

Fitbit

Frequently Asked Questions

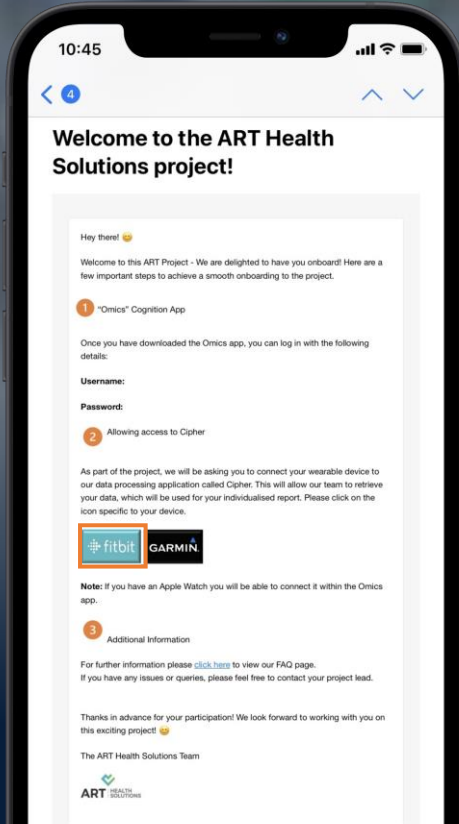


How do I give ART access to my Fitbit data?

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

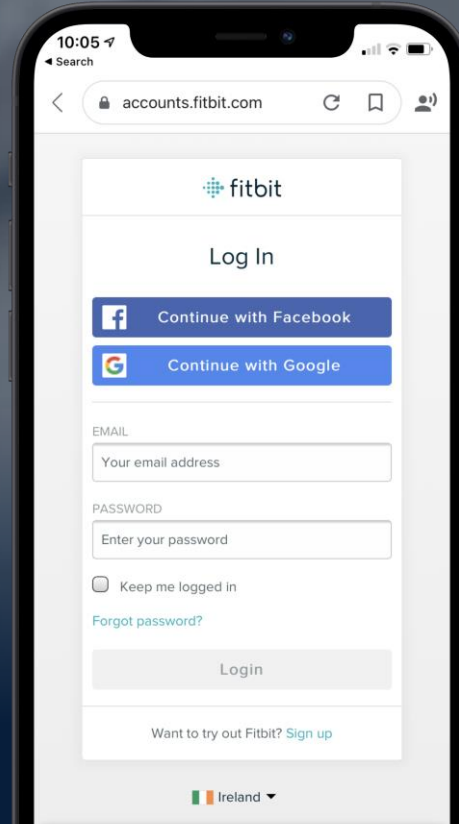
1

Click on the 'Fitbit Logo'



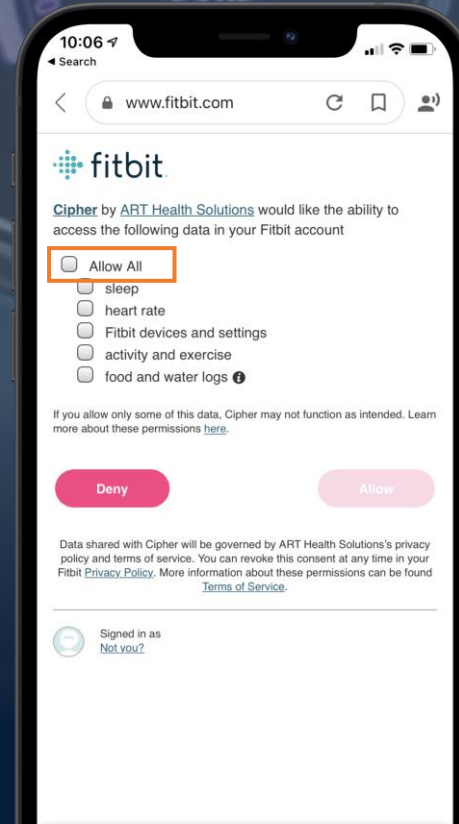
2

Log Into your Fitbit Account



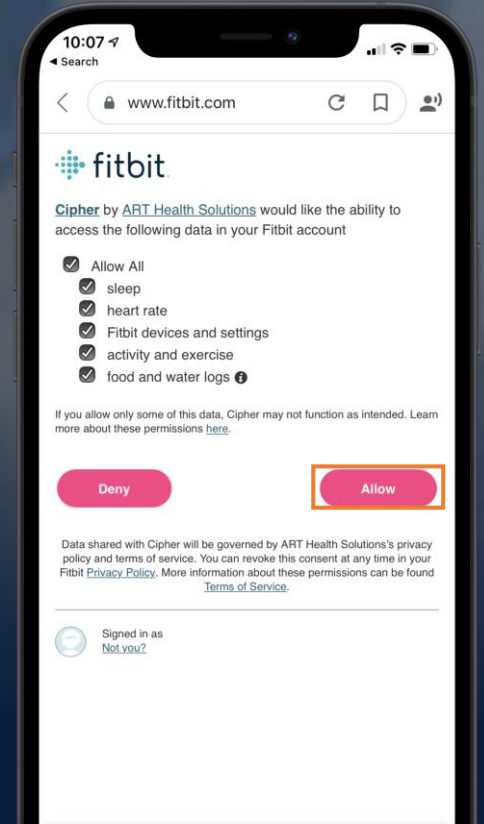
3

Click 'Allow All'



4

Click 'Allow'



How do ART get my data?

We actually collect 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?

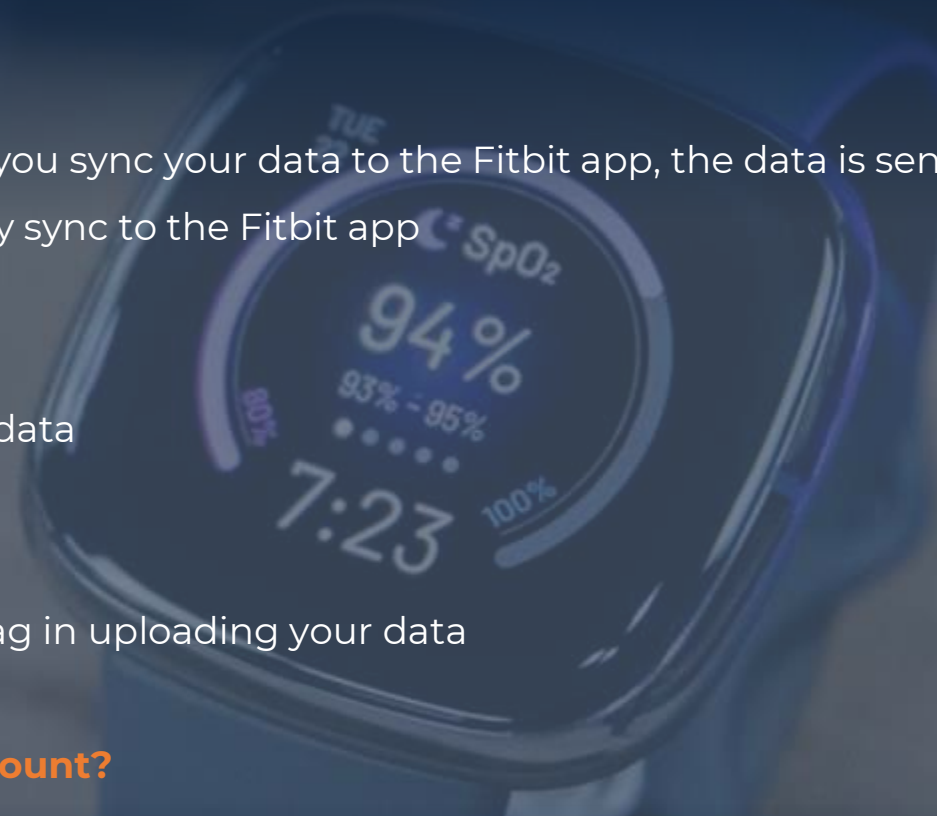
We advise you to sync your Fitbit daily, this will reduce lag in uploading your data

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

What should I do if I already have a Fitbit account?

For the purposes of the project and protecting your anonymity, you will need to create a new account



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?

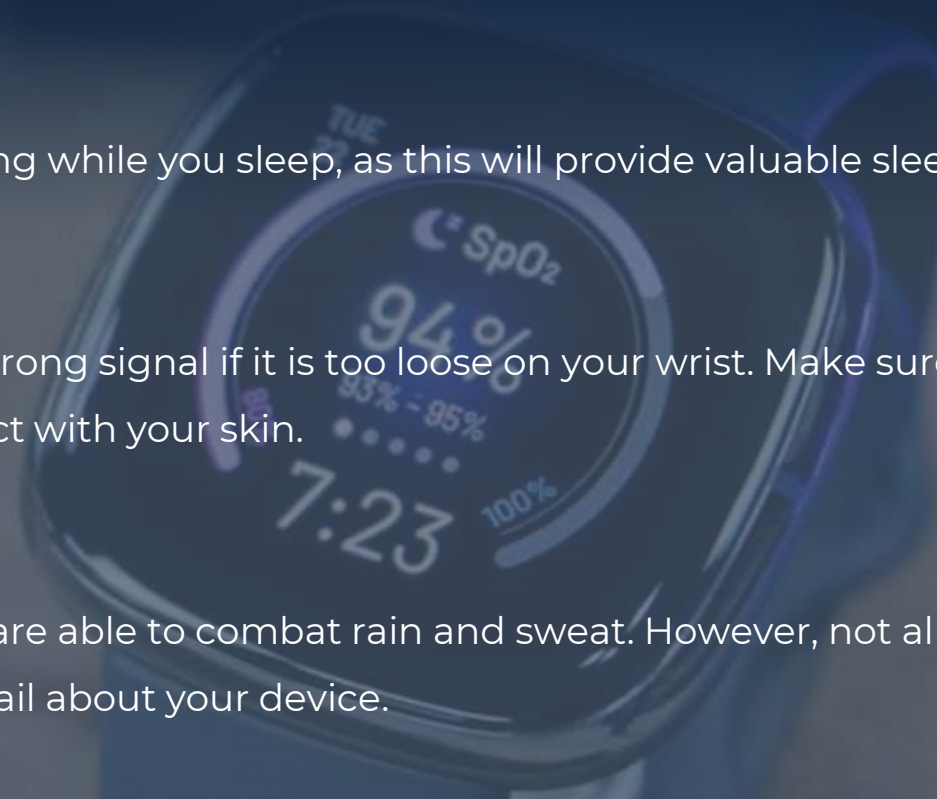
Occasionally your device may have difficulty getting a strong signal if it is too loose on your wrist. Make sure your device is fastened comfortably on your wrist and has good contact with your skin.

Is my Fitbit waterproof?

All Fitbit devices are water resistant, which means they are able to combat rain and sweat. However, not all Fitbits are safe for swimming - please see the Fitbit website for further detail about your device.

What if I go on holidays?

It is up to you whether you choose to wear it while on holiday, we do ask you to let ART know the dates you will be away. This allows us to exclude that period of data, so to not skew the results



Do you need me to add my food intake or calories consumed?

No, you do not need to input any food logs or calorie information. The only calorie information we collect is calorie expenditure which is automatically generated within the app.

What would you recommend for exercise where we can't wear the device (e.g. playing football)?

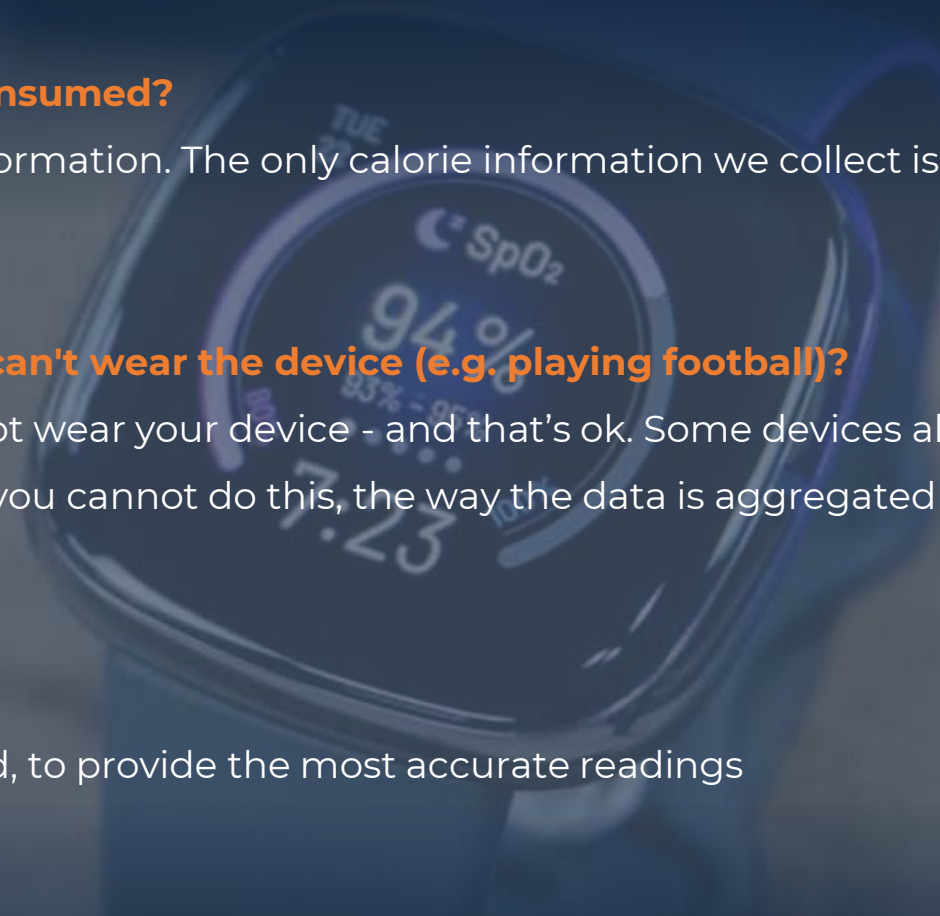
We are aware that there may be times where you cannot wear your device - and that's ok. Some devices allow you to manually add your exercise after the event. However, if you cannot do this, the way the data is aggregated and analysed over a long period of time - it shouldn't have a huge effect.

Which hand should I wear my Fitbit on?

You should wear the device on your non dominant hand, to provide the most accurate readings

How often does my Fitbit need charging?

Your Fitbit can last up to 4 days, depending on your settings



How long does it take to charge?

Your Fitbit should only take a few hours to charge fully

Should I wear my Fitbit when I sleep?

We ask you to sleep with your Fitbit on, as it provides us with really insightful sleep data

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

