

# How to sync apps and devices to the wellbeing platform





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# How to sync apps and devices to the wellbeing platform

Syncing an app or device to the platform 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.

## Syncing device or apps using the platform

Sync your favorite health apps and fitness devices to easily track healthy behavior in the platform!

### To get started:

01. Select the **SYNC DEVICE** sidebar on the right side of the dashboard. (You can also access this page by hovering over your name in the top right corner of the dashboard, then selecting **Account Settings**, then **Connected Devices**.)
02. Find your fitness app or device from the list provided and select the **Connect** button.
03. Follow the instructions on the web page to connect the device to your wellness program. You will be prompted to log in to your device account.
04. **Please note** that this is not your wellbeing program account! You will need to enter the username and password you established when you originally created an account for your app or device.
05. You will be asked to allow access your data; select **Authorize**.
06. You will return to the Device Settings tab; your sync time and an option to disconnect will be listed below your newly synced app or device.

After you complete the sync and the platform has permission to share your data, you will no longer need to manually enter information when you track your health or participate in a challenge.



## Syncing device or apps using the Navigate app

### I want to use the Navigate app on my Apple Watch

#### Step 1: Download the Navigate Wellbeing app

01. Open the Apple app store.
02. Search for Navigate Wellbeing.
03. Select **GET**.

After the app downloads, tap it to open and follow the onscreen prompts to log in.

#### Step 2: Open the Navigate Wellbeing app and allow access

When you first log in to the Navigate app, you will be prompted to allow Navigate to access your Apple health app. Turn on all categories and data from your Apple health account will sync to the wellbeing platform.

#### If you miss the prompt when you first log in to the Navigate app:

01. Open your Settings in your device.
02. Select **Health**.
03. Select **Data Access & Devices**.
04. Select **Navigate**.
05. Toggle on all categories that you wish to track.

That's it! Data from your Apple health account will now sync to the wellbeing platform.

### I want to use the Navigate Wellbeing app on my Samsung device

#### Step 1: Download the Navigate Wellbeing app

01. Open the Google Play App Store.
02. Search for Navigate Wellbeing.
03. Select **INSTALL**.

After the app downloads, tap it to open and follow the onscreen prompts to log in.

#### Step 2: Open the Navigate Wellbeing app and allow access

01. Log in to the Navigate app and go to the **More** menu.
02. Select **Samsung Health Connection Settings** from the menu and follow prompts to allow Navigate to access your Samsung Health app.

That's it! Data from your Samsung Health account will now sync to the wellbeing platform.



## Frequently asked questions

### **Why isn't my device connecting?**

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!

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

Before you contact customer service, please consider the following:

- 01.** It takes 24-48 hours after you first connect for your app or device to sync.
- 02.** The platform 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!
- 03.** Make sure you're using your current password and login information for your app/device.
- 04.** If you're still having trouble, try disconnecting your app or device and re-syncing it to your account.

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

Each app/device records information differently, and the data that enters the wellbeing platform 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.

### **Do I have to log in to the wellbeing platform to sync my app/device?**

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

### **What if I do not have a username and password?**

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

- 01.** Accept Terms and Conditions.
- 02.** Select Account Settings, then select Mobile Login Codes to receive your login code.

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

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.



**Can I sync more than one device or app?**

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

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

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 platform. 2) Manually enter the information directly into the platform. 3) Enter it in the Navigate Wellbeing app.

**Can I track information other than steps and activity?**

Yes, with the Navigate Wellbeing app (or under manually under the Tracker tab), you can monitor step count, activity minutes, nutrition, hydration, sleep hours and weight.

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

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

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

Yes. Your app/device website continues to sync with your wellbeing platform, 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!

**How can I sync my Apple / Samsung watch?**

Yes; see instructions above.

**Can I sync with MyFitnessPal?**

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

For more information, please contact our in-house customer service team is available Monday through Friday from 7:00 a.m. to 7:00 p.m. CST.

phone: 888 282 0822

email: [info@navigatewell.com](mailto:info@navigatewell.com)



## Available apps and device connection

Device	Activity Minutes (fitness)	Steps (routine)	Weight	Sleep	Historical Data
Fitbit	X	X	X	X	6 months
Garmin Connect	X	X		X	6 mo steps / 2 weeks activity
iHealth	X	X	X	X	4mo steps/ 6 mo activity weight/ 3 mo sleep
Life Fitness	X				6 months
MapMyFitness	X				6 months
Microsoft	X	X		X	6 months
Movable		X			6 months
Pear Sports	X				
Polar	X	X			
Runkeeper	X		X		6 months
Strava	X				6 months
Striiv		X		X	
Suunto	X				6 months
TomTom MySports	X	X	X		
Under Armour Record	X				6 months
Withings		X	X	X	6 months
Yoo		X		X	6 months