

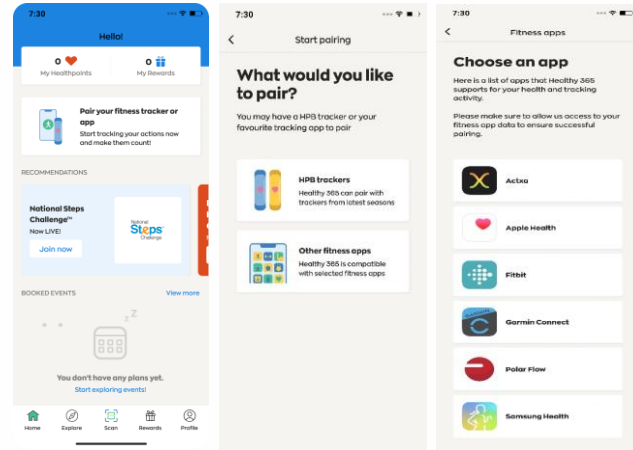
Unable to update your step count and MVPA minutes? Try these troubleshooting steps for 3rd party apps

Step 1

Check if your Healthy 365 app is paired to any of the compatible 3rd party apps listed below:

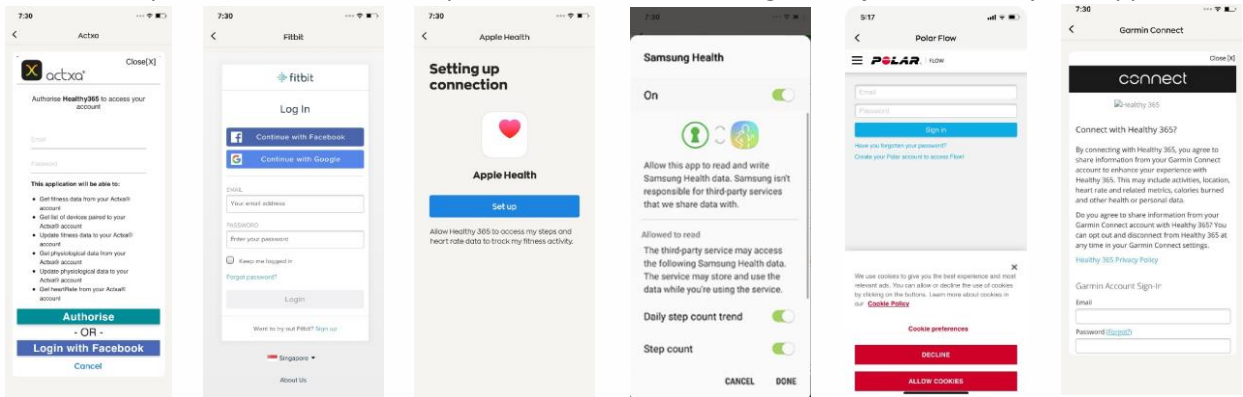
- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app
- Garmin Connect™ mobile app
- Polar Flow mobile app
- Samsung Health mobile app

Ensure that both your Healthy 365 and 3rd party apps are updated to their latest app versions.



Step 2

Check that all permissions to access steps and heart rate data are granted for the Healthy 365 app.



Step 3

Ensure that your mobile phone is connected to the Internet. Sync your tracking device to your 3rd party app before syncing your 3rd party app with the Healthy 365 app.

Do take note that the Healthy 365 app draws data from the relevant 3rd party app's server and not directly from your fitness tracker. There might be occasional delays in syncing or processing the most updated data from the 3rd party app server.

