

Syncing Your Fitness Device to the Member Wellness Portal FAQs

GETTING STARTED

Q: What devices and apps work with the Member Wellness Portal?

A: Devices include Apple Watch®, iPhone® pedometer, FitBit®, Withings and Jawbone®. Fitness apps include Runtastic, MapMyFitness and Strava. A list of our fitness device and app partners can be found on the Wellness Portal under “Devices and Apps” in the “Help” section.

Q: Do I need to set up an account through my device's company website?

A: Yes. You must create an account through your device's website or app before you can sync it to the wellness portal. Please refer to the instructions that came with your device to create that account.

Q: How do I connect to Apple® Health?

A: To sync your Apple Watch, iPhone pedometer or Runtastic app, log in to the AlwaysOn™ mobile app and select “Devices” from the menu. Choose Apple Health and select “Enable Now.” Choose “All Categories On,” then “Allow.”

Q: How do I connect my device?

A: Visit bcbst.com and log in to BlueAccessSM. Click on the “My Health & Wellness” tab and then select the “Member Wellness Portal” tile. Once you're in the portal, choose “Devices & Apps” in the dropdown menu and follow the directions to sync your device or app.*

Q: How will I know if my device is connected?

A: Your activity will appear on the My Fitness page. It will also say “Connected” on the device's icon on the Manage Devices page.



Q: Do all of the devices or apps capture minutes and/or steps?

A: Yes.

UNDERSTANDING THE “MY FITNESS” PAGE

Q: How often should I sync my device?

Sync your device several times per day through its app so you can see your most recent activity on the My Fitness page.

Q: Can I connect more than one device?

A: Yes. There is no limit to the number of devices and apps you can connect to the My Fitness page. If you've updated or purchased a new device from the same company with the same login, you do not need to disconnect your device. Your activity data will continue to display on the My Fitness page.

Q: I have multiple devices, but the My Fitness page only shows data from one of them.

A: All of your connected devices and apps display on the My Fitness page. Use the drop-down menu next to “View” to switch between devices.

Q: What information will show on the My Fitness page?

A: Physical activity-related stats, including calories, minutes of activity, steps and miles traveled display on the My Fitness page.

Q: Can I change what displays on the My Fitness page?

A: No. Calories, steps, minutes and miles are the only data displayed on the My Fitness page and they can't be changed or deleted. You may be able to view more on the device's website or app.

*Only devices and apps listed are available to sync.

Q: Can I change my activity timeframe on the My Fitness page?

A: Yes. You can filter your activity by day, week, month or year by using the time filter at the top of the My Fitness page.

Q: Why does the My Fitness page show 0 minutes of activity for my Fitbit?

A: We're not able to show Fitbit minutes of activity because of the unique way that Fitbit measures those minutes. We recommend checking your Fitbit dashboard on the Fitbit website or app to see a more complete view of your activity, including active minutes.

Q: Why doesn't the information on the My Fitness page match my device or app?

A: The My Fitness page shows activity from the last time you synced your device with its app. If you haven't synced in a while, the information on your device may not match the My Fitness page. It could take one to two hours before your updated information is shown. For some devices, there may be differences between what we show and what's on your device's companion app/website. We recommend checking your device's companion app/website if this happens.

Q: I'm having trouble connecting my device.

A: Make sure you created an account through your device's company website or app. Refer to the instructions that came with your device to find out how to create an account. If you are still having issues setting up your device and/or the account associated with your device, check your device's specific website for further help. If you still have issues after troubleshooting, call customer support at **1-877-709-0201**.

Q: I can't see my fitness data.

A: Try disconnecting and reconnecting your device. From the My Fitness page, go to "Manage Devices" and click "Disconnect." Wait a few minutes, then click "Connect." It may take one to two hours for your new information to display. If you still have issues after troubleshooting, call customer support.

Q: Why doesn't the My Fitness page show all of my stats — steps, minutes and/or miles?

A: Depending on the kind of activity tracker you have, you may find that not all of your fitness activity displays on your page after you connect it. If not, please refer to your tracker's website or companion mobile app for a more complete view of your activity.

Q: When should I disconnect my device?

A: If you are no longer using a device to track your activity, you should disconnect it. If you've updated or purchased a new device from the same company and are using the same login, you do not need to disconnect your old device. Your activity data will continue to display on the My Fitness page.

MORE QUESTIONS?

To view more questions, visit the Member Wellness Portal, click on "Device and Apps" in the menu and select "Help."