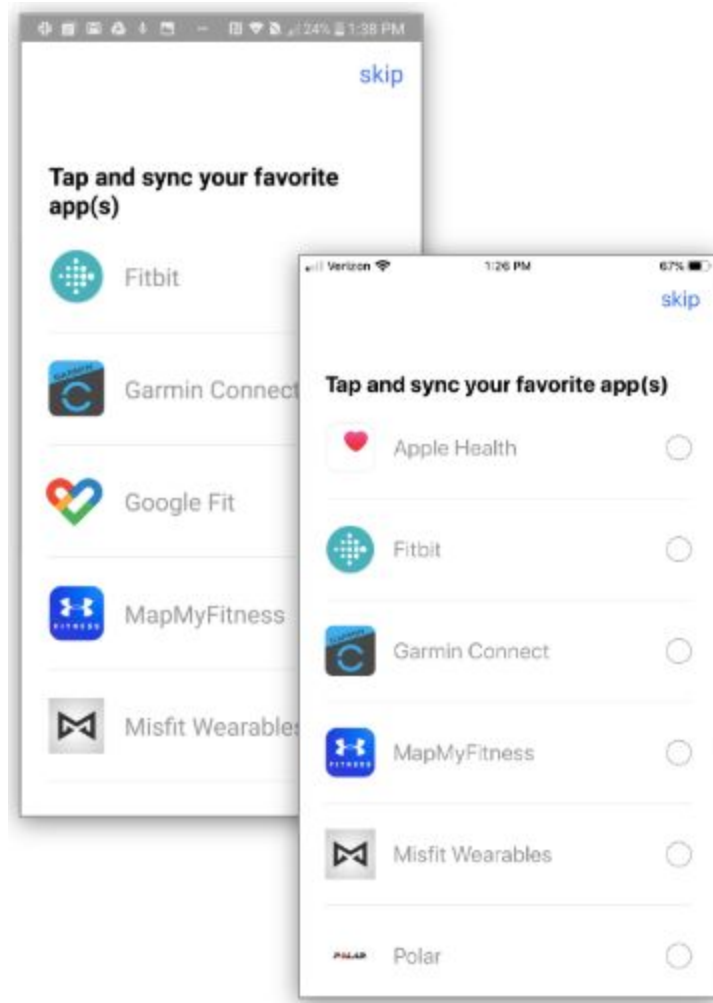
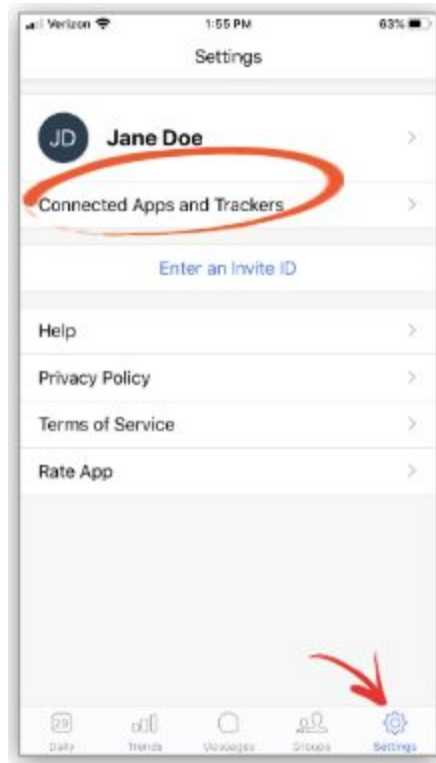


There are two places to sync with other apps from within the Well 1-2-1 app. First, during the sign-up process, you'll be prompted to choose from a list of apps available after you've entered your Invite ID and created your account with an email and password.



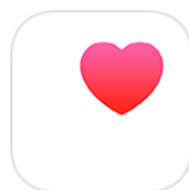
You can opt to skip this step during sign-up. If you skip this step, you can always find this page later by tapping the **Settings tab** in the app and then selecting **Connected Apps and Trackers**.



Each app has its own unique way of syncing, so it's important that you know what to expect when syncing with each app.

Below we've reviewed the syncing process for the most popular apps that Well 1-2-1 users sync with: Apple Health, Fitbit, Garmin, and Google Fit.

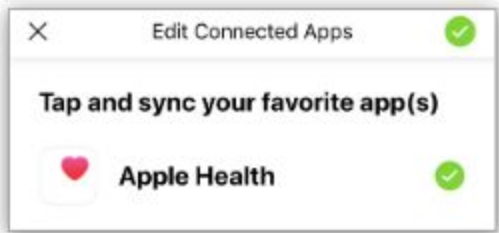
Apple Health



When syncing with Apple Health for the first time, you'll be directed to your Apple Health app to select the types of categories you can share with Well 1-2-1. We recommend selecting **Turn All Categories On** at the top of the page to make sure that all relevant data syncs over properly.



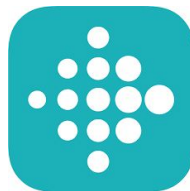
Once you've selected the appropriate categories, you'll be redirected back to the Well 1-2-1 app. You've now successfully synced with Apple Health!



What's most important to remember about Apple Health is that with this app specifically, **we are only able to sync with it while you have the Well 1-2-1 app open**, a process which can take **up to a couple of minutes**. We recommend you **open the Well 1-2-1 app at least once a day** to sync your data over. So if you aren't seeing data in Well 1-2-1 for a period, it's likely because Apple Health wasn't triggered to sync your data over since the last time you opened the Well 1-2-1 app.

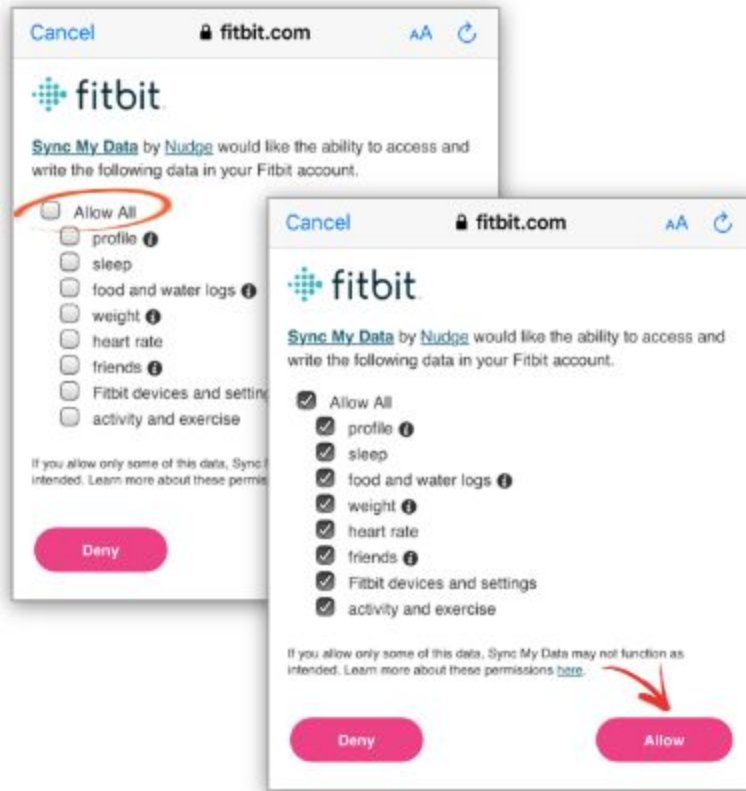
From time to time, we also see users try to sync apps not listed on the 'Connected Apps' page through Apple Health and into Well 1-2-1. While it is possible to do this with some apps, we typically cannot support syncing of this kind. To put it simply, we have no control how data comes in from apps that we don't sync **directly** with, so we don't recommend syncing other apps through Apple Health into Well 1-2-1; data often syncs in very inconsistently and incorrect in most of these cases.

Fitbit

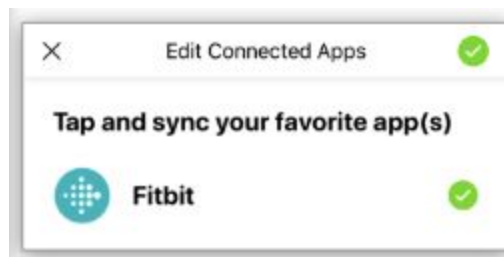


After selecting the Fitbit from the list of Connected Apps and Trackers, you'll be prompted to continue to the Fitbit website to login to your account and select which types of data you would like to share with your coach through the Well 1-2-1 app. Make sure you login with the same email address and password you used to create your account in the Fitbit app. If you're not sure which email address you used, you can find it in the Fitbit app by tapping the Profile button in the upper-left corner of the app (white avatar). Tap on **Security and Login** under the Privacy and Security header. Next to Change Email, you should see your email address listed. **Make a note of whatever it says in the Change Email field.**

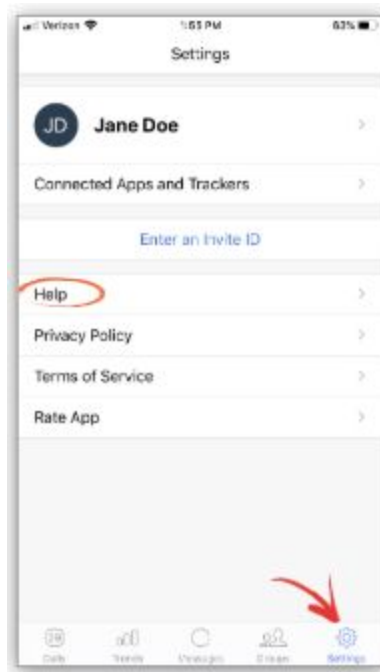
Once you've logged into the Fitbit website with the correct email address, you'll see a list of options of data types you can sync with Well 1-2-1. You ***must*** select **Allow All** at the top of the page to make sure that all relevant data syncs over properly.



After selecting Allow All, tap **Allow** in the bottom-right corner and you'll be directed back to the Well 1-2-1 app. You're now synced with Fitbit! Make sure to **open the Fitbit app daily** to ensure that your data looks correct there first before it syncs over to Well 1-2-1!



Keep in mind that syncing with Fitbit is not an instantaneous process. It can take **up to 24 hours** for your data to sync from the Fitbit app into Well 1-2-1. So as long as you see your data flow into Well 1-2-1 within 24 hours of a particular day, everything is working properly. We often receive messages from users concerned that they don't see their steps, etc., data in Well 1-2-1 immediately, but the normal syncing process with Fitbit doesn't usually, but can, take up to 24 hours so just make sure to leave everything connected (don't un-sync and then re-sync with Well 1-2-1) and you should see your data appear in the app shortly. If it has been 24 hours and you're still not seeing your data in the app, you can always send our app support team a note so they can take a deeper dive into your connection issue. Just tap the **Settings tab** in the app and then tap **Help**. You'll be directed to your email so you can send the support team a message.



Just like with Apple Health, we sometimes see users try to sync apps not listed on the 'Connected Apps' page through Fitbit and into Well 1-2-1. While it is possible to do this with some apps, we typically cannot support syncing of this kind. To put it simply, we have no control how data comes in from apps that we don't sync **directly** with, so we don't recommend syncing other apps through Fitbit into Well 1-2-1; data often syncs in very inconsistently and incorrect in most of these cases. If you've tried this and your data looks incorrect when it appears in the Well 1-2-1 app, we suggest unsyncing that third-party app from Fitbit so that your coach is able to see an accurate depiction of your daily habits.

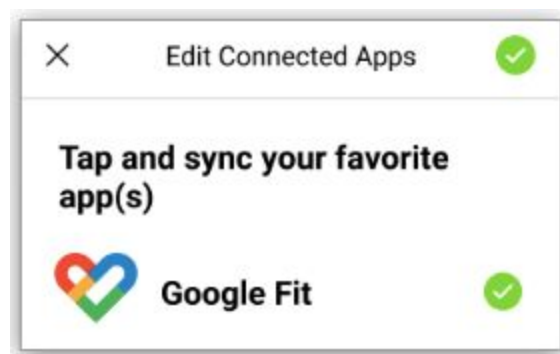
Google Fit



After selecting Google Fit from the list of Connected Apps and Trackers, you'll be directed to login to the Google account you wish to sync with Well 1-2-1. Select from the list of emails provided or tap **Use another account** to add the correct account, and enter your email password.

Next, you'll have the option to choose which types of data you wish to share with your coach through Well 1-2-1. Select the options you would like to share and then select **Allow**. Then **choose the Well 1-2-1 app** to Open with and select **OK**.

Once you tap OK, you'll be redirected back to the Well 1-2-1 app. You've now successfully synced with Google Fit!



Once you've synced with Google Fit, you should start to see your data sync into Well 1-2-1 within 24 hours. As with most of our apps, it can take **up to 24 hours** for your data to sync from Google Fit into Well 1-2-1. So as long as you see your data flow into Well 1-2-1 within 24 hours of a

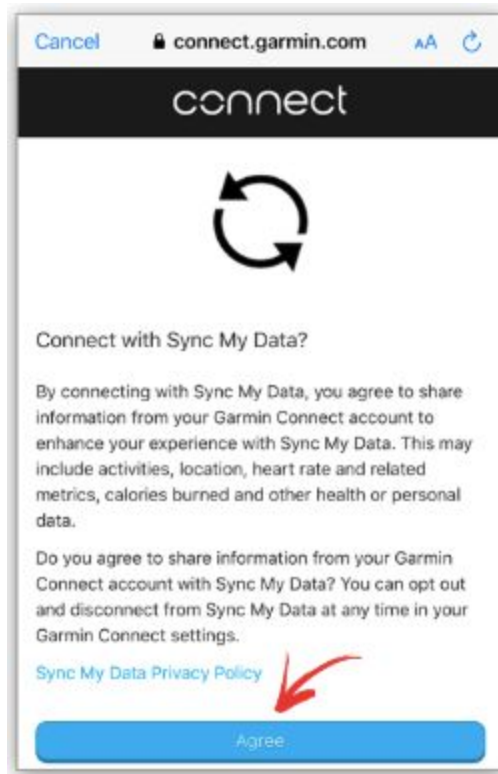
particular day, everything is working properly. Make sure to **open Google Fit** daily to ensure that your data looks correct there first before it syncs over to Well 1-2-1!

Garmin

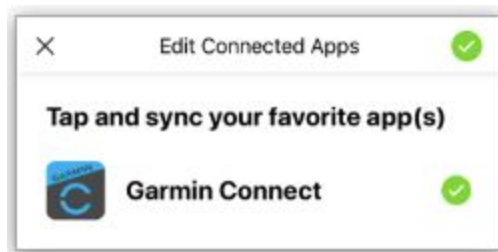


After selecting the Garmin Connect app from the list of Connected Apps and Trackers, you'll be prompted to continue to the Garmin website to login to your account. **Make sure you login with the same email address and password you used to create your account in the Garmin app.** If you're not sure which email address you used, you can find it in the Garmin Connect app by tapping the **More tab** and then selecting **Settings**. Tap on **App Diagnostics** under the Tech Details header. Next to **GC Acct. Name**, you should see your email address listed. **Make a note of whatever it says in this field.**

Once you've logged into the Garmin website with the correct email address, tap **Agree** at the bottom of the page to complete the syncing process with Well 1-2-1.



You're now synced with Garmin Connect!



Special Note for Garmin Connect users:

You should **open Garmin Connect at least once a day** to sync your data into Garmin Connect from your device, and then **open Well 1-2-1 daily** to sync your data from Garmin Connect to Well 1-2-1. This will maintain the information flows normally from one app to the next.

The apps reviewed above are the most popular ones used to sync data into the Well 1-2-1 app. If you have any questions on the steps listed, or if you need help syncing with a **different app** not mentioned here, just tap the **Help button** in the Settings tab of your app and we will gladly assist you!