

## Record your steps/activities!

### 1. What devices can I use to track my steps and activities?

You can use the following devices to track steps and activities:

- **Mobile app** — Apple Health, Google Health Connect, Garmin, Fitbit, Withings, or Strava
- **Web** — Fitbit, Garmin, Withings, or Strava

If your device isn't listed above, don't worry. While you can add your activities manually, there are many other wearables that can connect through Apple Health (iPhone) or Google Health Connect (Android), including Oura, Whoop, Peloton, Polar, MyFitnessPal and more).

On the web, Withings can serve as a bridge for Apple Watch and Android wearables.

### 2. How do I connect my wearable device with the Well Digital mobile app?

- Select **2026 Global Get Active** from the home page, then select **Connect your step tracker** from the *How it Works* section. Or, from the home page, navigate to the **Profile icon (upper right) > Settings > Apps and Devices**, then select the device or app you'd like to connect.
- Choose a way to sync: Apple Health, Google Health Connect, Garmin, Fitbit, Withings, or Strava. *Apple Health (iPhone/Apple Watch) and Google Health Connect (Android) connect data from hundreds of compatible apps and devices such as Peloton, Whoop, Oura, MyFitnessPal and many others.*
- Follow the prompts as you are redirected to sign in with the service you selected.

*If you use a Fitbit device and have recently migrated to the Google Health app, select **Fitbit** from the Apps and Devices screen — not Google Health Connect. When prompted to sign in, use your **Google account credentials**. Your data will sync through the Fitbit connection as usual.*

- Select the data types (such as, activity, steps, etc.) you want to sync and confirm your choices.
- You'll return to Well and see a confirmation screen. Your data will begin syncing to **MyHealth** within a few minutes.

Have questions or need assistance? Chat with a Well Guide (select **AskWell** from the bottom navigation bar).

### 3. If I'm having trouble connecting through Apple Health or Google Health Connect. What steps can I take to troubleshoot?

#### **Apple Health (iPhone / Apple Watch)**

1. Make sure the **Well Digital app** and the **Apple Health app** are both installed and up to date. Apple Health comes pre-installed on every iPhone.
2. In the Well Digital app, go to **Profile icon (upper right) → Settings → Apps and devices** and tap **Apple Health**.
3. When the iOS Health permissions screen appears, tap **Turn On All** (at minimum, enable **Steps, Active Energy**, and the workout categories you use). If any data type is turned off, that data won't sync.
4. If you don't see the permissions screen, open the iPhone **Settings** app, tap **Health → Data Access & Devices → Well**, and toggle on the permissions you want to share.

5. Wear your Apple Watch or carry your iPhone as you move — Apple Health only records steps and activities while the device is with you.
6. Still not syncing? Close the Well Digital app and reopen it, or sign out and sign back in.

### **Google Health Connect (Android)**

1. Make sure **Health Connect** is installed. On newer Android devices it's built into Settings; on older devices you may need to install it from the Google Play Store.
2. In **Settings > Apps > Health Connect > "Open" app > App permissions**, confirm that your wearable app (e.g., Fitbit, Samsung Health, Google Fit) is allowed to **write** to Health Connect, and that **Well** is allowed to **read** from Health Connect.
3. In the Well app, go to **Profile icon (upper right) > Settings > Apps and devices** and tap **Google Health Connect**. Grant the permissions you want to share (at minimum, Steps and any activity types you record).
4. Make sure your wearable app is signed in and actively syncing on your phone. Health Connect only passes along data that another app has already written to.
5. Still not syncing? Open Health Connect, check **Data and access** to confirm Well has read data, and try disconnecting and reconnecting from the Well app.

#### **4. How do I connect my wearable device with Well on the web?**

If you primarily use My Wellness on the web (mywellnessbofa.com), you can still sync your fitness data and track steps, even if you use Apple Watch or an Android wearable.

- Select **2026 Global Get Active** from the home page, then select **Connect your step tracker** from the *How it Works* section. Or, from the home page, navigate to **MyHealth > Tracking** and select **Manage connected apps and devices** at the bottom of the page.
- Then select the device or app you'd like to connect: Garmin, Fitbit, Withings, or Strava. If you use an Apple Watch or Android wearable that syncs with Apple Health or Google Health Connect, **Withings** can serve as a bridge to get your activity on the web. See the next question for details.
- Sign in securely when prompted, and your data will begin syncing with Well.

If you have questions or need assistance, chat with a Well Guide (select **Chat** from left navigation bar).

#### **5. Can I use Withings on the web to sync data from Apple Health or Google Health Connect?**

Yes — this is one of the main ways web-only members connect their data.

The Withings Health Mate app (free on iOS and Android) can sync with Apple Health on iPhone or Google Health Connect on Android. Once that connection is set up, linking Withings to Well allows your data — including all-day activity tracking — to flow into Well using Withings as a bridge.

This is a great option if you:

- Use Well on the web (no Well mobile app)
- Don't have a Fitbit or Garmin to connect directly
- Want automatic, all-day activity tracking — not just workouts

How to set it up

On iPhone:

- Download Withings Health Mate app
- Go to Profile → Apps → Apple Health
- Toggle on the data types you want to share (at least Steps).

On Android

- Download Withings Health Mate
- Open the Share tab → tap the Health Connect logo
- Tap Activate and toggle on the data types you want to share

Then, connect Withings on the Well website and your data will begin syncing into MyHealth.

#### 6. Does Strava automatically count my steps?

No, Strava syncs activities captured during recorded workouts, but it does **not** track your total steps throughout the day. To count your Strava activities toward your step total, open a synced activity in **MyHealth** and toggle to **Convert to steps**. The system will automatically calculate the step equivalent based on the activity type and duration.

#### 7. How do I manually add steps or activities (without connecting a wearable or device)?

- From the **Global Get Active!** card, select **MyHealth** from the *How it Works* section, or select **MyHealth** from the navigation bar.
- From **Tracking**, on the mobile app select the plus sign (+), or from the web select **Add an entry**.
- Select **Steps** or **Activity**.
- If you select **Steps**, fill in the number of steps and the date you completed. Then tap **Save**.
- If you select **Activity**, select the activity you completed from the drop-down menu. If your activity is not listed, select “Other activity”, or a comparable activity from the list. Enter the duration, date, and time.

#### 8. How do I convert my activities into steps?

To convert an activity to steps, as you are logging it, tap the Convert to steps “toggle”, then tap Save. Your activity will automatically be converted to steps.

If you forget to do this or if you wish to convert a previously logged activity, you can find the activity in the MyHealth activity list, select it to open the details, tap Convert to steps at the top and select Save.

#### 9. When is the last day to enter my steps?

You have until 11:59 p.m. local time on Thursday, July 30, to upload retroactive steps. Only steps recorded through the July 26 challenge end date will count toward your 2026 Global Get Active! Challenge total. Steps can be added for up to 14 days in the past.

#### 10. What is the maximum number of daily steps that can count toward the challenge?

A maximum of 30,000 steps per day can be counted. Any steps you add — up to that daily limit — will count toward the challenge total.