

# CONNECTING YOUR FITBIT DEVICE

## SETTING UP YOUR DEVICE:

1. Go to the Sonic Boom platform, click on **My Health** in the top-right corner and select **Connect a device**.
2. Select **Fitbit**.
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:

- **How come my data didn't offload?** Your Fitbit account is linked to your SBW account using a token that gives us permission to intake data, and sometimes these will expire. When this happens, remove the device from your SBW account and reconnect it.
- **My Fitbit shows 5,000 steps, but my Sonic Boom account only has 2,500 steps.** Try caching the SBW page to get the two to sync again.
- **How often should I offload my data?** Try to offload/sync/transfer data from your activity tracker to Sonic Boom at least twice a day.
- **How do I add a new Fitbit device to SBW?** In the Fitbit app, delete the old connection first, then add the new device and connect it to your SBW account. (NOTE: if you don't remove the old device, the new tracker won't work correctly in SBW)
- **I got the error message "no tracker/device paired." What did I do wrong?** When creating your Fitbit account, you might have inadvertently made an additional one (one with a tracker and one without). If you try connecting to the account without the tracker, you'll get the error. Check your Fitbit accounts and make sure you're syncing to the correct one (you may need to try a few different passwords and email combinations to determine which account to use).