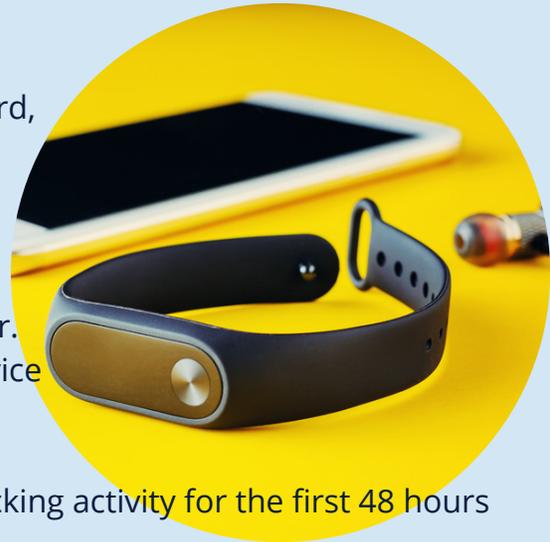# Fitness Device FAQs

How do I sync my device to the portal?

- Log in to the wellness portal with your username and password, then select the Rewards OR Challenges tile.
- Click the Sync Device button in the **My Progress** tab.
- Use the drop-down list of **Activity Trackers** and select your personal device.
- Click **Authorize**. You may need to disable your pop-up blocker.
- **Log in** to your fitness device's website and authorize your device to be connected.
- Click **Save** on your Profile.
- The initial sync will take 24-48 hours to connect. Manually tracking activity for the first 48 hours is recommended.

How do I sync to Samsung Health?

Samsung Health does not have a central database to collect data from. Instead, users must use the ChallengeRunner Android app to transmit data in real-time.

- Log in to the wellness portal with your username and password, then select the **Challenges** tile.
- Click the **Sync Device** button in the **My Progress** tab.
- At the bottom of the pop-up, click the **Here** hyperlink.
- Enter a password and click the **Change Password** button.
- Download the **ChallengeRunner App** from Google Play using the hyperlinks.
- Log in to the app using the **Username** and **Password** listed in the **Sync Device** button, then select Sign In.
- In the **Challenge App**, click the Settings button, select **Fitness Tracker** and then **Samsung Health**.
- Click the **Enable Samsung Health Integration** button, located to the right. You will see a brief notification that says **Syncing with Health App**.
- To refresh data within the app, click the **Back** button and click **Samsung Health**.
- To confirm your device synced, log in to the wellness portal from a computer and select the **Challenges** tile. Your activity will be viewable in the box to the right of **Steps Walked or Physical Activity Minutes**. You may also select the **Sync Device** button to verify the Samsung Health tracker is authorized.
- Each day, you will need to **open your Samsung Health App** so the steps can be synced to the wellness portal.

How do I sync to Apple?

- Open your **MyWellPortal app** to download the newest software to your device.
- Once the app it up to date, it will send you to your **Apple Health settings**. From here, select **Turn On All or select specific permissions** you would like to track.
- The MyWellPortal app will now sync your activity data straight from your Apple device. **Remember to open the app daily to sync your data and keep notifications turned on to receive reminders.**

Note: If you previously used the Challenge Runner app to sync your data, you may now delete it from your Apple device.

What devices/apps are compatible with the wellness portal?

Fitbit, Garmin, Jawbone, Misfit, Google Fit, Omron, Polar, Strava, Nokia (Withings), Apple Health and Samsung Health. You can only activate one activity tracker at a time.

How do I sync my device for challenge activity tracking?

Some of our physical activity challenges and My Rewards activities are tracking device enabled. If you have a device or app and want to use it for the challenge or My Rewards program, please follow the instructions above to connect.

How often do I need to sync my device?

Register your device at the beginning of every new wellness challenge or My Rewards program.

How do I disconnect my fitness device?

Under the Challenges tile, click on the Sync Device button in the My Progress tab, select "Revoke" next to your fitness tracker name.

How does my device sync minutes of physical activity?

It is important to note that each device records activity minutes differently and that data is pulled from the device manufacturer's website. Please refer to your device's website or manual for more information.

How often is data synced to the portal?

For the current day, data is collected from all* tracker manufacturer's databases every 15 minutes. For the prior day, data is collected once an hour. The reason for this, is to collect any data from devices that were not synced the night before. Once per day, data is collected for the last seven days. This will collect data for participants who may have forgotten to sync their device for several days.

Samsung Health does not have a central database to collect data from. Instead, users must use the ChallengeRunner Android app to transmit data in real-time.

Additional Questions?
For more information about activity trackers or troubleshooting see:
https://www.challengerunner.com/Support/Trackers
http://www.challengerunner.com/docs/ChallengeRunner-User-Quick-Start-Guide.pdf