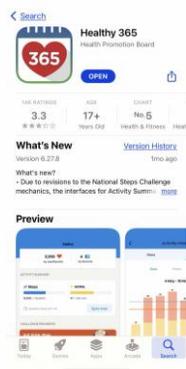


Unable to update your step count and MVPA minutes? Try these troubleshooting steps for HPB fitness trackers



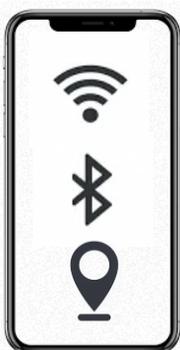
Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



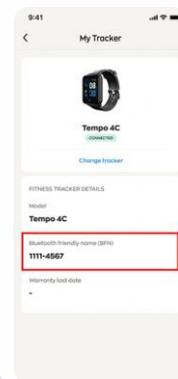
Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



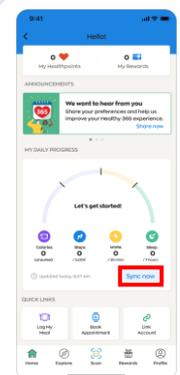
Step 3

Turn off your mobile phone's Bluetooth and then turn it on again. Ensure that your mobile phone's Internet and location services are both turned on too.



Step 4

Confirm that the BFN on your HPB fitness tracker matches the one listed on your "Profile" page of the Healthy 365 app.



Step 5

Tap "Sync now" on the "Home" page of the Healthy 365 app. Your "Activity Summary" will update the latest step count and MVPA minutes.



Step 6

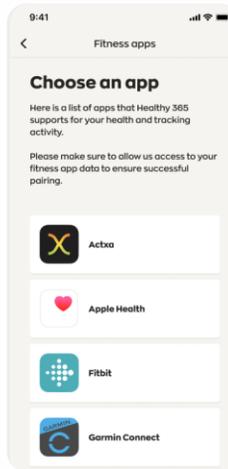
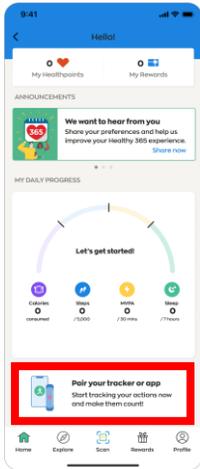
If syncing fails, try restarting both your mobile phone and the HPB fitness tracker.

Be sure to check if your [GAQ](#) is active. Note that MVPA minutes will only be reflected if you have clocked ≥ 10 mins of continuous [MVPA](#) where heart rate is $\geq 65\%$ of max heart rate.

For Android Users Only

Clear cache on your mobile phone by going to "Settings" > "Apps" > "Healthy 365" > "Storage" > "Clear Data & Cache"

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



Step 1

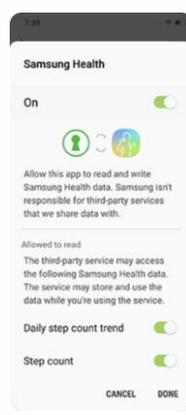
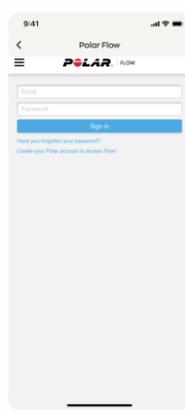
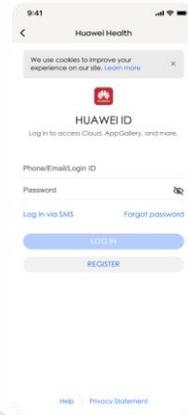
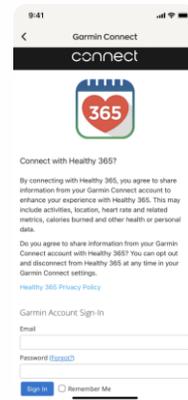
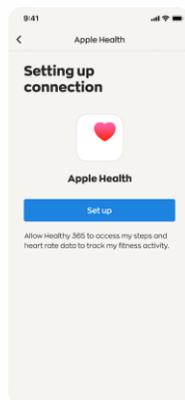
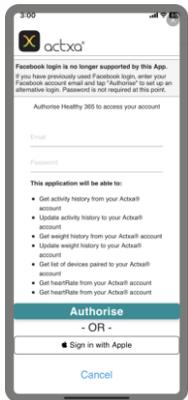
Check if your Healthy 365 app is paired to any of the compatible 3rd party apps listed below:

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

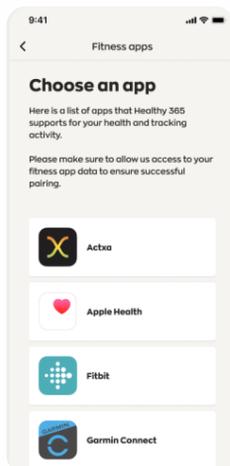
Ensure that both your Healthy 365 and 3rd party apps are updated to their latest app versions.

Step 2

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



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



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.