting at least 24 hours for all data to load, you can fill in any missing data by following the manual data entry instructions on the previous page, if needed.

How do I check my current total steps or minutes?

Click the “walking person” icon in the top right corner of the portal to see your total steps within the timeframe for your physical activity goal. After five seconds, the display will switch to show your total activity minutes. Please note, these totals may take up to five minutes to update with data that has just been synced or entered.

What fitness devices and apps can be synced?

- Apple Health/Apple Watch
- Samsung Health/Galaxy Watch
- Fitbit
- Google Fit (new this year)
- Garmin
- MapMyFitness
- MyFitnessPal (new this year)
- Pacer Pedometer (new this year)
- Strava
- VitaDock (new this year)
- Withings

Help! I'm having trouble syncing my device.

Try these solutions to common issues:

- Is your device regularly syncing with your fitness app? The wellness portal syncs with your app/account, not your device itself. (e.g. the portal should match what's on your Fitbit app, not necessarily what's on your Fitbit device)
- Have you recently opened the app that you synced (e.g. Withings, Google Fit, Fitbit, etc.) on your phone? If your phone settings prevent apps from running in the background, you will need to regularly open your synced app to trigger your most recent data to sync.
- Did you recently change the password to your device's account? You'll need to re-sync with the current password.
- Did you just connect your device to the wellness portal for the first time? Please note that it can take up to 24 hours for syncing to go into effect.
- Try disconnecting your device/app and re-syncing.

If you're still having trouble, call the wellness support team at 1-855-553-1006 or send a message on the wellness portal.

Why do I need to download another app to sync my Apple Watch?

Apple stores your fitness data at the device level, so you must download another app to grant access to this data.

Can I meet the goal with a combination of steps and activity minutes?

No, the portal will look at your total steps and your total activity minutes and award you credit for the physical activity goal once you've reached either the steps goal or the activity minutes goal.

Why is physical activity tracking part of the wellness program?

Staying active is crucial for good health and longevity! Physical activity lowers your risk of heart attack, stroke, hypertension, type 2 diabetes, certain cancers, anxiety, depression, and more. If you already have a condition like diabetes or hypertension, getting active is encouraged to help you manage your condition, plus other benefits like boosting your mood!