

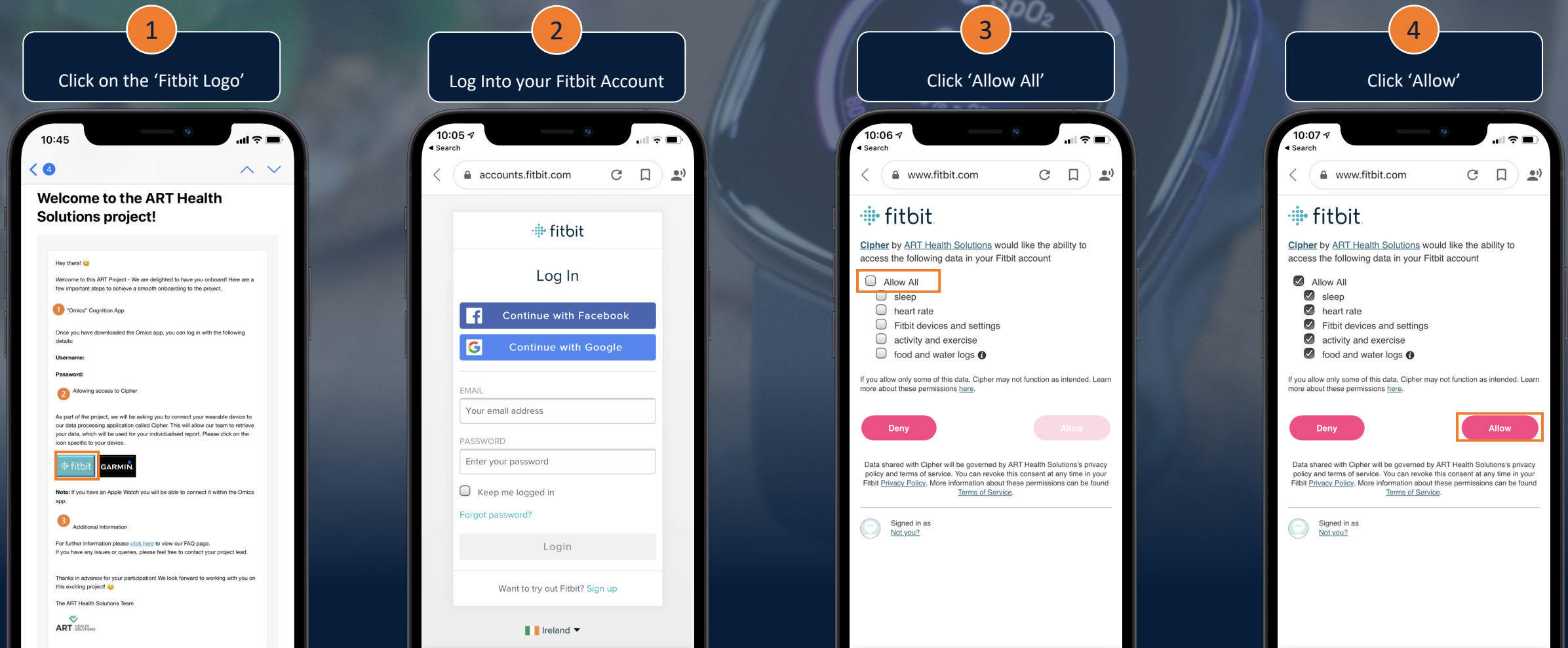
Fitbit

Frequently Asked Questions



How do I give ART access to my Fitbit data?

To grant access to your Fitbit data simply open the 'Welcome to the ART Health Solutions project' e-mail which you should have received at the start of the project and follow the steps below



How do ART get my data?

We actually collecting data from your Fitbit account. Once you sync your data to the Fitbit app, the data is sent to the Fitbit server where we can access it, so it is important to continuously sync to the Fitbit app

How do I sync my Fitbit data?

Open the Fitbit app on your mobile device to sync your data

How often do I need to sync my Fitbit?

We advise you to sync your Fitbit daily, this will reduce lag in uploading your data

What if I have other family members on my Fitbit account?

For the purposes of the project, we ask you to only have your project device connected to your account. In the event that you have multiple devices connected we will not collect your data



How often should I wear my Fitbit?

We advise you to wear your Fitbit all of the time, including while you sleep, as this will provide valuable sleep data

Why is my heart rate reading blank on my device?

Occasionally your device may have difficulty getting a strong signal if it is too loose on your wrist. Make sure your device is fastened comfortably on your wrist and has good contact with your skin.

Do you have an issue which hasn't been addressed?

Click [here](#) for the official Fitbit support website or contact a member of the ART Health Solutions team at info@arthealthsolutions.com

