

How to Sync Apps and Devices to the Wellness Portal

Syncing an app or device to the portal is a simple, convenient way to track your healthy behavior for your wellbeing program. However, syncing instructions can vary depending on the device or app you are using. Please see below and select the instructions that apply to you!



This document provides information on:

- Syncing devices or apps on the Medical Mutual Wellness portal
- The full list of available app/device connection options
- Frequently asked questions



Syncing Devices or Apps



I Want to Connect an App or Device (All Devices Except Apple Watch and Samsung)

Use the instructions below to connect all apps and devices except for Apple Watches and Samsung devices. If you use an Apple Watch or a Samsung device, please choose the appropriate section from the table of contents.

1. Log in to the wellness portal.
2. Click **Menu**, then **Resources**. Find the resource labeled Challenges, Device Sync and Wellness Content and click **Take A Look**.
3. On the new page that opens, select the Sync Device sidebar on the right side of the dashboard to access the Devices page. (You can also access the Devices page by selecting your name in the top right corner, followed by **Account Settings > Connected Devices**.)
4. Locate your fitness app or device from the list and select **Connect**.
5. Follow the on-screen instructions to connect the app or device to your portal account.
 - You will need to enter the username and password for the account you created for your app/device (e.g., your Garmin or Fitbit username and password).
 - When you are asked if Navigate Wellbeing Solutions can access your data, select **Authorize**.
6. After syncing, you will return to the Devices page. Below your newly synced app or device, you will see a timestamp of your sync and an option to disconnect.



IMPORTANT:

The portal automatically pulls data from your online app/device account, NOT directly from your device. To ensure up-to-date data on the wellness portal, set your app or device to sync with its online account frequently.



Syncing Devices or Apps



I Want to Connect My Apple Watch

The Apple Watch cannot connect directly to the portal. However, you can work around this issue in two steps:

1. **Download the Health App of Your Choice and Sync Your New App to Your Apple Watch Health App**
2. **Use Your Computer to Connect Your New App to the Portal**

Example: The Withings Health Mate App

Let's put the steps above into practice with an example.

Note:

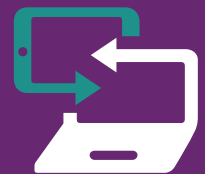
- We'll use the Withings Health Mate app, but the process will be similar for any app that you choose.
- The Withings Health Mate app does not track activity minutes. Check the List of Available Apps and Devices to find an app that tracks the behavior you wish to sync.

Step 1: Download the Withings Health Mate App

1. Locate the Withings Health Mate app in the app store and download.
2. Open the app and select Sign Up.
3. Select **No product yet?** at the bottom to create an account.
4. Select Profile, then scroll down to the app section and select your Apple Health app.

Step 3: Use Your Computer to Connect Your Health App to the Wellness Portal

1. Log in to the wellness portal.
2. Click **Menu**, then **Resources**. Find the resource labeled Challenges, Device Sync and Wellness Content and click **Take A Look**.
3. On the new page that opens, select the Sync Device sidebar on the right side of the dashboard to access the Devices page. (You can also access the Devices page by selecting your name in the top right corner, followed by **Account Settings > Connected Devices**.)
4. Locate the Withings app from the list and select **Connect**.
5. Log in to the Withings Health Mate Account that you just created.
6. When you are asked if Navigate Wellbeing Solutions can access your data, select **Authorize**.
7. You will return to the Devices page after your sync is complete. Below the Health app, there will be a timestamp displaying when your sync began as well as an option to disconnect.



IMPORTANT:

In this example, the portal will now automatically pull data from the online Withings Health Mate account, which syncs with the Health app on your Apple device. Use this process to sync any available app that you wish to use.



Syncing Devices or Apps

I Want to Sync My Samsung Device

Samsung devices cannot directly sync data to the wellbeing portal. However, you are able to work around this issue in two steps:

1. **Download the Health App of Your Choice and Sync Your New App to Your Samsung Health App**
2. **Use Your Computer to Connect Your New App to the Portal**

Example: The Withings Health Mate App

Let's put the steps above into practice with an example.

Note:

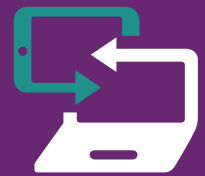
- *We'll use the Withings Health Mate app, but the process will be similar for any app that you choose.*
- *The Withings Health Mate app does not track activity minutes. Check the List of Available Apps and Devices to find an app that tracks the behavior you wish to sync.*

Step 1: Download the Withings Health Mate App

1. Download the Withings Health Mate app from the Google Play App Store.
2. Open the app and select Sign Up.
3. Select **No product yet?** at the bottom to create an account.
4. Select Profile, then scroll down to the app section and select your Samsung Health app.

Step 2: Sync the Withings Health Mate App to the Wellness Portal

1. Log in to the wellness portal.
2. Click **Menu**, then **Resources**. Find the resource labeled Challenges, Device Sync and Wellness Content and click **Take A Look**.
3. On the new page that opens, select the **Sync Device** sidebar on the right side of the dashboard to access the Devices page. (You can also access the Devices page by selecting your name in the top right corner, followed by **Account Settings > Connected Devices**.)
4. Locate the Withings app from the list and select **Connect**.
5. Log in to the Withings Health Mate Account that you just created.
6. When you are asked if Navigate Wellbeing Solutions can access your data, select **Authorize**.
7. You will return to the Devices page after your sync is complete. Below the Health app, there will be a timestamp displaying when your sync began as well as an option to disconnect.



IMPORTANT:

In this example, the portal will now automatically pull data from the online Withings Health Mate account, which syncs with the Health app on your Samsung Health app. Use this process to sync any available app that you wish to use.



Device Data Sources

Reference guide for trackable data with synced devices or apps

Device	Activity Minutes (Fitness)	Steps (routine)	Weight	Sleep	Historical Data
ACTIVLIFE		X	X	X	
BOLTT HEALTH					
FITBIT	X	X	X	X	6 months
GARMIN CONNECT	X	X	X	X	6 mo steps / 2 weeks activity
HEHA					
IHEALTH	X	X	X	X	4mo steps/ 6 mo activity weight/ 3 mo sleep
LIFE FITNESS	X				6 months
LUMO		X			24 months
MAP MY FITNESS	X				6 months
MAP MY HIKE	X				
MAP MY RIDE	X				
MAP MY RUN	X				
MAP MY WALK	X				
MICROSOFT	X	X		X	6 months
MISFIT WEARABLES	X	X		X	4 months
MOVABLE		X			6 months
OMRON WELLNESS		X			
PEAR SPORTS	X				none
POLAR	X	X			
RUNKEEPER	X		X		6 months
STRAVA	X				6 months
SUUNTO	X	X			6 months
TOMTOM MYSPORTS	X	X	X		
UNDER ARMOUR RECORD	X				
WITHINGS		X	X	X	6 months
YOO		X		X	6 months



Frequently Asked Questions

Q Why isn't my device connecting?

A When you connect a device, you will be asked if Navigate Wellbeing Solutions can access your data. You must select Authorize for your data to sync!

Q It says my device is synced; why isn't my data updating?

A Before you contact customer service, please consider the following:

- It takes 24-48 hours after you first connect for your app or device to sync.
- The portal automatically pulls data from the app or device website, NOT directly from your device. We recommend you update your data with the app or device website frequently!
- Make sure you're using your current password and login information for your app/device.
- If you're still having trouble, try disconnecting your app or device and re-syncing it to your account.

Q The activity recorded in the system is different than my actual activity.

A Each app/device records information differently, and the data that enters the wellbeing portal is provided by the producer of your specific app/device. For example, a Fitbit translates physical activity differently than Apple Health, and both of those interpret data differently than a Garmin. Refer to your app/device's website to better understand how it tracks your activity.

Q I have to log in to the wellbeing portal to sync my app/device?

A Only if you do not have a username and password because you connect to the portal through your company's employee portal. Either way, we do recommend you log in periodically to make sure your device is syncing properly.

Q What if I do not have a username and password?

A If you do not have a username and password because you connect to the portal through your company's employee portal, you will need to visit the portal from a desktop and:

1. Accept Terms and Conditions.
2. Select Account Settings, then select Mobile Login Codes to receive your login code.

Q Do I have to choose between using my app/device for the challenge or manually tracking my activity? Can I do both?

A You are able to track challenge steps or activity with your app/device and track additional behavior manually.

- Certain exercises, such as weightlifting or swimming, must be entered manually.
- Each device records activity differently, so if you are concerned about accuracy, we recommend you monitor your activity manually and compare your results to those from your app/device.

Q Can I sync more than one device or app?

A Yes, but this can result in duplicate data being entered on your portal. If you sync multiple apps or devices that monitor the same behavior, make sure you log in to the portal and check everything is syncing correctly from time to time.

Q How do I get credit for non-step count activities such as biking, swimming, etc.?

A There are three ways to enter this information: 1) Manually enter those activities into your third-party app/device, which will then sync to the portal. 2) Manually enter the information directly into the portal.

(Continued) Frequently Asked Questions

Q Can I track information other than steps and activity?

A Yes, under the Tracker tab, you can monitor step count, activity minutes, nutrition, hydration, sleep hours and weight.

Q Do I have to use a device or an app to record my activity?

A No. If you don't wish to use a third-party app, you can still manually enter your activity on the Tracker tab or, when applicable, on your challenge to-do list.

Q Is my app/device still synced after a challenge ends?

A Yes. Your app/device website continues to sync with your wellbeing portal, whether you are involved in a challenge or not, until you choose to disconnect it. The idea is to continue to monitor your health and achieve your goals!

Q How can I sync my Apple / Samsung watch?

A Use the table of contents to find the appropriate section of this guide.

Q Can I sync with MyFitnessPal?

A Not at this time. We add new devices and apps to the portal often, so please check back at a later date.