

How-To Guide

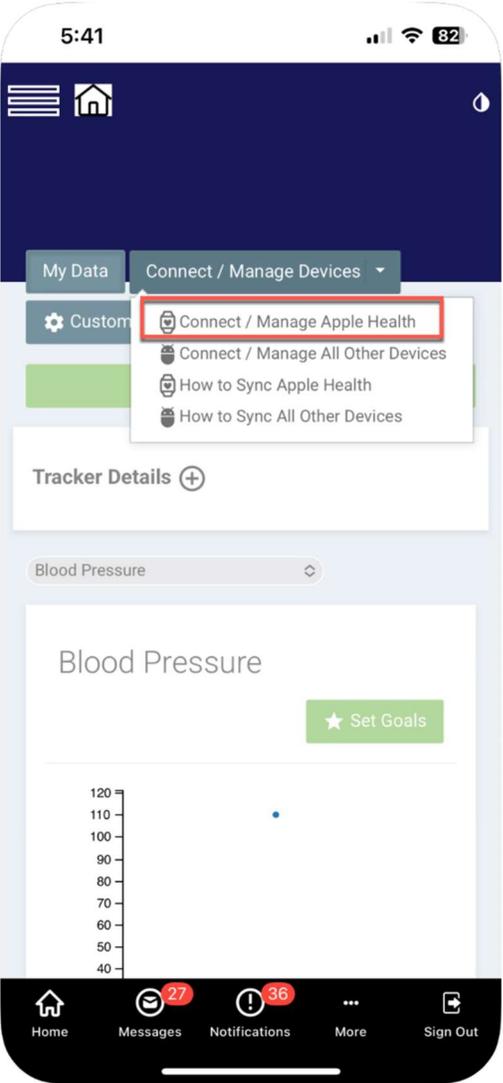
Connect Your Fitness Tracker to Apple Health

NOTE: You must connect to Apple Health from your Wellness portal app (not a browser) on your Apple device.

Please make sure you complete all 5 steps documented below.

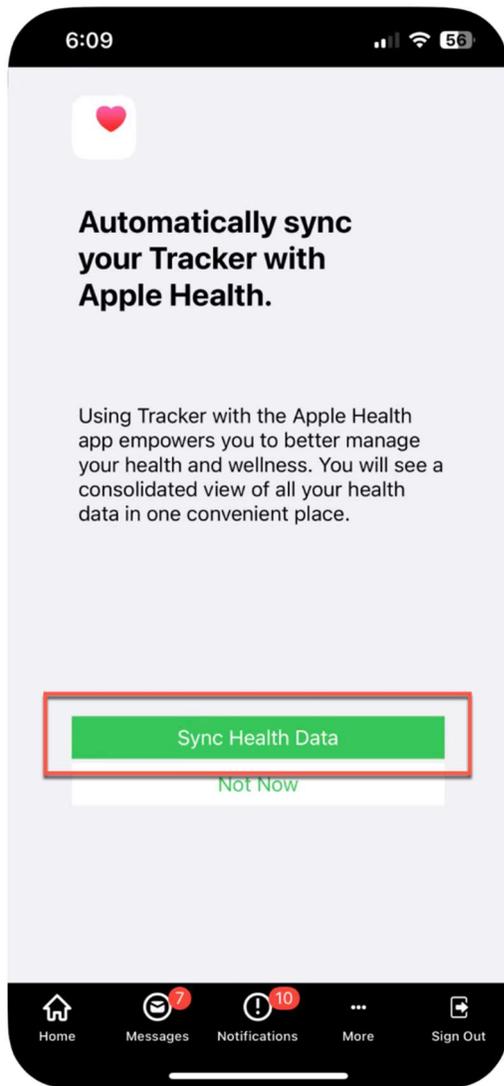
STEP 1

Log into your Wellness portal app on your Apple device. Navigate to the portal’s Tracker page. Once there, tap **“Connect/Manage Devices”** and then **“Connect/Manage Apple Health.”**



STEP 2

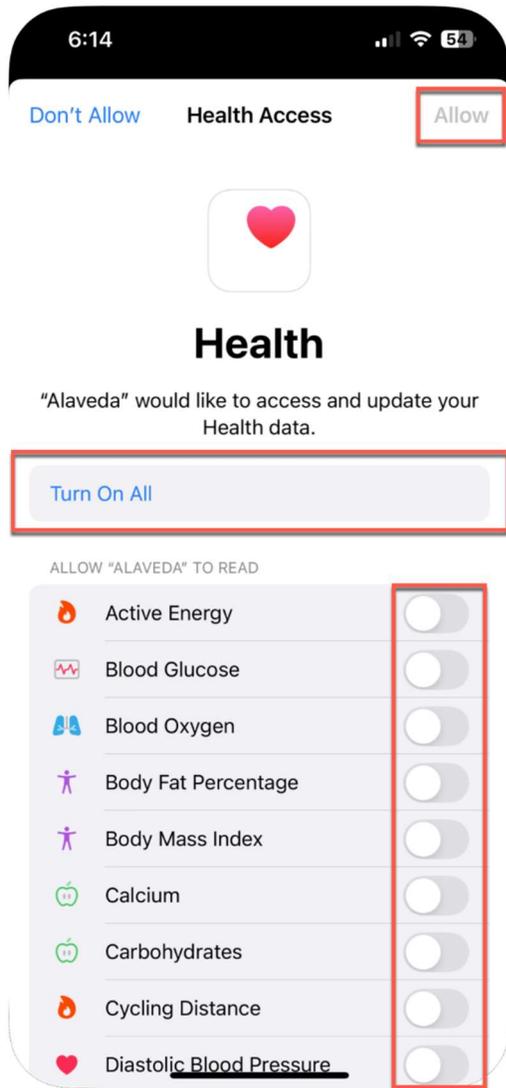
From the Apple Health authorization page, tap **“Sync Health Data.”**



STEP 3

On the Apple **Health Access** page, toggle on the Apple Health data you would like to share with the Tracker, or alternatively, tap **“Turn On All.”**

When finished, tap **“Allow”** at the top right corner of the screen.

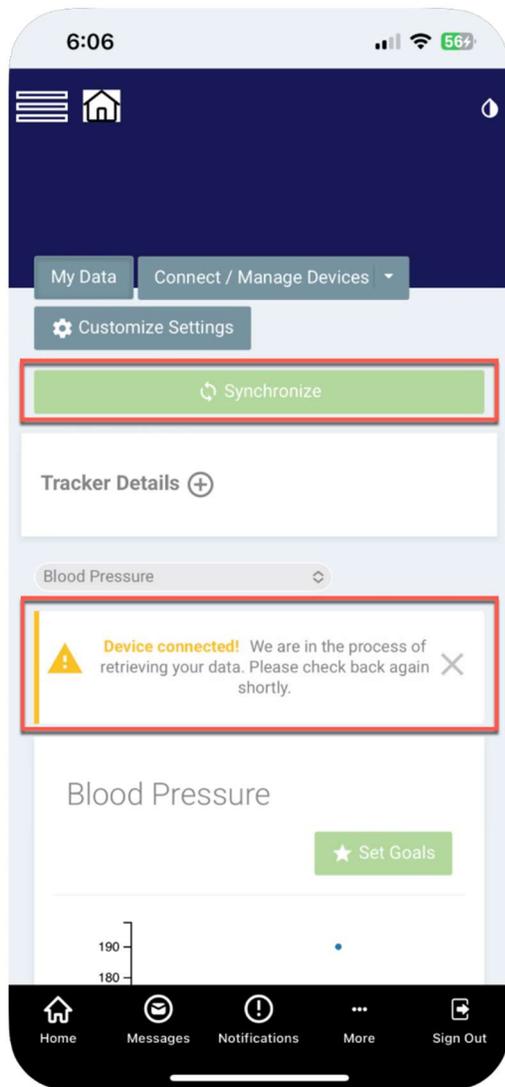


STEP 4

When you are returned to the Tracker page, your Apple Health data automatically begins syncing to the Tracker.

A message is shown at the top of the page, letting you know your data is being retrieved. The Tracker syncs data from the past 90 days, so there will be some delay while that is in process.

You may also use the **“Synchronize”** button as needed to refresh your data.



STEP 5

Once the initial sync has been completed, your Apple Health data will sync only when you log into your Wellness portal app if you don't have background sync enabled. To ensure that data from Apple Health is continuously flowing into your Wellness app, even when not open, you must enable **Background App Refresh**.

On your iPhone, in General Settings, search for your **Wellness app** and ensure your **Background App Refresh** is turned on.

 **NOTE:** In the screenshots below, the app is named "Alaveda." Your app may be named something different.

In addition to the above, when Two-Factor Authentication is enabled, background syncing expects a "Yes" answer in the dialog where you're asked, "Remember this device for 30 days?" Even if background sync is enabled, if you don't answer "Yes" every 30 days, background syncing will not occur.

