

Unable to pair your HPB fitness tracker with the Healthy 365 app? Try these troubleshooting steps!



Step 1

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

Ensure that your mobile device is running on iOS 13.4 (for Apple), Android v8.1 (for Android) or higher



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 your phone's

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

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Step 4

Pair your HPB fitness tracker to the Healthy 365 app again.

How do I identify which fitness tracker I am paired to?



Step 1

Go to "Profile" and tap "My Fitness Tracker".

Step 2

Verify that the Bluetooth Friendly Name (BFN) of your paired HPB fitness tracker matches the BFN that appears on the Healthy 365 app. Toggle between screens on your HPB fitness tracker to find your BFN.



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

9:41	9:41 and The Start pairing	9:41I 🗢 🖬	 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
Ny Healthpoints Ny Revents ANNOUNCEMENTS We want to hear from you Singeroy part Healthy 388 experience.	What would you like to pair? You may have a HPB tracker or your favourite tracking app to pair	Choose an app Here is a list of apps that Healthy 365 supports for your health and tracking activity.	
share now	HPB trackers Healthy 30% con pair with trackers from latest seasons	Please make sure to allow us access to your fitness app data to ensure successful pairing.	
Let's get storted	Other fitness apps Healthy 365 is compatible with selected fitness opps	Actxo	
		Apple Health	
Poir your tracker or app Start tracking your actions now and make them count!	3	Fibit	
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Step 2

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





Step 3

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Fitness apps

Please make sure to allow us access to your fitness app data to ensure successful pairing.

Actx

Fitbit

Apple Health

Garmin Connect

Choose an app Here is a list of apps that Healthy 385 supports for your health and tracking activity.

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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.

Note: Healthy 365 app obtains 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.