



# How to fix discrepancies in your fitness data between the Healthy 365 app and other fitness tracking sources

Each 3<sup>rd</sup> party app has a different algorithm for tracking steps and active time/MVPA minutes. This may potentially lead to a discrepancy in fitness data.

Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app.

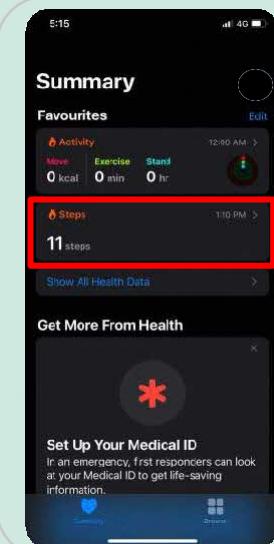
Note: You will need to sync your fitness data with the Healthy 365 app at least once every 7 days to avoid losing fitness activity records.

## Additional note for Samsung Watch Users

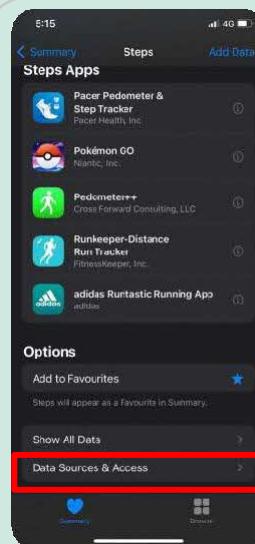
You must manually activate workout mode on your fitness tracker to allow Healthy 365 app to read your MVPA data.

## Additional note for Apple Watch Users

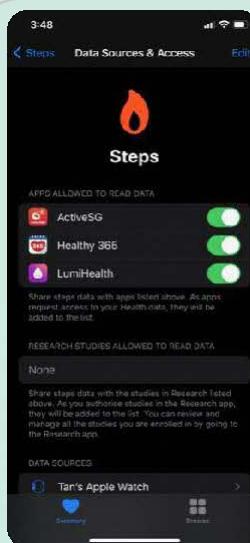
Check the priority list to ensure that your Apple Watch is prioritised over the phone.



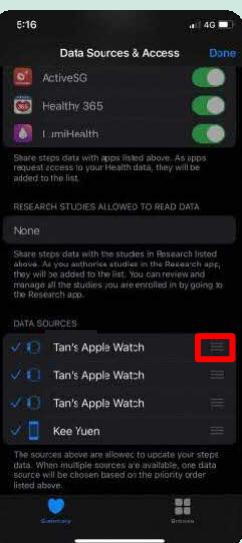
**Step 1**  
Open the “Apple Health” app, tap the subcategory “Steps”.



**Step 2**  
Scroll down, then tap “Data Sources & Access”.



**Step 3**  
Tap “Edit”. After which, touch and hold the “Change Order” button next to a data source, and drag it up or down the list.





### Additional note for HUAWEI Health Users

Ensure that all the necessary permissions have been granted for the Healthy 365 app to retrieve data from HUAWEI Health app.

#### Almost there...



You've successfully connected your Huawei ID to your Healthy 365 account.

The next step from you is to allow Healthy 365 to access your health and fitness data from Huawei Health.

**⚠ Note:** Your activity data may take up to an hour to be reflected on Healthy 365 after you have granted permission.

**Continue**

#### Step 1

After granting the earlier permissions to allow the Healthy 365 app to access your health and fitness data from HUAWEI Health app, you will be required to carry out an additional link between both apps.

**Note:** You will only need to do this once.

Tap "Continue" to proceed.

#### Huawei Health

Done

Share Huawei Health data with us  
1. Log in with your Huawei ID, then tap "Link".  
2. Once linked, close this page by tapping "Done" at the top of the screen.

We use essential cookies to enable our website to function. [Learn more](#)



#### HUAWEI ID

Log in to access Cloud, AppGallery, and more.

Phone/Email/Login ID

Password

Log in via SMS

Forgot password

LOG IN

REGISTER

[Help](#) | [Privacy Statement](#)

#### Step 2

Log in to HUAWEI Health and follow the step-by-step instructions displayed on the screen.

#### Huawei Health

Done

Share Huawei Health data with us  
1. Log in with your Huawei ID, then tap "Link".  
2. Once linked, close this page by tapping "Done" at the top of the screen.



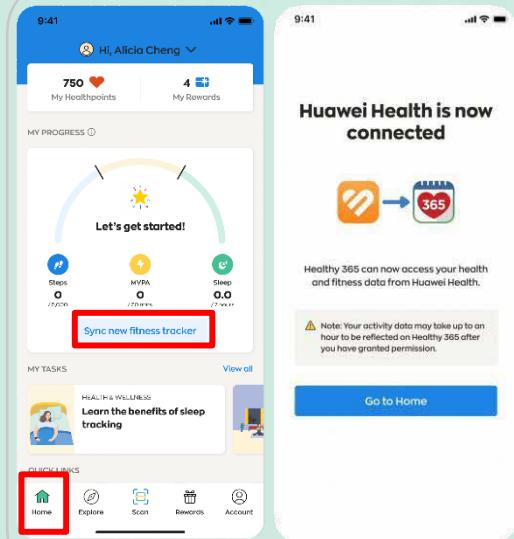
Once enabled, authorised third-party apps will be able to read and write personal information including health and fitness data in the Health app via HUAWEI Health Kit.

**LINK**

#### Step 3

Tap "Link" to provide Healthy 365 access to your health and fitness data from HUAWEI Health.

Tap "Confirm", then "Done". You will be brought back to the dashboard.



#### Step 4

Go to "Home" and tap "Sync new fitness tracker" to sync your Steps and MVPA data from the HUAWEI Health app to Healthy 365 app.

Note: Your activity data may take up to an hour to be reflected on Healthy 365 after you have granted permission.