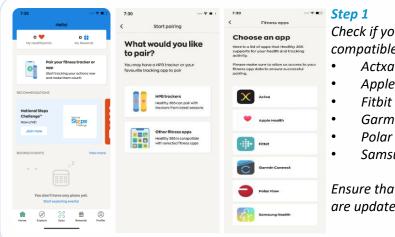






## Unable to update your step count and MVPA minutes? Try these troubleshooting steps for 3<sup>rd</sup> party apps



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

- Actxa<sup>®</sup> mobile app
- Apple Health mobile app
- Fitbit mobile app
- Garmin Connect<sup>™</sup> mobile app
- Polar Flow mobile app
- Samsung Health mobile app

Ensure that both your Healthy 365 and 3<sup>rd</sup> 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.

7:30 ···· ♥ ■⊃ < Actxo	7:30 ···· ♥ ♥ > < Fitbit	7:30 ···· ♥ ♥→ < Apple Health	7.30 ····· T # 1	5:17	7:30 ↔ ₹ L. C Garmin Connect
Close(X)	+ fitbit	Setting up	Samsung Health		
Authorise Healthy365 to access your account	Log In	connection	On 🔍		Ritheatiny 365
	f Continue with Facebook			Bigs in Have stal forgetter your partnerst?	Connect with Healthy 365? By connecting with Healthy 365, you agree to
Parameteri This application will be able to:	Continue with Google	Apple Health Set up	Allow this app to read and write Samsung Health data. Samsung isn't responsible for third-party services that we share data with.	Create your Pater account to access Pixet	by connecting with Healthy 306, you agree to share information from your Gammin Connect account to enhance your resperience with Healthy 355. This may include activities, location, heart rate and related metrics, calories burned and other health or personal data. Do you agree to share information from your
Get titress data from your Actealli account Get list of devices pained to your	EMGE Vice would address				
Actually account • Update Itmess data to your Actually account	Index your personned	Allow Healthy 305 to access my steps and heart rate data to track my fitness activity.	Allowed to read The third-party service may access		Garmin Connect account with Healthy 365? You can opt out and disconnect from Healthy 365 at any time in your Garmin Connect settings.
Gat physiological data from your Actuals account Updato physiological data to your Actuals account	Keep metroged in forgot password?		the following Samsung Health data. The service may store and use the data while you're using the service.	We use coolers to give you the best expension and most meterate ads. No can above or decline the use of coolers by differing on the battors. Lawr more altabut coolers in our <b>Cooler Patry</b> .	Healthy 365 Privacy Policy
Gel heartRale from your Actual: account	Lagin				Garmin Account Sign-In
Authorise - OR -	Ware to by our Peter Sign up		Daily step count trend	Cookie preferences	Password ( <u>Forpot</u> 2)
Login with Facebook Concel	Singapore •		Step count	DECLINE	
	About Us		CANCEL DONE	ALLOW COOKIES	



## Step 3

Ensure that your mobile phone is connected to the Internet. 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 take note that the Healthy 365 app draws data from the relevant 3<sup>rd</sup> 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 3<sup>rd</sup> party app server.



Aim for LO,000 --- Steps steps per day

For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg stepschallenge.gov.sg | #moveit150 | #my10ktoday Championing: Let's Beat Diabetes