

# App & Device Connection and Troubleshooting Guide

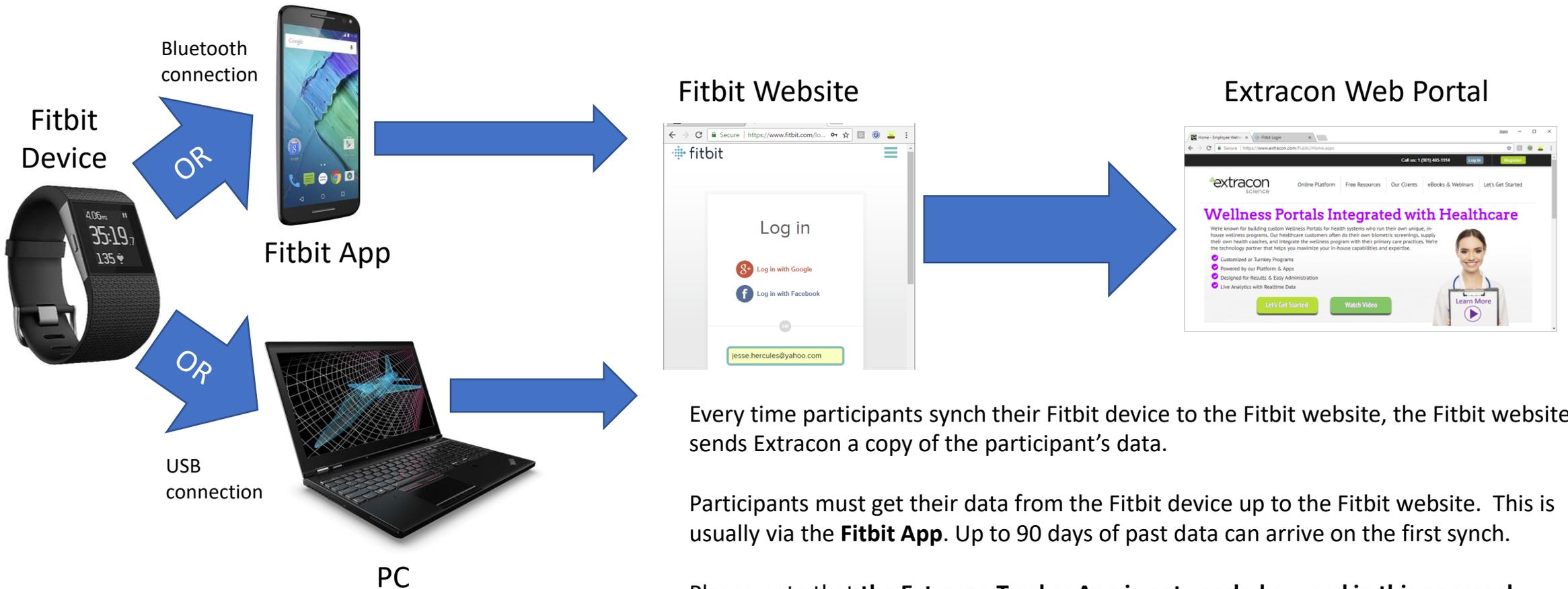
Extracon Science LLC

5/8/2018

# Apps / Devices You Can Connect:

- Fitbit Devices
- Extracon's Health Tracker App
- Apple Watch
- Any Device You Can Connect to Apple HealthKit
- Any Device You Can Connect to Google Fit

# Fitbit Overview



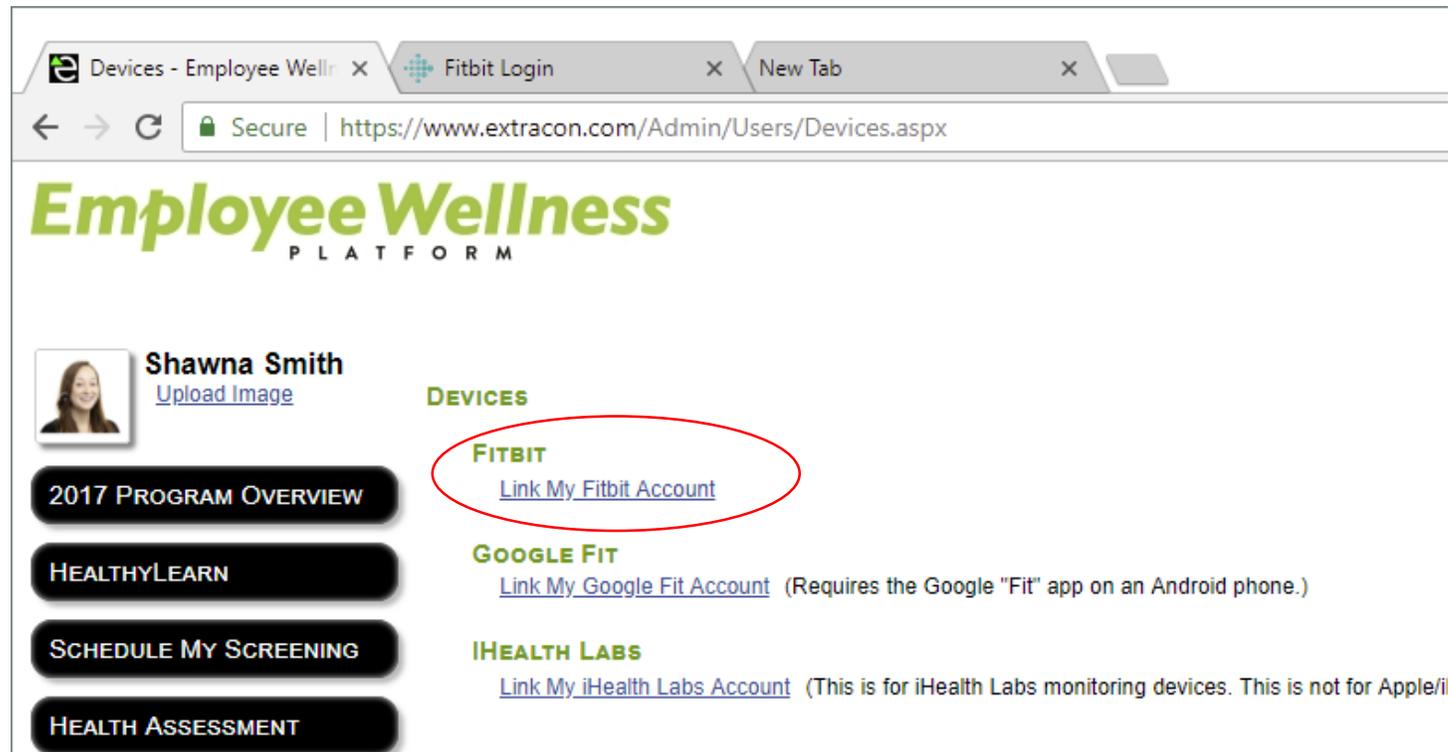
Every time participants synch their Fitbit device to the Fitbit website, the Fitbit website sends Extracon a copy of the participant's data.

Participants must get their data from the Fitbit device up to the Fitbit website. This is usually via the **Fitbit App**. Up to 90 days of past data can arrive on the first synch.

Please note that **the Extracon Tracker App is not needed or used in this approach**. Fitbit steps are not back-fed to the Extracon App from the web.

# Connect Your Fitbit

- Get your Fitbit set up and synching with the Fitbit website first.
- Check the Fitbit website to be sure you are seeing your steps appear on the Fitbit website.
- Log into Extracon.com and click the Devices button on the left
- Click “Link My Fitbit Account”



The screenshot shows a web browser window with three tabs: "Devices - Employee Wellr", "Fitbit Login", and "New Tab". The address bar displays "Secure | https://www.extracon.com/Admin/Users/Devices.aspx". The main content area features the "Employee Wellness PLATFORM" logo at the top. Below the logo, there is a user profile for "Shawna Smith" with an "Upload Image" link. To the left of the main content, there are four navigation buttons: "2017 PROGRAM OVERVIEW", "HEALTHYLEARN", "SCHEDULE MY SCREENING", and "HEALTH ASSESSMENT". The main content area is titled "DEVICES" and contains three sections: "FITBIT" with a circled "Link My Fitbit Account" link, "GOOGLE FIT" with a "Link My Google Fit Account" link and a note "(Requires the Google 'Fit' app on an Android phone.)", and "IHEALTH LABS" with a "Link My iHealth Labs Account" link and a note "(This is for iHealth Labs monitoring devices. This is not for Apple/i)".

# Fitbit Permissions

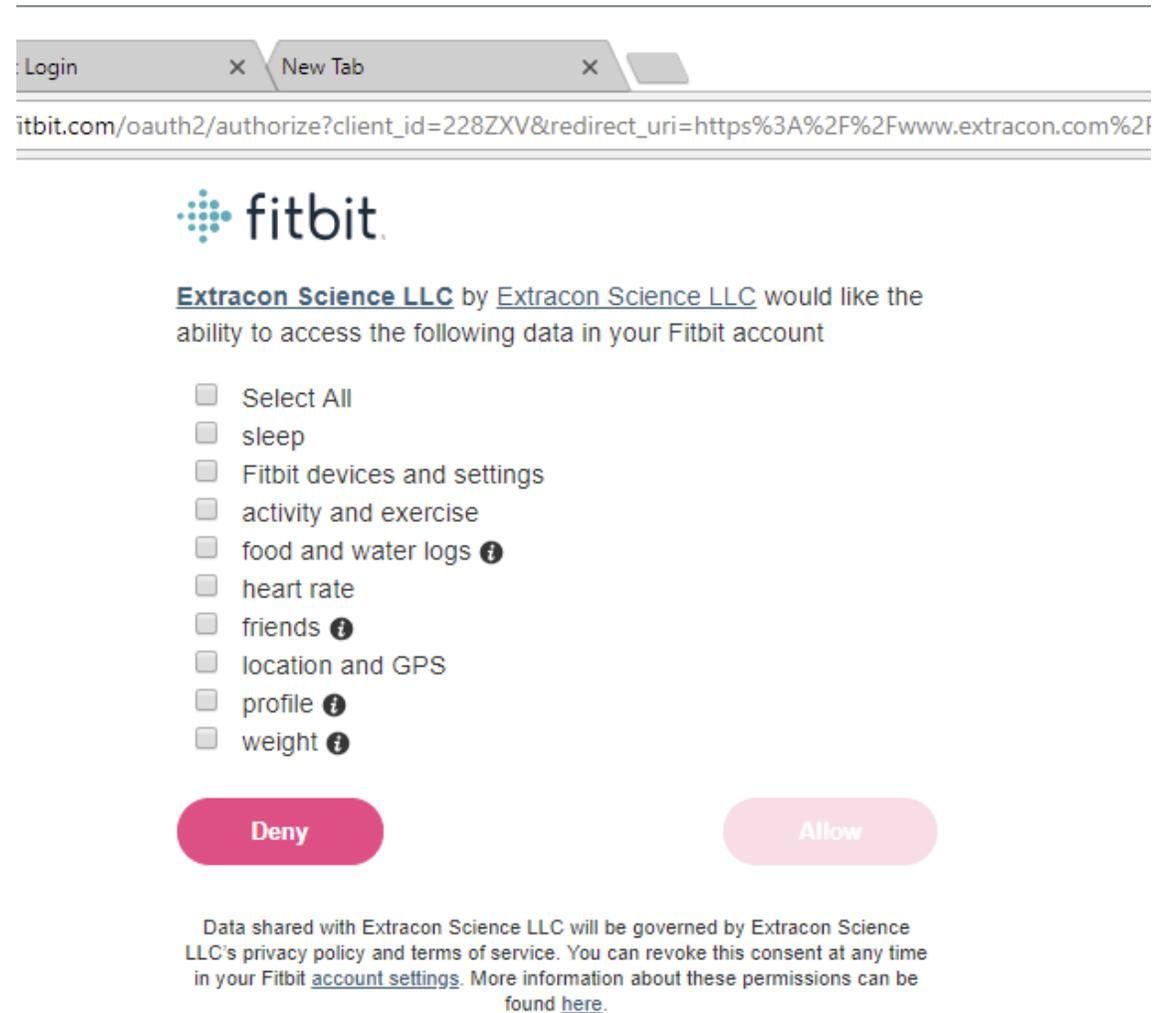
There are two steps in setting up the data Fitbit will send to Extracon.

In the first step (shown here), you have to enable permissions for all of these:

- Sleep
- Fitbit Devices and Settings
- Activity and Exercise
- Food and Water Logs
- Profile
- Weight

In the next step, you will be able to select which of these Extracon will receive and store. For example, you could limit Extracon to receive and store your Steps data only.

Once you have the permissions and data types set, get some new steps and synch your Fitbit.



The screenshot shows a web browser window with two tabs: 'Login' and 'New Tab'. The address bar displays the URL: `fitbit.com/oauth2/authorize?client_id=228ZXV&redirect_uri=https%3A%2F%2Fwww.extracon.com%2F`. The main content area features the Fitbit logo at the top. Below it, a message states: 'Extracon Science LLC by Extracon Science LLC would like the ability to access the following data in your Fitbit account'. A list of permissions is provided, each with an unchecked checkbox: 'Select All', 'sleep', 'Fitbit devices and settings', 'activity and exercise', 'food and water logs' (with an information icon), 'heart rate', 'friends' (with an information icon), 'location and GPS', 'profile' (with an information icon), and 'weight' (with an information icon). At the bottom, there are two buttons: a red 'Deny' button and a light pink 'Allow' button. A footer note reads: 'Data shared with Extracon Science LLC will be governed by Extracon Science LLC's privacy policy and terms of service. You can revoke this consent at any time in your Fitbit [account settings](#). More information about these permissions can be found [here](#).'

# Check to see your Fitbit steps

After you have linked your Fitbit account to Extracon, and then synched your Fitbit device, check to see your steps on the “Report My Progress” page.

## REPORT DAILY PROGRESS

[Why is there a limit on how much I can enter?](#)

Select the date to log progress for:

5/7/2018 

Monday May 7, 2018

There are no items available for you to report progress for on the selected date.

## EXISTING PROGRESS

2761 Items Found

Page 1 of 111

Results per page: 25

Date	Progress Type	Value	Reported At (Central Time)
04/04/2018	Walking (Device- Fit Bit)	6 steps	04/05/2018 01:22 AM
04/04/2018	Sleep (Device- Fit Bit)	6.8 hours	04/04/2018 05:59 PM
04/04/2018	Walking (Device- Fit Bit)	1,382 steps	04/04/2018 05:58 PM
04/03/2018	Walking (Device- Fit Bit)	12,047 steps	04/04/2018 05:58 PM
04/03/2018	Walking (Device- Fit Bit)	961 steps	04/03/2018 01:19 PM
04/03/2018	Sleep (Device- Fit Bit)	7.2 hours	04/03/2018 09:22 AM
04/02/2018	Walking (Device- Fit Bit)	10,560 steps	04/03/2018 09:22 AM
04/02/2018	Sleep (Device- Fit Bit)	6.6 hours	04/02/2018 02:06 PM
04/02/2018	Walking (Device- Fit Bit)	1,492 steps	04/02/2018 02:06 PM
04/01/2018	Walking (Device- Fit Bit)	429 steps	04/02/2018 02:06 PM
04/01/2018	Walking (Device- Fit Bit)	10,603 steps	04/01/2018 11:52 PM
04/01/2018	Sleep (Device- Fit Bit)	7.5 hours	04/01/2018 11:52 PM
03/31/2018	Walking (Device- Fit Bit)	360 steps	04/01/2018 11:52 PM
03/31/2018	Walking (Device- Fit Bit)	19,064 steps	03/31/2018 10:02 PM
03/31/2018	Sleep (Device- Fit Bit)	6.1 hours	03/31/2018 09:16 AM

# Extracon App - Android

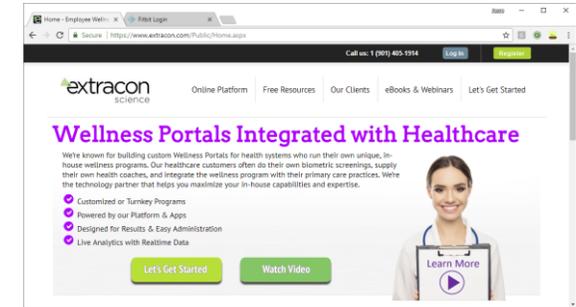
- Directions and links to get the Extracon Tracker App are on the Devices page. You can find the app on Google Play by searching for *Extracon Health Tracker*.
- The Extracon Tracker App takes the steps counted by your Android phone and sends those steps to the Extracon website. This is a ONE WAY send.
- The totals shown in the Extracon Tracker App are only what the App itself has collected.
- Think of the Extracon Tracker App as “just one more device” that feeds data to the Extracon website.
- Make sure you open the Extracon Tracker App and look at your steps at least once a week. Once a day is even better! This gives the App a chance to synch with the Extracon website.
- The Extracon Tracker App uses Google Fit. When you first run the Extracon Tracker, you will be prompted to select your Google account. This allow the Extracon Tracker App to collect steps through Google Fit.
  - You do not need install Google Fit on your phone for the App to work.

## Extracon App



One Way Send

## Extracon Website



Shawna Smith

[Upload Image](#)

2017 PROGRAM OVERVIEW

HEALTHYLEARN

SCHEDULE MY SCREENING

HEALTH ASSESSMENT

MY CHALLENGES

REPORT MY PROGRESS

SELF-DIRECTED PROGRAMS

[Invite Others](#)

[User Resources / Support](#)

[Devices](#)

[My User Profile Info](#)

### DEVICES

#### FITBIT

[Link My Fitbit Account](#)

#### GOOGLE FIT

[Link My Google Fit Account](#) (Requires the Google "Fit" app on an Android phone.)

#### IHEALTH LABS

[Link My iHealth Labs Account](#) (This is for iHealth Labs monitoring devices. This is not for Apple/iPhone Health Kit.)

### EXTRACON TRACKER APP ON IPHONE & ANDROID



From your iPhone, scan the QR code above or:

1. Open the App Store
2. Search for Extracon Health Tracker
3. Click +Get



From your Android phone, scan the QR code above or:

1. Open Google Play
2. Search for Extracon Health Tracker
3. Install the App

Make sure you open the Extracon Tracker App and look at your steps at least once a week. Once a day is even better! This gives the App a chance to synch with the Extracon website.

# Extracon App - iOS

- Directions and links to get the Extracon Tracker App are on the Devices page in Extracon. You can find the app on the Apple App Store by searching for *Extracon Health Tracker*.
- For iOS, make sure you give the Extracon Tracker App both Read and Write permissions to Apple Health.
- Your steps must be accumulating in Apple Health on your phone before the Extracon Tracker App can read them.
- Make sure you open the Extracon Tracker App and look at your steps at least once a week. Once a day is even better! This gives the App a chance to synch with the Extracon website.

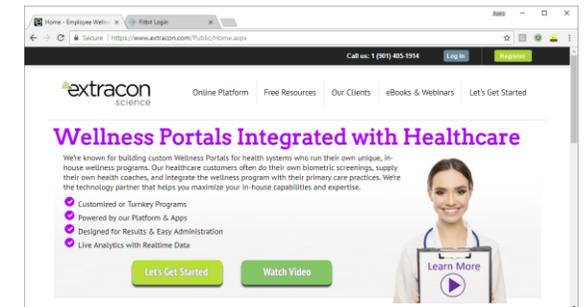
Your steps accumulate in Apple Health on your phone



Extracon App reads steps from Apple Health on your phone



One Way Send

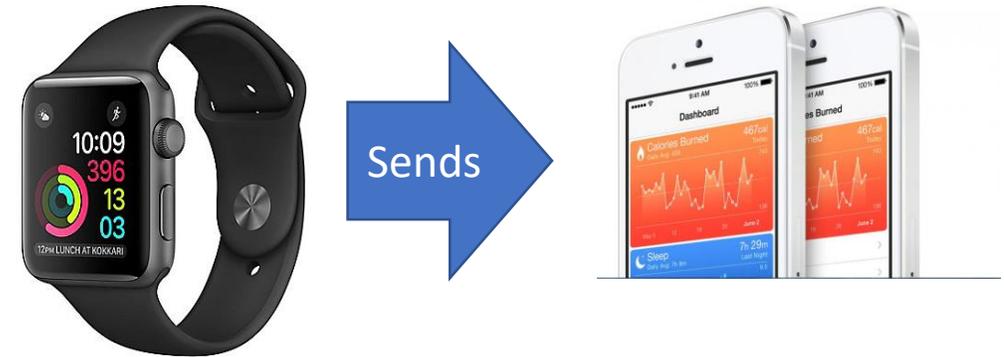


When you open Extracon Tracker App and look at / refresh your Steps page, it sends your steps to the Extracon Website

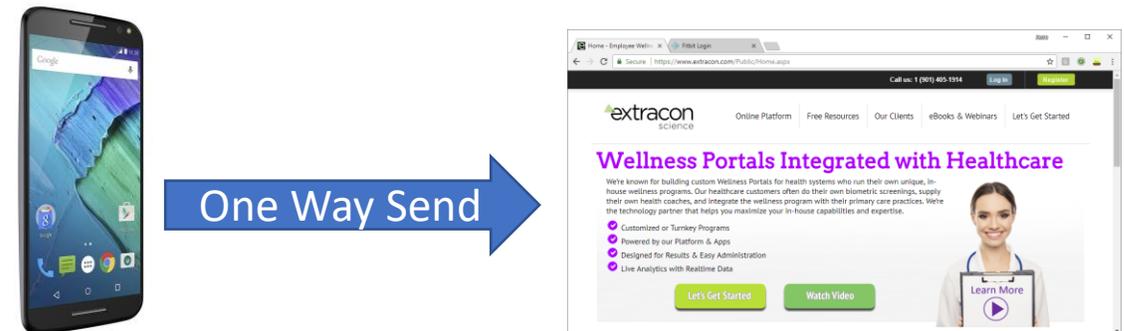
# Apple Watch

- Set up your Apple Watch and verify that your data is getting into Apple Health on your phone.
- Make sure you give the Extracon App **both** Read and Write permissions for steps in Apple Health.
- The Extracon App for iOS reads steps from Apple Health.
- The Extracon App sends those steps to the Extracon website. This is a ONE WAY send.
- Make sure you open the Extracon App and look at your steps at least once a week. Once a day is even better! This gives the App a chance to synch with the Extracon website.
- You may be able to link other popular step-counters to Apple Health instead of Apple Watch. This works in the same way, but Extracon is unable to provide technical support to help you do this.

Apple Watch sends steps to Apple Health on your Phone



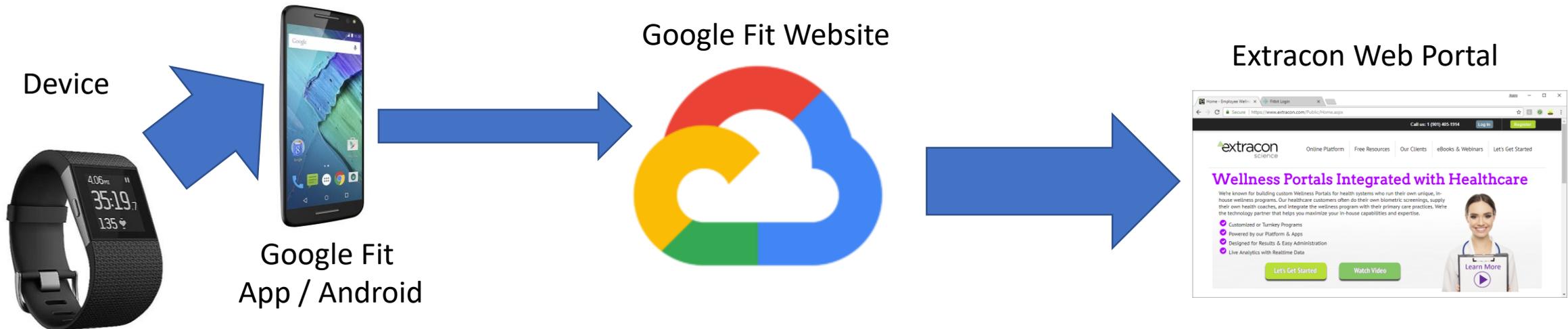
Extracon App on your Phone reads steps from Apple Health



When you open Extracon App and look at / refresh your Steps page, it sends your steps to the Extracon Website

# Google Fit

- Google Fit is an App for your Android phone that can connect to a variety of devices.
- Your data will go from your wearable, to Google Fit on your phone, to the Google cloud, then to Extracon.
- You can also use just the Google Fit app on your phone to track your steps without a wearable.
- You do **NOT** need the Extracon App to make this work.
- You do need to first **install and run Google Fit** on your phone
- You also need to **link your Google Fit** account to Extracon (see next slide)
- It's sometimes possible to link a device to a 3<sup>rd</sup> party app, such as Strava, then link that app to Google Fit. This can work to link devices that don't directly talk to Google Fit, but Extracon is unable to provide technical support for linking or using 3<sup>rd</sup> party apps.



# Link Your Google Fit account

Go to the Devices page, then click “Link My Google Fit account.”  
Follow the directions onscreen.

The screenshot shows a user profile for Shawna Smith. On the left is a vertical navigation menu with buttons for: 2017 PROGRAM OVERVIEW, HEALTHYLEARN, SCHEDULE MY SCREENING, HEALTH ASSESSMENT, MY CHALLENGES, REPORT MY PROGRESS, SELF-DIRECTED PROGRAMS, Invite Others, User Resources / Support, and Devices. The 'Devices' button at the bottom of this menu is circled in red. The main content area is titled 'DEVICES' and includes sections for FITBIT (with a 'Link My Fitbit Account' link), GOOGLE FIT (with a 'Link My Google Fit Account' link circled in red and a note that it requires the Google 'Fit' app on an Android phone), and IHEALTH LABS (with a 'Link My iHealth Labs Account' link and a note that it is for monitoring devices, not Apple/iPhone Health Kit). Below these sections is a heading 'EXTRACON TRACKER APP ON IPHONE & ANDROID'. Under this heading are two columns: one for iPhone with an 'Available on the iPhone App Store' badge and a QR code, and one for Android with an 'ANDROID APP ON Google play' badge and a QR code. At the bottom, instructions are provided: 'From your iPhone, scan the QR code above or: 1. Open the App Store' and 'From your Android phone, scan the QR code above or: 1. Open Google Play'.

**Shawna Smith**  
[Upload Image](#)

**DEVICES**

**FITBIT**  
[Link My Fitbit Account](#)

**GOOGLE FIT**  
[Link My Google Fit Account](#) (Requires the Google "Fit" app on an Android phone.)

**IHEALTH LABS**  
[Link My iHealth Labs Account](#) (This is for iHealth Labs monitoring devices. This is not for Apple/iPhone Health Kit.)

**EXTRACON TRACKER APP ON IPHONE & ANDROID**

Available on the iPhone  
**App Store**

ANDROID APP ON  
**Google play**

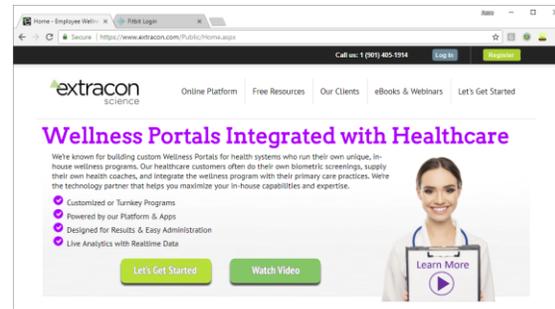
From your iPhone, scan the QR code above or:  
1. Open the App Store

From your Android phone, scan the QR code above or:  
1. Open Google Play

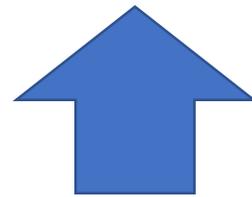
# Extracon Website Is the Aggregator

- The Extracon website takes in data from various sources, and saves it all.
- If there is more than one source of steps for a given day, the website gives you credit for the largest number of steps out of all your source(s). It does not add the sources together.
- So if you have 8500 Fitbit steps and 2500 steps from the Extracon App today, you get credit for 8500.

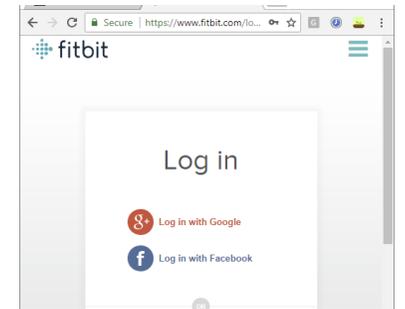
Extracon App



Self report steps  
typed into website



Fitbit Website



Google Fit

