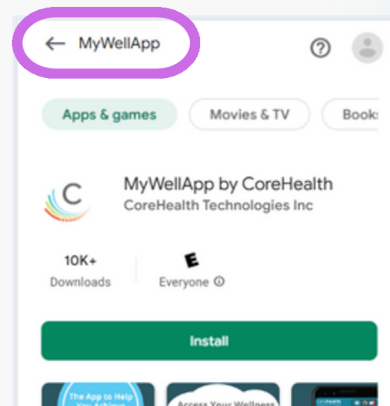


SYNCING ANDROID HEALTH CONNECT TO THE MYWELLAPP



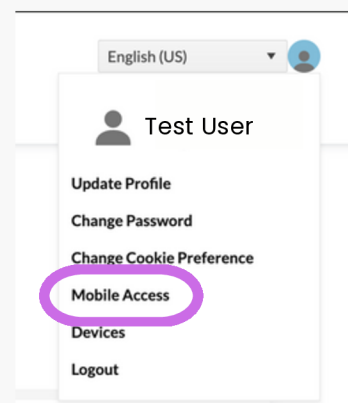
Step 1

Search for the MyWellApp in the Google Play Store.
Download and install.



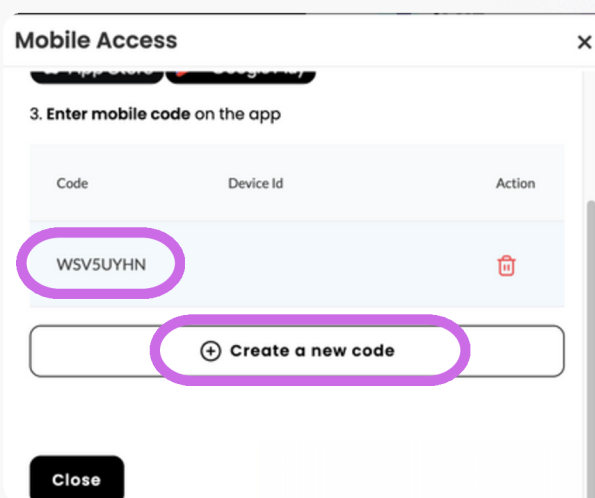
Step 2

Log into your wellness account **on a computer** and click the avatar at the top of the **Home** page.
Click **Mobile Access**.



Step 3

Click **Create a New code**, generate a new mobile access code. Open the app on your phone and enter the access code when prompted. Remember that the letters are case-sensitive. It may take a moment to connect to your account.



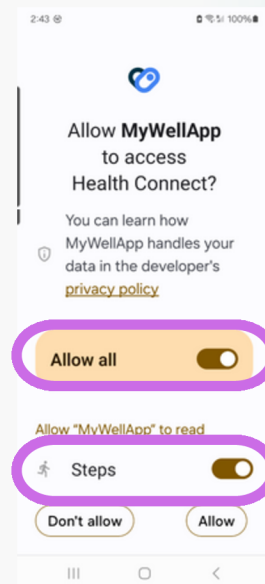
SYNCING ANDROID HEALTH CONNECT TO THE MYWELLAPP



Step 4

Once you are logged in with a new mobile code, the Android Health Connect pairing request will automatically come up.

Click **Allow** at the bottom of the request. If the Allow button is greyed out, click **Allow All** or choose the data you wish to allow (**Steps** at minimum).



Step 5

If you have a wearable device, be sure it is synced to the Android Health Connect app by opening the Android Health Connect app and tap **Get Started**. Under "Permissions and data" tap **App permissions**. Turn on apps that you want to sync with Health Connect, select data permissions you want to share, tap **Allow**.

Note: You must have the MyWellApp open frequently for up-to-date data sharing.

Still Having Trouble?

Contact CoreHealth Support at support@corehealth.global or call (866) 396-2673 Ext 3.

SYNCING ANDROID HEALTH CONNECT TO THE MYWELLAPP



Frequently Asked Questions

Why are my steps not registering?

Your steps may not be registering because your device was either not synced properly or you have not allowed a certain category on the app to sync over. The MyWellApp must also be open.

Why is my device not syncing?

The device may not be syncing because you may not have linked your wearable device in the Android Health Connect App. The MyWellApp needs to be running to properly sync your data.

I have revoked access to a category, and I want to re-enable it. How can I do that?

It is best to un-sync your device and uninstall the MyWellApp. Once finished, you can reinstall the MyWellApp and resync your device. Once these settings have initially been selected, they will not be able to change.

I am unable to see where to sync my Android device to CoreHealth's platform. How do I fix this?

There could be issues on Android's or CoreHealth's end that could prevent this button from displaying and allow you to sync your device. If this is the case, please reach out to your site's support team and they will be able to assist you in other steps and alternatives.

Why doesn't the step count on my wearable device match what's in my Android Health Connect app?

Your device may not be syncing to your Android Health Connect app. You can either manually sync your device with your Android Health Connect app, or you can configure your device to automatically sync to your Android Health Connect app throughout the day.

What if I don't have a wearable device, but I keep my phone in my pocket to record my steps?

No problem! The steps recorded in the Android Health Connect app on your phone will sync with your wellness account just the same. Follow the steps above to sync the Android Health Connect app with your wellness account and troubleshoot any issues you have.

How do I un-sync my Android Health Connect app from my wellness account?

1. Open the MyWellApp on your phone.
2. Click on the Sync icon in the bottom menu.
3. Click "Disable Health Connect"

