WebMD ONE Device/App Syncing

Contents
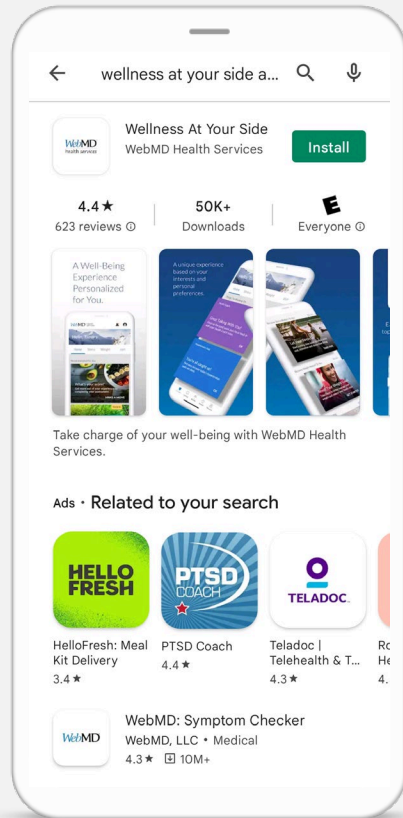
Syncing Apple/Android Devices

- In order to sync Apple and/or Android devices with WebMD ONE, you will need to download and log into the Wellness at Your Side (WAYS) mobile app, and then link to either your Health Kit or Google Fit

- Please use the following instructions to sync your Apple or Android device

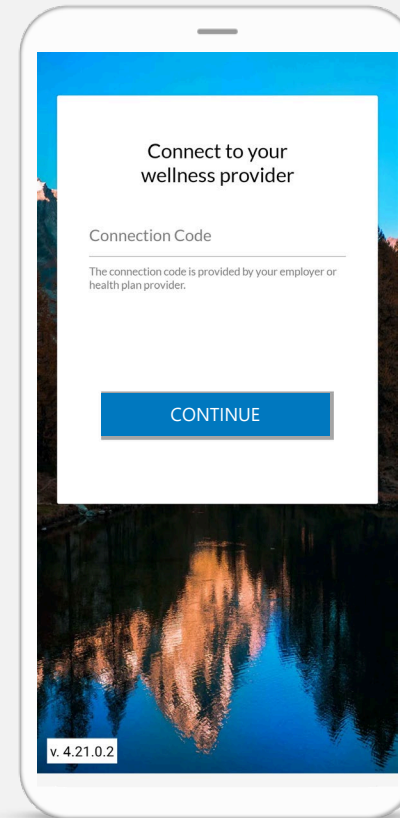# Wellness at Your Side (WAYS) mobile app
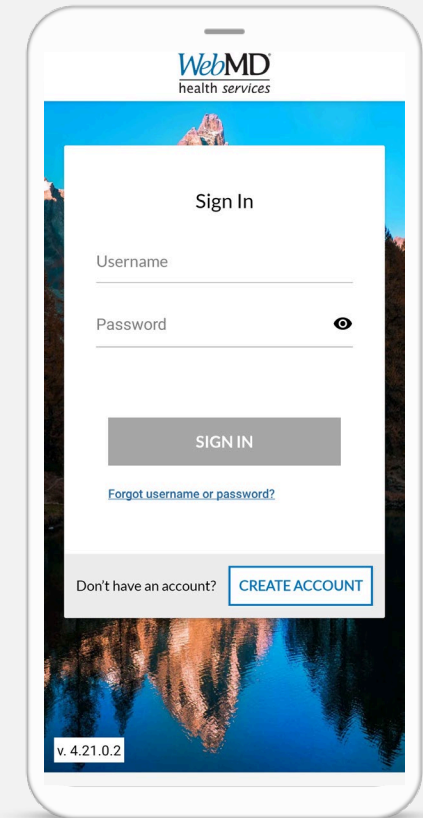## App Setup & Access

1. Download the WebMD Health Services "Wellness at Your Side" mobile app from the App Store or Google Play
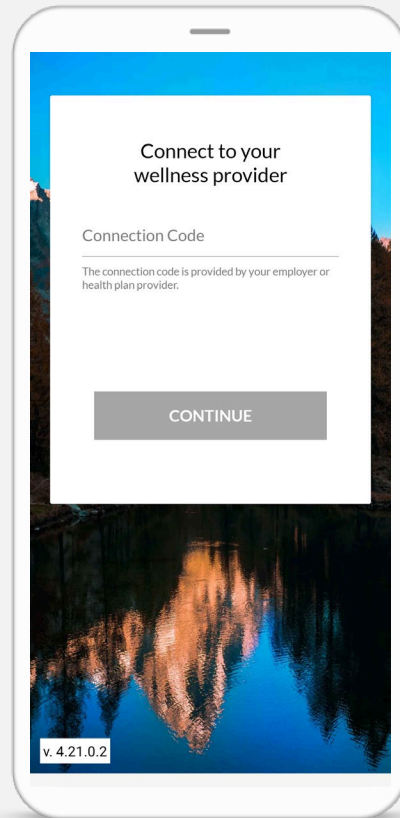
2. Enter your connection code:

<mark>**orange**</mark>

3. Then click "Continue"

4. Username and Password for the mobile app are the same as your desktop version wellness portal Username and Password. After entering both, click "Sign In"
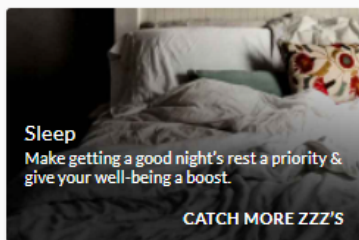
Wellness at Your Side (WAYS) mobile app
App Setup & Access

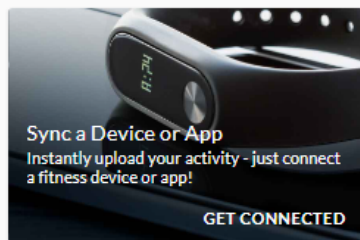The connection code can also be found on the portal
- After logging in, scroll down to "Explore & Learn," then to "Well-being Tools"
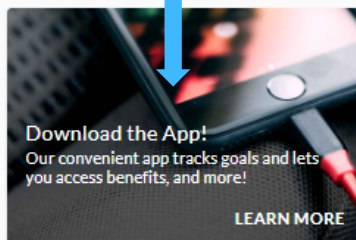- Click on "Download the App!"
- Use company code: **orange**
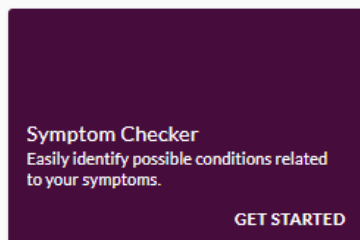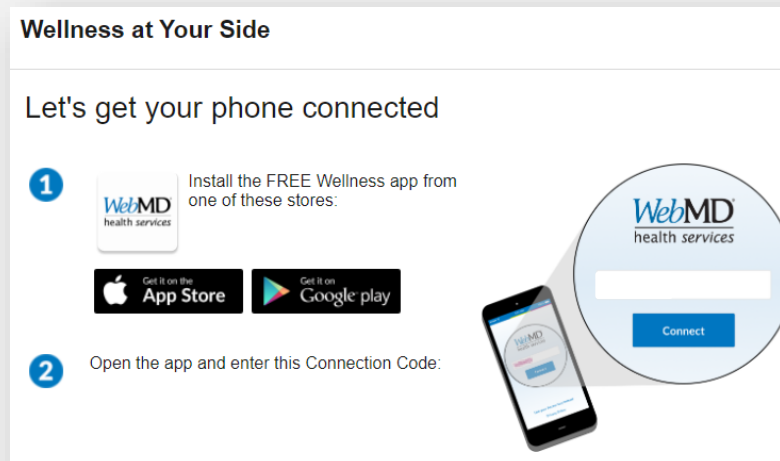
Wellness at Your Side

Let's get your phone connected

1. Install the FREE Wellness app from one of these stores:
   [Get it on the App Store] [Get it on Google play]

2. Open the app and enter this Connection Code:
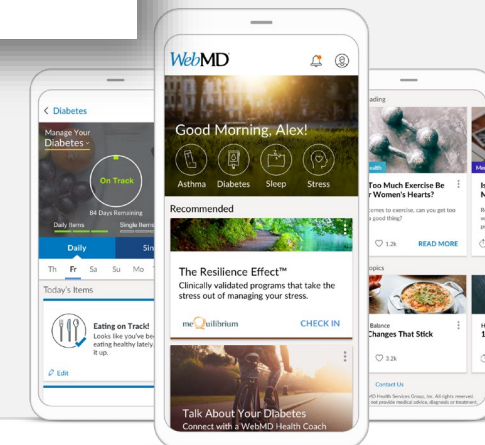
Connecting Apple Devices

- A user must have an iOS device with the Wellness at Your Side app installed

- Upon logging into the Wellness at Your Side app for the first time, you will be asked if you want to allow WebMD Health Services to access your health data. Select "OK." Turn on the data you would like to share by toggling each to green, as shown in the photo to the right, then click "Allow."
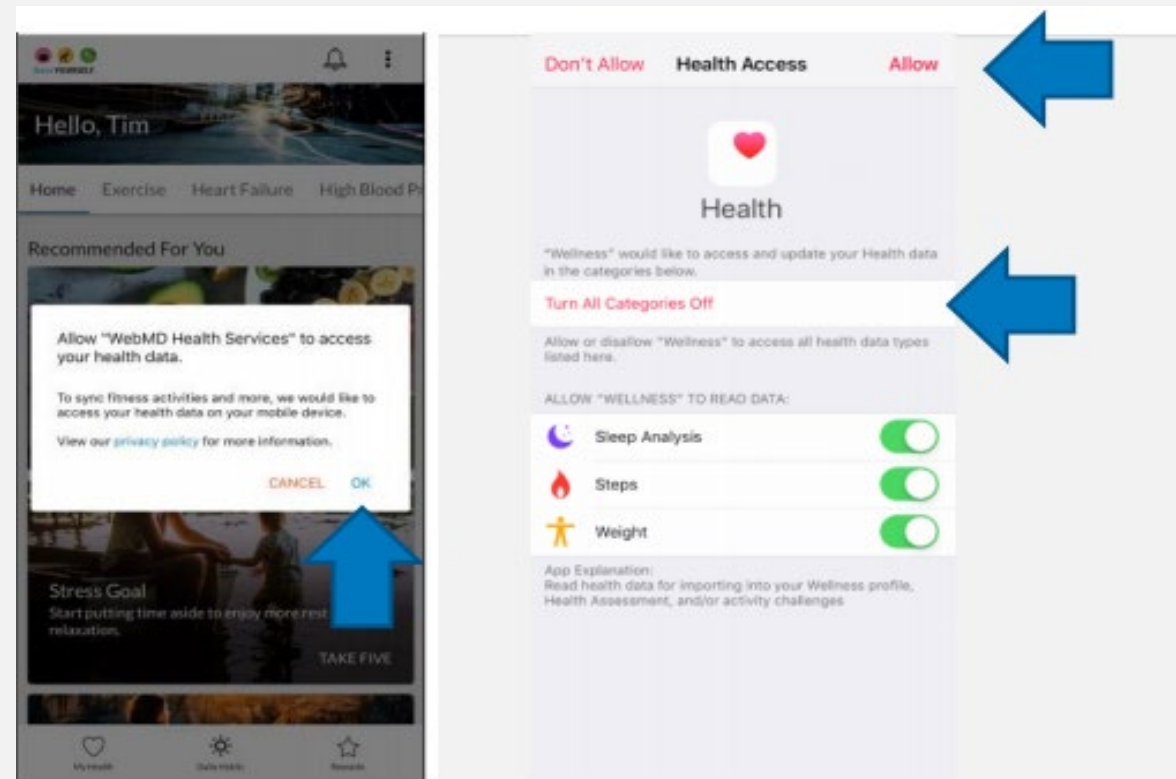
Syncing Apple Devices

- If you experience any issues in your data syncing, log into the WAYS app, click on hamburger icon (three horizontal lines), then choose "App Settings" from the dropdown list

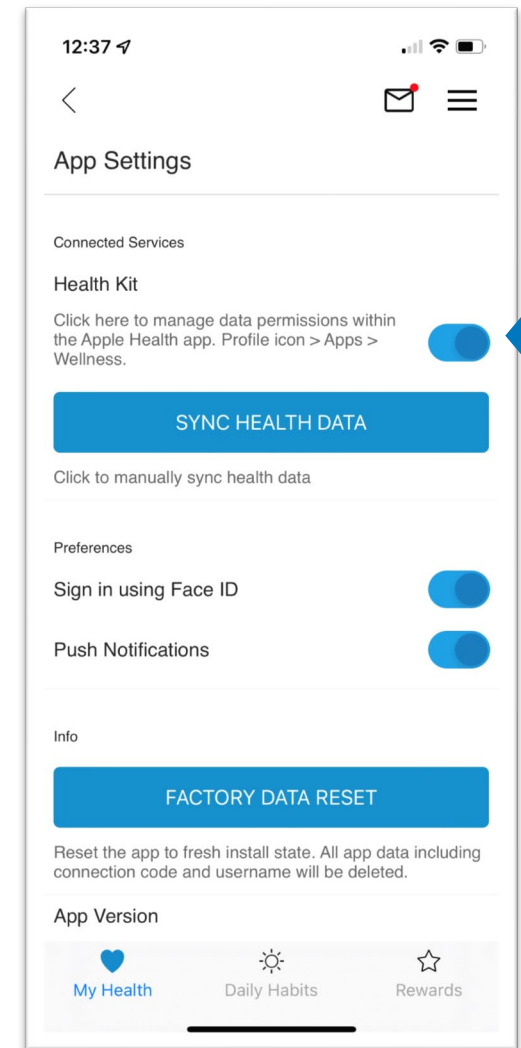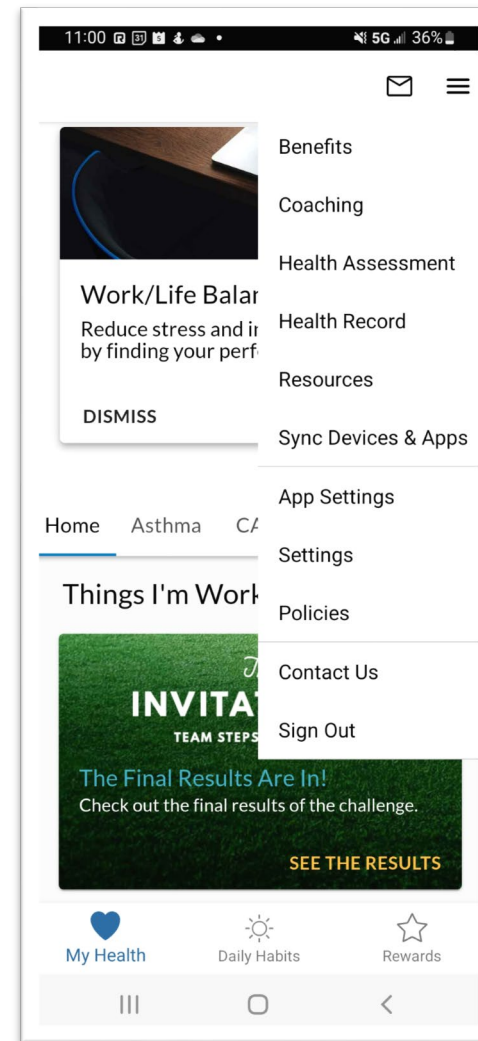- If Health Kit is toggled on (showing as blue), your device should be successfully synced
  - To verify, select "sync health data"
    - If you get an error, troubleshooting steps are on next slide
    - If it says, "health data has been successfully synced", you should be all set

Apple Device Troubleshooting

- If your device is connected but you get an error when trying to sync, check to ensure you are allowing steps to be synced to the app

- Go to iPhone settings

  - Scroll to find Health settings > select "Data Access and Devices"

  - From there, select "Wellness" and ensure at least steps is toggled on and green

    - If steps is not green, select to toggle it on

- Go back to the Wellness At Your Side app, select app settings from main menu and click on "sync health data" to see if you get a successful sync message

Apple Device Troubleshooting

- If Health Kit is not toggled on, select it to turn it on

  - A prompt will pop up asking you to allow WebMD Health Services to access your health data

    - Select OK

 - You should then be successfully synced to WebMD
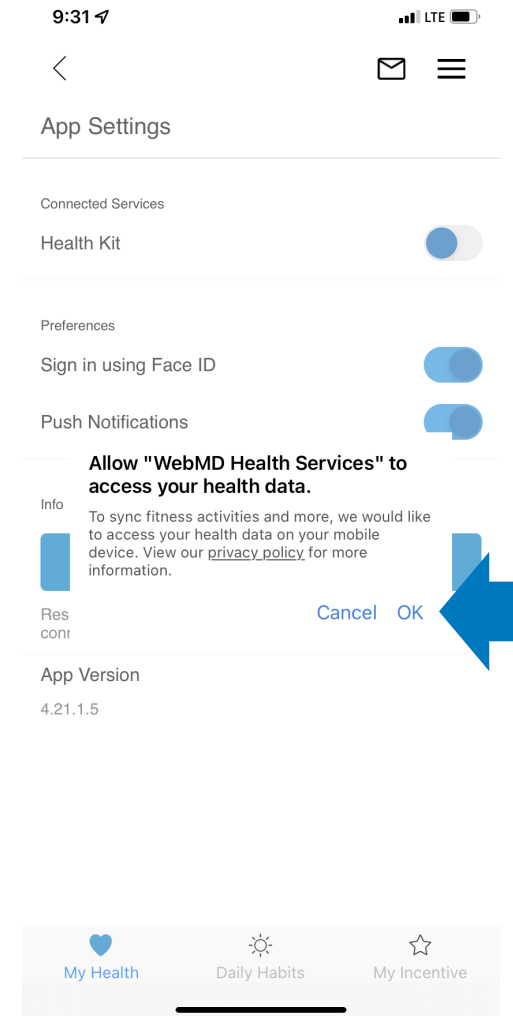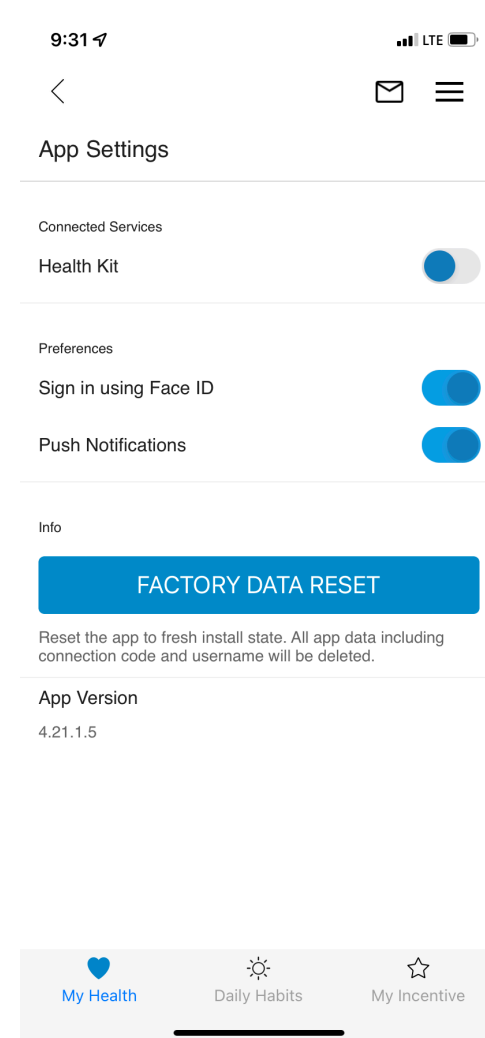
Apple Device Tip

- To ensure the most up to date steps are syncing to the WebMD ONE site, please open the Wellness at Your Side app regularly to force the sync

- If you never open the Wellness at Your Side app, your steps will NOT sync properly to the site
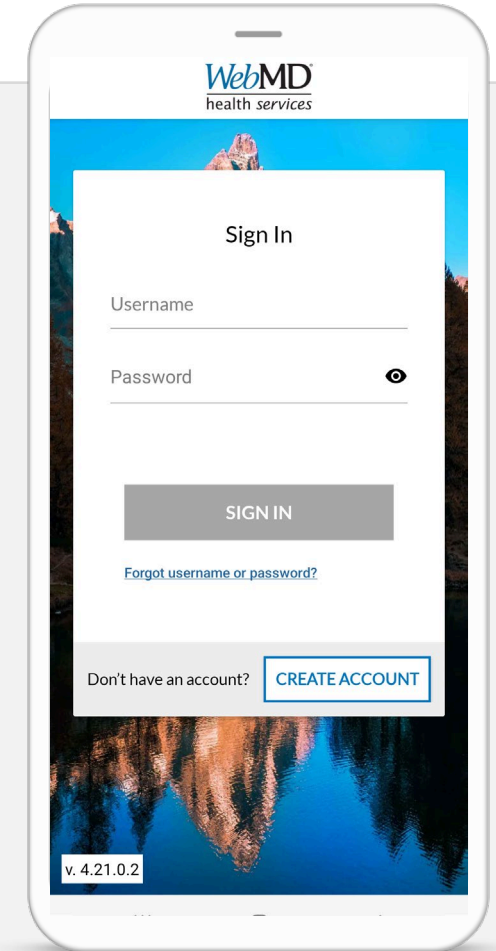
Connecting Google Devices

- A user must have an Android device with the Wellness at Your Side app and Google Fit installed

- Upon logging into the Wellness at Your Side app for the first time, you will be asked if you want to allow WebMD Health Services to access your health data. Select "OK". Select what data Wellness at Your Side can access, then click "Continue"
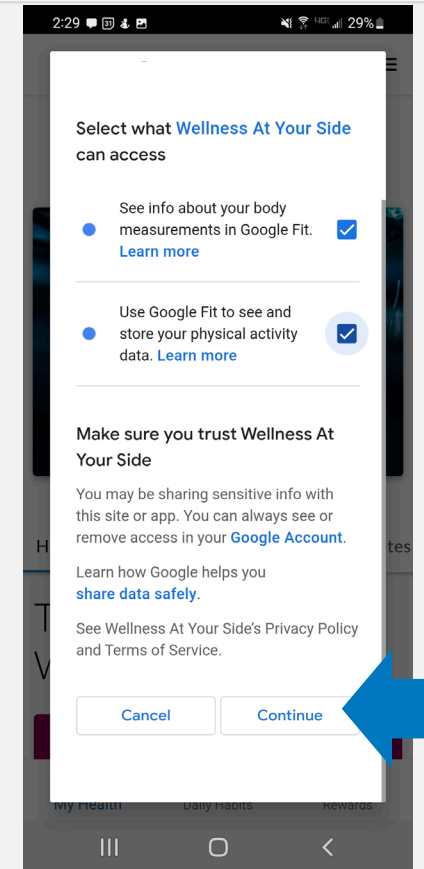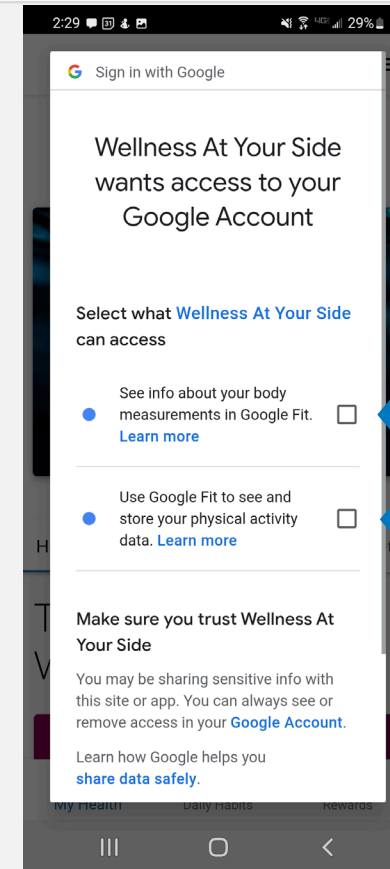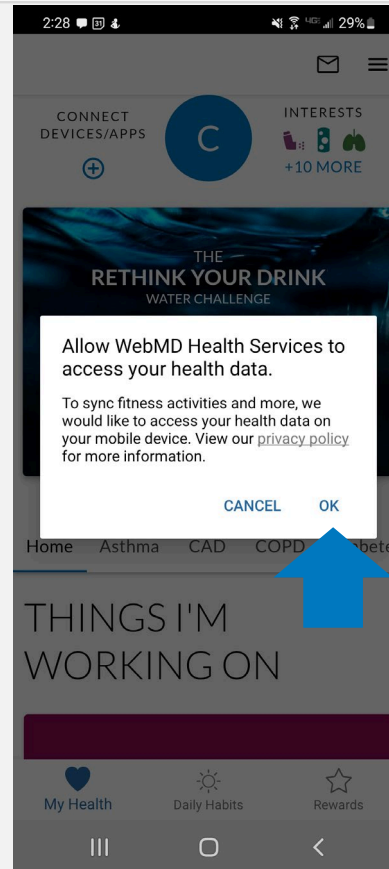
Syncing Android Devices

- If you experience any issues in your data syncing, log into the WAYS app, click on hamburger icon (3 horizontal lines), then choose "App Settings" from the dropdown list

- If Google Fit is toggled on (showing as blue), your device should be successfully synced
 - If it is not toggled on, select to turn it on
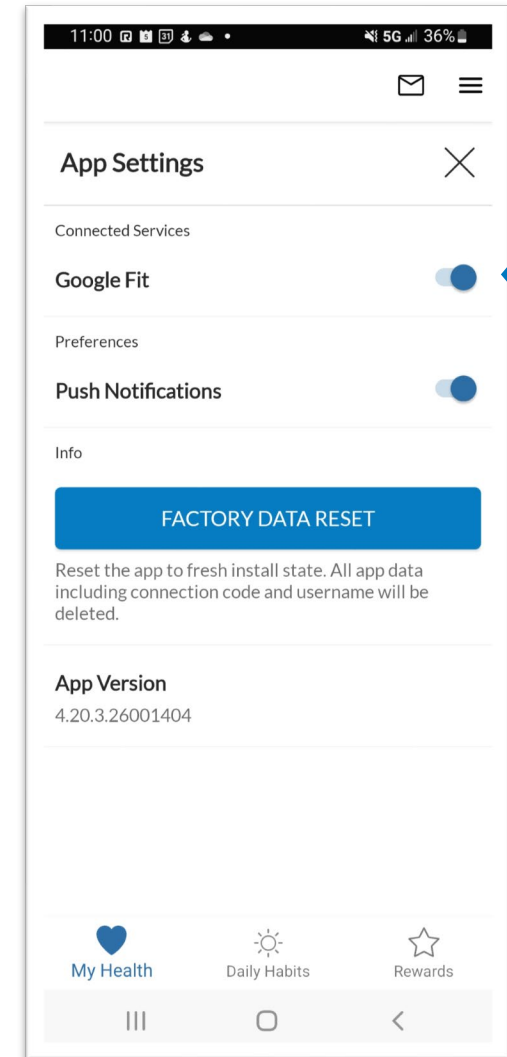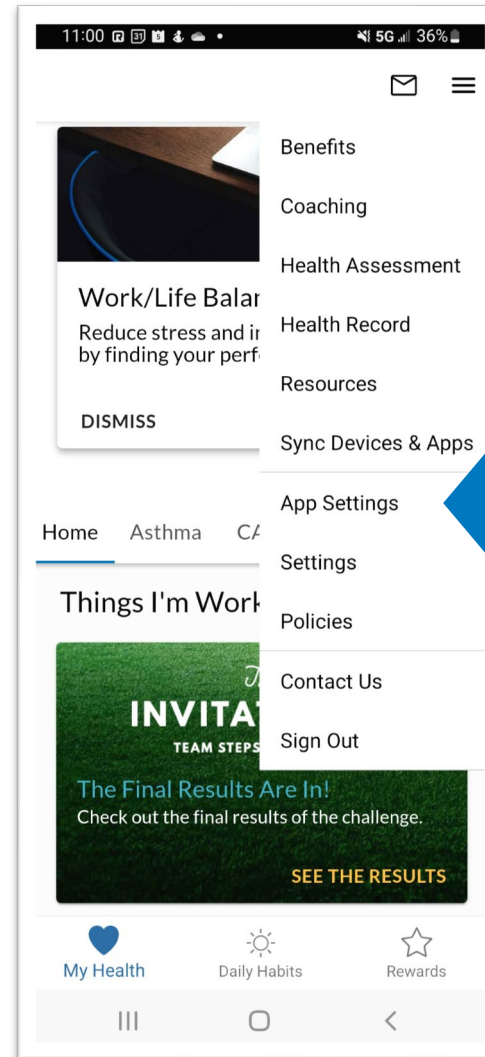
More Device and App Syncing

- Sync a wide variety of other devices and apps to WebMD ONE, via desktop site or app

  - Devices/Apps include:

    - Fitbit

    - Garmin

    - MyFitnessPal

    - Strava

  - Note: Apple and Android Devices must be synced via the Wellness At Your Side app. Please see Slides 4 – 12.
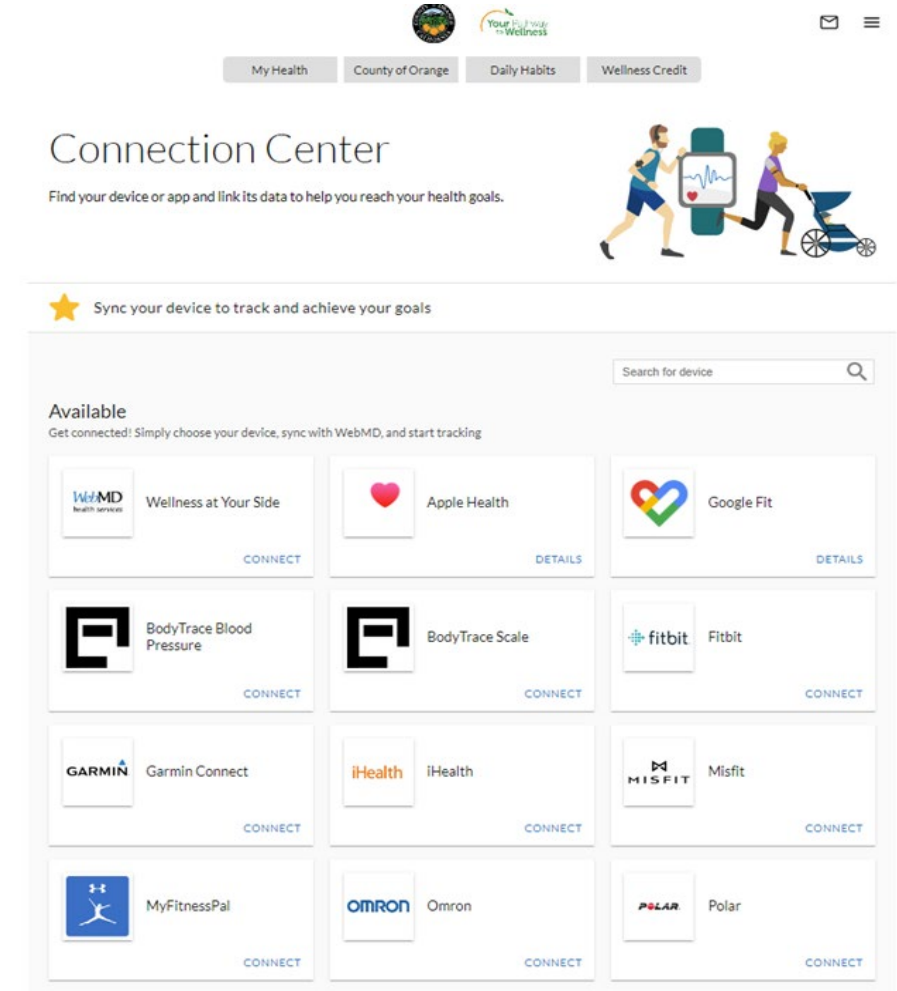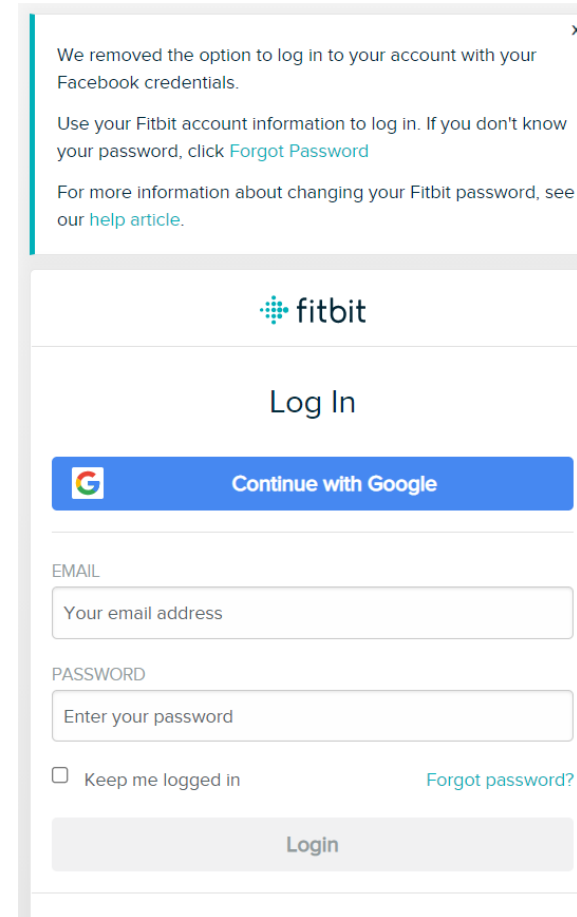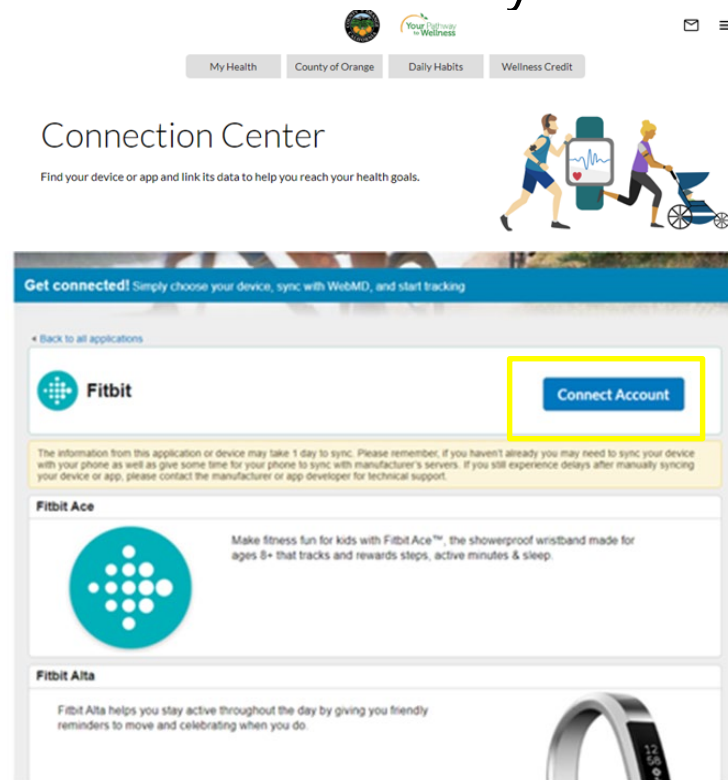
Syncing Instructions

- Login to WebMD ONE via desktop site

- Click on the main menu icon on the top right, and select 'Sync Devices and Apps' from the drop-down menu
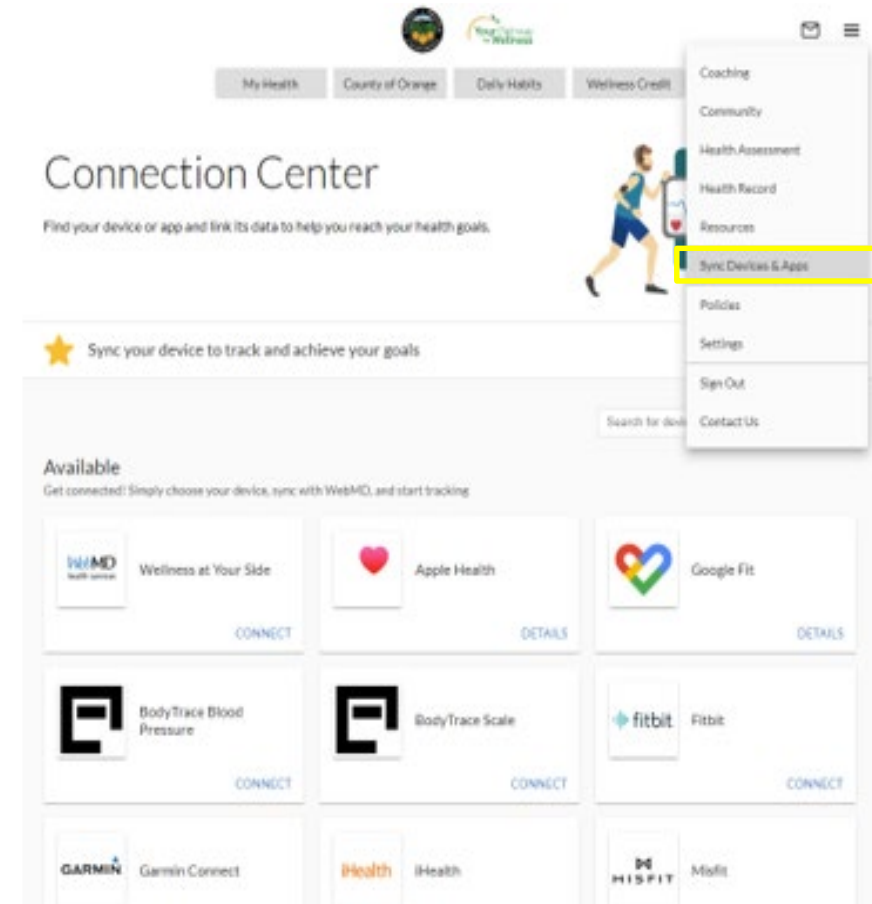
Syncing Instructions Continued

- Select the option you wish to sync, and follow the on-screen instructions to login to device account and sync to site

Confirming Connection

- To confirm that you have successfully connected a device, go back to the 'Sync Device and Apps' page

    – Confirm that it shows connected

- In order to ensure the most up to date steps are syncing, please make sure to open your Fitbit app regularly

Viewing Steps

1
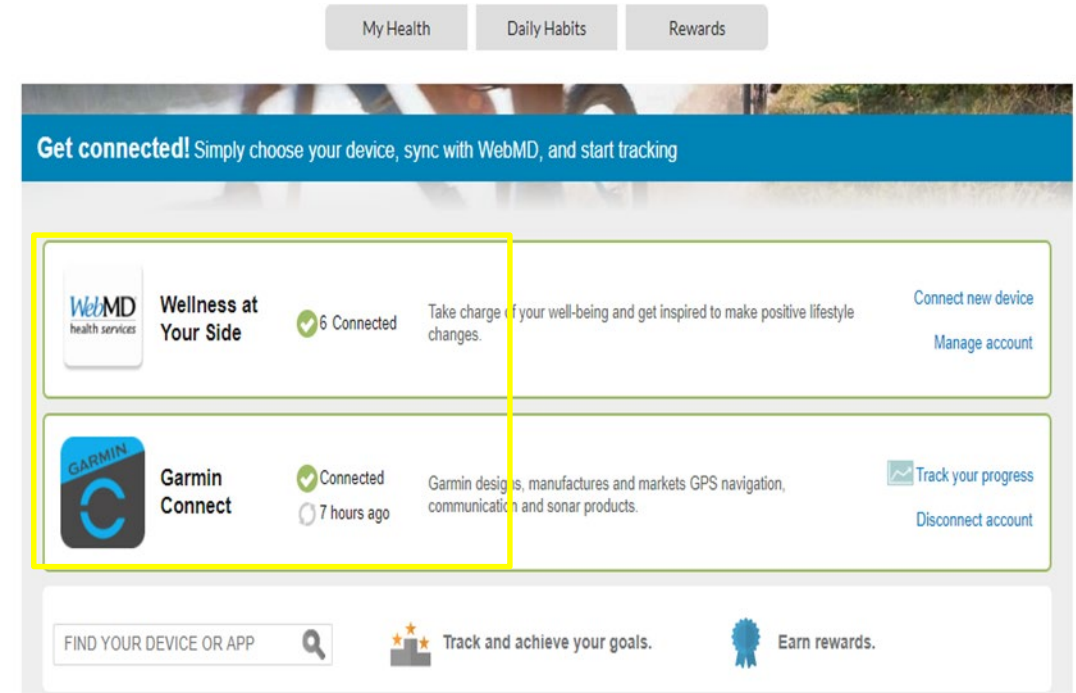
1. Click on 'Health Record' from the upper right drop down menu

2. Select 'Health Trackers" on the left-hand side

3. Find the steps tracker from the list of available trackers

2

3
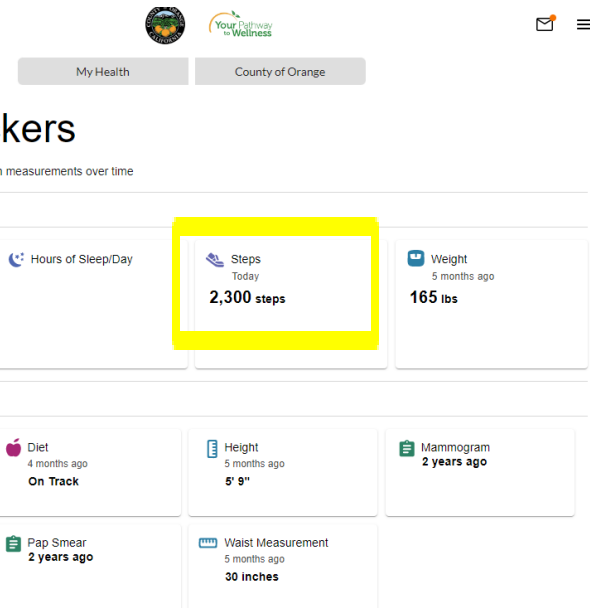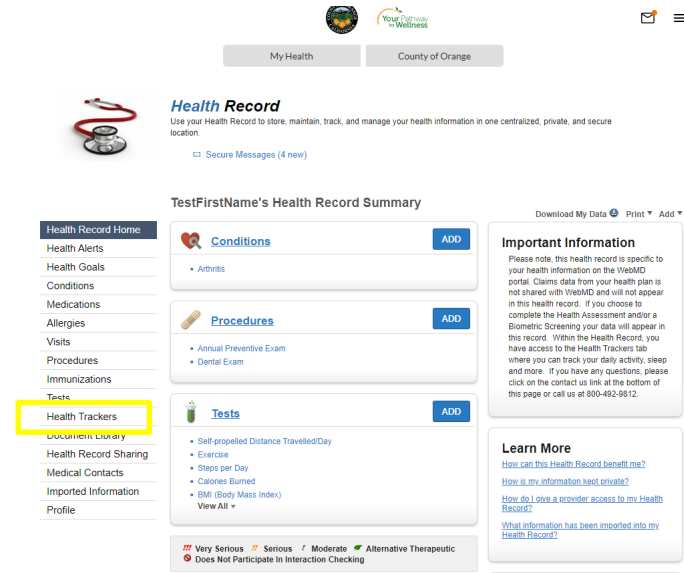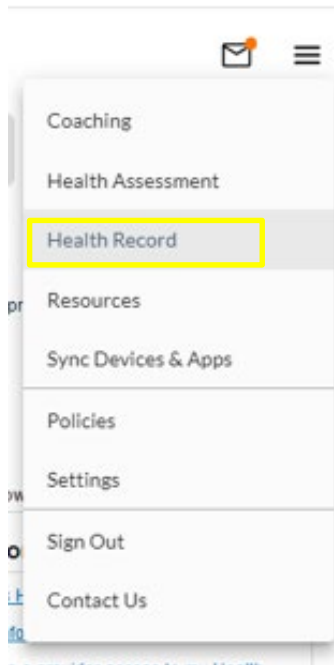
Empowering Well-Being In Everyone