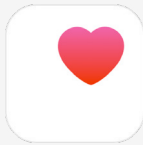




Having problems with your devices or apps?

Try reconnecting!

Apple Health 	- Tap 'Health App' on your iPhone - At the bottom of the screen, tap 'Browse' - On the health categories page, tap 'Activity' - Tap 'Steps and/or Active Energy' depending on what you are troubleshooting	- In the 'Steps/Active Energy' page, scroll all the way to the bottom and click 'Data Sources and Access' - Under 'Apps Allowed to Read Data', make sure Power of Vitality is turned on to green - If the app you are troubleshooting is turned green, please check 'Data Sources'	Every entry in the 'Data Sources' section should be checked to make sure the most recent data is being shared by being in the top position. Once it is confirmed which entry is the Apple Watch with the most recent data, it needs to be in the TOP priority spot on the data sources and access page	Navigate back to the 'Data Sources & Access' page and back to this page, click "Edit" in the top right-hand corner of the screen. The data source that has the most recent data should be moved to the top position.
Fitbit 	- Login to the Power of Vitality App - Tap Profile - Tap 'Apps and Devices'	- Tap 'Fitbit under the 'Connected' section - Tap 'Disconnect Fitbit button - Navigate to the home screen to and tap 'profile'	- Tap 'Apps and Devices' - Tap 'Fitbit under 'Available to connect' - Tap 'Connect Fitbit' button	Follow the linking instructions after being re-directed to the Fitbit website.
Garmin 	- Login to the Power of Vitality App - Tap Profile - Tap 'Apps and Devices'	- Tap 'Garmin under the 'Connected' section - Tap 'Disconnect Garmin' button	- Navigate to the home screen to and tap 'profile' - Tap 'Apps and Devices' Tap 'Garmin under 'Available to connect'	- Tap 'Connect Garmin button - Follow the linking instructions after being re-directed to the Garmin website.
Google Fit 	Check the Power of Vitality app to make sure Google Fit is connected. If it is connected and you're still not seeing points, follow the directions below.	On the homepage of the Google Fit app, tap 'Profile' at the bottom right-hand corner	- Next, navigate to the top right-hand corner to the gear icon or 'Settings' - Tap 'Manage connected apps'	Confirm that there are no other apps on this page except Vitality & the meditation apps we are compatible with. Also, check that the email address is the same as the one in the Power of Vitality app
MapMyFitness 	- Navigate to your profile - Tap 'Apps and Devices' - Tap 'MapMyFitness' under the 'Connected' section	- Tap 'Disconnect MapMyFitness' - Tap the 'Disconnect' button again. After this, your device will be disconnected.	- Follow the linking instructions after being re-directed to the homepage of the app - Sync your device from the MapMy-Fitness website or app	
Polar 	- Login to the Power of Vitality App - Tap Profile - Tap 'Apps and Devices'	- Tap 'Polar' under the 'Connected' section - Tap 'Disconnect Polar' button - Navigate to the home screen to and tap 'profile'	- Tap 'Apps and Devices' - Tap 'Polar' under 'Available to connect' - Tap 'Connect Polar' button	Follow the linking instructions after being re-directed to the Polar website.
Samsung Health 	- Check the Power of Vitality app to make sure Samsung Health is connected. If it is connected and you're still not seeing points, follow the directions below. - Tap into the Samsung Health App and then tap the three dots in the top right-hand corner - Tap 'Settings'	- Tap 'Apps' - You should see 'Power of Vitality' if it is connected correctly <i>If you are missing workouts for active calories, complete the following troubleshooting</i> - Check to make sure the Bluetooth is connected (If Using S Watch)	- Make sure the permissions are turned on - Make sure the weight, gender, and height are inputted in the Samsung Health App <i>If you are missing workouts for heart rate, complete the following troubleshooting</i>	- Check to make sure the Bluetooth is connected (S Watch is required for heart rate) - Make sure the permissions are turned on - Make sure the member starts a workout when using the heart rate function