

## What to do if there is a discrepancy in your fitness data with the Healthy 365 app?

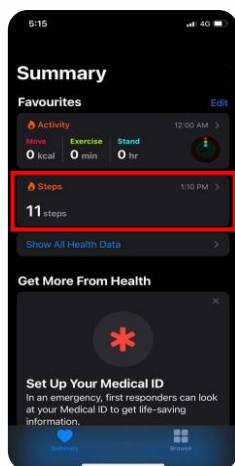
- Each 3<sup>rd</sup> party app has a different algorithm for tracking steps and active time/MVPA minutes. This may potentially lead to a discrepancy in fitness data.
- Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app. Do note that you will need to sync your fitness data with the Healthy 365 app at least once every 7 days to avoid losing fitness activity records.

### Additional note for Samsung Watch Users

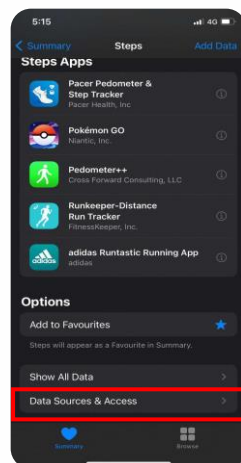
You must manually activate workout mode on your fitness tracker to allow Healthy 365 app to read your MVPA data.

### Additional note for Apple Watch Users

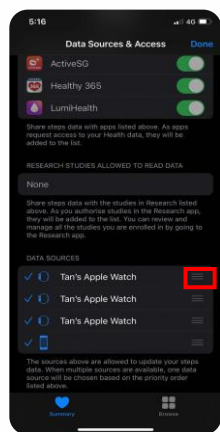
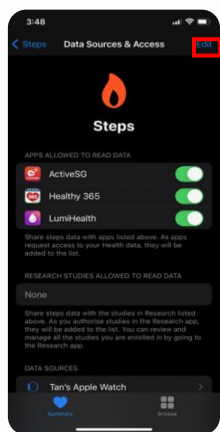
Check the priority list to ensure that your Apple Watch is prioritised over the phone.



**Step 1**  
Open the “Apple Health” app, tap the subcategory “Steps”.



**Step 2**  
Scroll down, then tap “Data Sources & Access”.



**Step 3**  
Tap “Edit”. After which, touch and hold the “Change Order” button next to a data source, and drag it up or down the list.

### Additional note for HUAWEI Health Users

Ensure that all the necessary permissions have been granted for data to be retrieved from HUAWEI Health app to the Healthy 365 app.

Almost there...



You've successfully connected your Huawei ID to your Healthy 365 account.

The next step from you is to allow Healthy 365 to access your health and fitness data from Huawei Health.

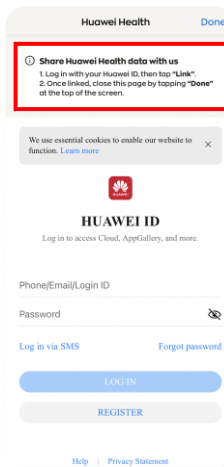
Note: Your activity data may take up to an hour to be reflected on Healthy 365 after you have granted permission.

Continue

#### Step 1

After granting the earlier permissions to allow the Healthy 365 app to access your health and fitness data from HUAWEI Health app, you will be required to carry out an additional link between both apps. Do note that you will only need to do this once.

Tap "Continue" to proceed.



#### Step 2

Log in to HUAWEI Health and do also take note of the step-by-step instructions displayed on the screen as well.

Share Huawei Health data with us

1. Log in with your Huawei ID, then tap "Link".  
2. Once linked, close this page by tapping "Done" at the top of the screen.



Once enabled, authorised third-party apps will be able to read and write personal information including health and fitness data in the Health app via HUAWEI Health Kit.

Link

Share Huawei Health data with us

1. Log in with your Huawei ID, then tap "Link".  
2. Once linked, close this page by tapping "Done" at the top of the screen.

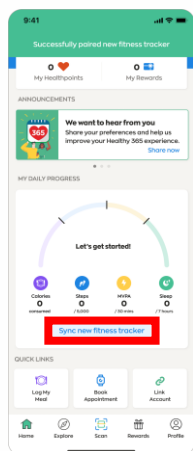
Confirm

#### Step 3

Tap "Link" to provide Healthy 365 access to your health and fitness data from HUAWEI Health.

Tap on "Confirm", then "Done". You will be brought back to the dashboard.

As mentioned in Step 1, do note that the linking action is only required to be carried out **once**.



#### Step 4

Tap "Sync New Fitness Tracker" to sync your Steps and MVPA data from the HUAWEI Health app to Healthy 365 app.

Note: Your activity data may take up to an hour to be reflected on Healthy 365 after you have granted permission.