CONNECTING YOUR APPLE HEALTH/APPLE WATCH

SETTING UP YOUR DEVICE/APP:

1. Download the **Sonic Boom Wellness app** from the App Store (be sure you have the latest version!) on your phone.
2. Then go to the Sonic Boom platform, click on **My Health** in the top-right corner and select **Connect a device**.
3. Select **Apple Watch**.
4. Follow the prompts to connect your device or app to your SBW account. You will be notified if your device was registered successfully.

TROUBLESHOOTING:

- **What counts as an active minute?** Every full minute of movement that equals the intensity of a brisk walk is what Apple records as an active minute.
- **How do I offload data?** Turn your phone's Bluetooth ON and open the Sonic Boom Wellness app on your phone; it should automatically start. If you don't have a strong Wi-Fi signal, try a cellular connection instead (or vice versa).
- **I just offloaded my data, but I don't see it in my Sonic Boom account.** It can sometimes take about 15 minutes for that info to appear, so just keep checking.
- **How often should I offload my data?** Try to offload/sync/transfer data from your activity tracker to the Sonic Boom Wellness app at least twice a day.
- **I am using the Apple Health app, but I don't see my minutes in my Sonic Boom account.** When you use the Apple Watch WITH the Apple Health app, your minutes will transfer to Sonic Boom. If you use the Apple Health app ONLY, they will not.
- **My data is not appearing in the Apple Health app.** If data is not showing in your Apple Health Kit app, make sure your location services are turned on (that's how the app will calculate the steps you're taking with your phone).
- **My data is in the Apple Health app, but I don't see it in Sonic Boom.** First, try to offload the data to the Sonic Boom Wellness app again. If it is still not appearing (remember sometimes it can take a few minutes to transfer), delete the app, reinstall it, log in and click on the heart icon in the upper right corner. If that still doesn't bring over the data, contact Member Support.
- **My data is incorrect or not matching.** To start, close the Sonic Boom Wellness app and reopen it. If that does not resolve the problem, it can sometimes take multiple offloads/syncs for all the data to be sent.
- **What should I do when the connection between my Apple Watch and the Sonic Boom Wellness app times out?** You can refresh the connection by turning Bluetooth off, then back on again before opening the app on your phone.