

Sync Your Device Today

TRACK YOUR ACTIVITY WITH A FITNESS TRACKER

FOLLOW THESE STEPS TO SYNC YOUR DEVICE

- 1 Login to www.wellness-connect.net
 - 2 From the home page, select '**Sync Device**' under '**Connect Me**'
 - 3 In the new window, click the '**Sync Your Device**' button
 - 4 Select your device source or 3rd party device source
(direct source = Fitbit, Apple Watch, Garmin)
(3rd party source = Google Fit, MapMyFitness, iHealth)
 - 5 Enter your device login info and allow Human API to access all data and connect
- ✓ SUCCESS! Your device is connected!



We recommend you log in to your device provider app (Fitbit, Garmin, etc.) at least once per week to ensure your latest activity syncs with Human API/Wellness-Connect. It can take up to an hour for activity to be visible on Wellness-Connect upon initial sync

APPLE WATCH AND IPHONE USERS

You **MUST** create a Human API account and download the Human API app from the App Store to connect your Apple Health data to Wellness-Connect



See FAQ page for step-by-step instructions on how to connect and troubleshooting tips



...and More!

Device Syncing FAQ's



WATCH and iPhone USERS



How to connect your Apple Watch or iPhone to Wellness-Connect

- Login to www.wellness-connect.net
- From the home page, select **'Sync Device'** under **'Connect Me'**
- In the new window, click the **'Sync Your Device'** button
- Apple Watch users select the Apple Watch source and iPhone users select the Apple Healthsource and follow the these three steps:

**STEP
1**

Create an account with Human API by entering an email and password.

**STEP
2**

Human API will send you an email. Open this email on your iPhone and click on the link it will take you to the app store.

**STEP
3**

Download the Human API app from the App Store and sign in using the email address and password from Step 1.

- Upon signing into the Human API app for the first time, you are prompted to select which health data sources Human API can access and update
- Click the toggle button next to each health source to turn ON: Steps, Active Energy, Cycling Distance, Flights Climbed, Resting Energy, Walking + Running Distance and Workouts
- Click Allow in the upper right-hand corner
- A syncing message will appear and you should see your Apple device(s) listed as connection as well as a confirmation message saying **'Thanks for connecting! You're all set.'**



To avoid any syncing interruptions, please open the Human API daily or pull the timeline down if the app is kept open.

Human API will sync and query up to 30 days (max) of historical data from the initial sync.

Apple Health does not have a traditional API akin to other wellness sources, please try these troubleshooting steps if there are data discrepancies between what is on your device and what is ultimately transmitted to Wellness-Connect:

Open the Human API app and keep it open at all times

- Syncs between Human API and Apple Health only occur when the app is open

Double-check the desired data type is available to Human API

- Verify that in iPhone Settings > Privacy > Health > Human API the desired data type has been enabled
- Ensure the data is populated and visible in the Apple Health app
- Open the Human API app and check the Timeline tab

Verify that your device is at the top of the priority order in Data Sources & Access

- In the Apple Health app > Health Data > Activity, select the desired data type (i.e. Steps, Activity)
- Select Data Sources & Access and make sure your preferred device is listed as the top priority
- Click Edit in the top corner to rearrange the priority order (*When multiple sources are available, one data source will be chosen based on the priority order*)

Verify that the member is logging into the correct Human API app account

- Sometimes members have multiple Human API accounts (i.e. using personal and corporate email addresses)
- You may have logged into one account within the integrated Wellness-Connect experience, and into a different account within the Human API iPhone app
- In this scenario, log out of the Human API app and disconnect Apple Health within the integrated Wellness-Connect experience
- Log into the Human API app then into Apple Health within the Human API Connect experience to ensure the same account is being used

Reinstall the Human API iPhone app

- If you have discrepancies in activity (i.e. steps) data for a date in the past, please delete then reinstall the Human API app and to log in with the same account
- This will force the app to re-sync the past 30 days (max) of historical data
- If there are missing steps beyond 30 days from the current point of troubleshooting, unfortunately those steps will be irretrievable. Please contact Wellness-Connect for further assistance.
- Please wait 3 minutes with the app open to ensure that the historical data is captured by the system

Device Syncing FAQ's



DEVICE USERS

How to connect your Samsung wearable or Samsung phone to Wellness-Connect

Samsung Phone Users:

- Samsung Health phone users can download the Google Fit app and track their steps via Google Fit instead of Samsung Health
- From the source page, choose Google Fit as your connection source to sync your activity on Wellness-Connect

Samsung Wearables Users

- Samsung wearable users with iPhones will need to download the Samsung Health App for iPhone. The Samsung Health app auto-syncs to Apple Health!
- Open the Samsung Health app and agree to the Terms and Conditions and Privacy Policy and click Next
- Use your Samsung Account login information to Sign In and turn on auto-sync

NEXT:

- Login to www.wellness-connect.net
- From the home page, select '**Sync Device**' under '**Connect Me**'
- In the new window, click the '**Sync Your Device**' button
- From the source page, choose Apple Health as your connection source to sync your Samsung Health activity to Wellness-Connect and follow these steps:

STEP 1

Create an account with Human API by entering an email and password.

STEP 2

Human API will send you an email. Open this email on your iPhone and click on the link it will take you to the app store.

STEP 3

Download the Human API app from the App Store and sign in using the email address and password from Step 1.



Samsung wearable users with Android devices do not currently share data with Google Fit and therefore cannot connect to Wellness-Connect

ALL DEVICE USERS

NOT SEEING ALL OF YOUR ACTIVITY FROM YOUR DEVICE?

To avoid any import interruptions, we recommend you log in to your device provider app to ensure your latest activity syncs with Human API.



Verify the desired data type is available to Human API when you choose your connection source and allow access

If you recently updated to a new device from the same provider, please disconnect from you provider source on Wellness-Connect and reconnect.

How much historical wellness data will be available on Wellness-Connect?

Whenever available, Human API will sync all of a user's historical data and will query at least the previous year. The main exception to this procedure today is Apple Health, for which Human API currently syncs the previous 30 days at the time of connection.

Syncs all historical data

Note: it could take several days to sustainably collect all historical data depending on the volume of data (e.g. years of historical data). This is due to rate limiting at the source.

- Azumio
- Dailymile
- Fitbit
- MapMyFitness
- Moves
- Strava
- Vitadock

Syncs up to 1 year of historical data

- Fatsecret
- Garmin
- iHealth
- Microsoft Health
- Misfit
- MyFitnessPal
- Runkeeper
- Striiv
- Withings

Sync time varies by provider

- Healthkit (30 days)
- Google Fit (90 days)
- Movable (since 2010)