

### How to Register Your Fitbit®

#### **First-time Fitbit® users only (registration is a one-time process):**

1. Once you've received your Fitbit®, register the device on the Fitbit website ([www.fitbit.com/setup](http://www.fitbit.com/setup)). This establishes a connection between your device and your new Fitbit® account.
2. Follow the instructions provided by Fitbit.com.

**Note:** Your Fitbit® account will not sync to your BCBS ahealthyme account until you follow the next step, “**How to Link Your Fitbit® to the ahealthyme site.**”

### How to Link Your Fitbit® to the ahealthyme site

Link your Fitbit by following the instructions below, or by viewing our [video tutorial](#) on the ahealthyme website, in the “Support” tab under “Fitbit Support.”


1. Register your device on Fitbit.com. Registration is a one-time process (see above).

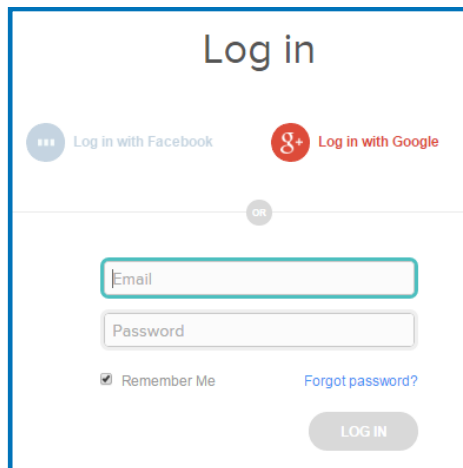
*Already have a Fitbit.com account? Move to Step 2.*

**Get started:** Visit <http://www.fitbit.com/setup> and follow the instructions provided with your device.

*Optional (but recommended):* Download the Fitbit app on your mobile device and follow these instructions: <http://www.fitbit.com/devices>.

2. Log into your ahealthyme account ([www.ahealthyme.com/login](http://www.ahealthyme.com/login)).

3. Click on the gray Fitbit® widget. 
4. Enter Fitbit.com account email address and password, then click “Log In.”



5. On the next screen, click the pink “Allow” button. This allows ahealthyme to

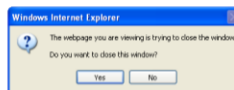
access your Fitbit<sup>®</sup> data. *Please Note: You have the right to uncheck any boxes you wish, however, you must at least allow access to activity and exercise for ahealthyme to read the steps collected by your Fitbit.*



From here, your experience may vary depending on your internet browser:

**If using Internet Explorer:**

A new window will pop up:



Close this window. Your ahealthyme portal will still be available on another window.

If you've properly set up your account, that screen will now look similar to this. Your Fitbit<sup>®</sup> device displays under the "Connected" window:



## If using Google Chrome:

A brief “**Hold on please**” will appear. The screen will change to the Applications and Devices page, where your Fitbit<sup>®</sup> device is displayed under the “**Connected**” window.



In Google Chrome, you will not see a second window pop up that tells you “Registration is complete, please close this window.” *You have now linked your Fitbit<sup>®</sup> to ahealthyme!*


## How to Sync Your Steps

There are several ways to sync your steps to the ahealthyme site ([www.ahealthyme.com/login](http://www.ahealthyme.com/login)). A daily sync is recommended using the Fitbit<sup>®</sup> app.

*Please note that the syncing process can take up to one hour. During high traffic periods, it can take up to 24 hours for your steps to appear on ahealthyme.*

### 1.) Use the Fitbit<sup>®</sup> app\* (optional, but recommended).

The Fitbit<sup>®</sup> app easily allows you to sync steps wirelessly and automatically. To download the app, follow these instructions: <http://www.fitbit.com/devices>.

- To sync your steps (on your smartphone or tablet), simply launch the app: 

**\*Note:** Syncing your device using the Fitbit app for smartphone or tablet requires Bluetooth Low Energy.

### 2.) Manually sync your steps on your computer.

- Plug your “dongle” into an open USB port on your computer. This transfers your steps onto your Fitbit.com account. These steps will then appear on [ahealthyme](http://ahealthyme).



**Syncing Tip:** Every 15 minutes, your Fitbit<sup>®</sup> will automatically sync through your computer if:

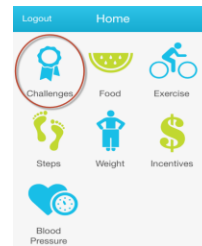
- New data (e.g., steps) is available.
- Your computer is on and connected to the Internet.
- Your dongle is properly inserted into a USB port.
- Your tracker is within 15-20 feet of your computer.

**About the Fitbit® GPS Feature:** Steps that you see on the ahealthyme site indicate what you've achieved while wearing your device. If you've manually logged additional activities, you will see these steps on your Fitbit® dashboard. However, these steps are not verified and will not be displayed on ahealthyme.

### The HealthyNow mobile app

Check your progress on the go. Download the HealthyNow app:

- Visit [www.ahealthyme.com/login](http://www.ahealthyme.com/login).
- Click the “**Activate the HealthyNow app**” button on the homepage for instructions and to get your personal access code to start the download process on your phone.



Once you've downloaded the app, you can view your progress.

### Frequently Asked Questions

#### **Why aren't my steps appearing on the ahealthyme site?**

The syncing process typically takes up to one hour. During high volume periods it can take up to 24 hours for your steps to appear on the ahealthyme site.

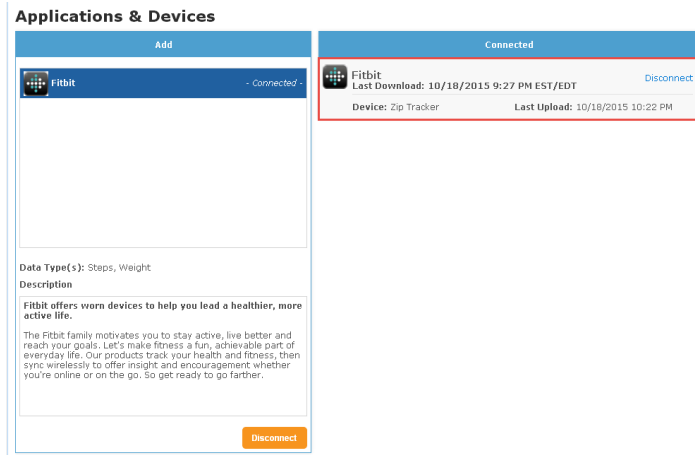
#### **How do I double-check that I've correctly linked my Fitbit® to the ahealthyme site?**

- 1.) Visit [www.ahealthyme.com/login](http://www.ahealthyme.com/login).
- 2.) Click on the gray Fitbit® widget on the ahealthyme dashboard. This brings you to the “**Applications and Devices**” page.
- 3.) Check the “**Connected**” box.



*Do you see the name of your device listed under the “**Connected**” box?*

This means you've correctly linked your Fitbit® to the [ahealthyme site](http://www.ahealthyme.com). The date and time listed indicates the last time that your device was read by Fitbit.com.



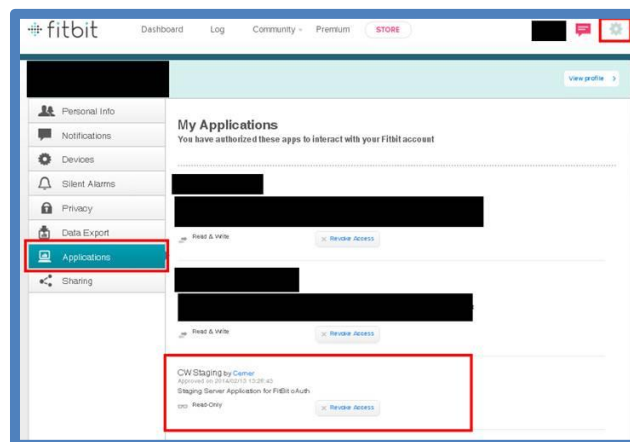
- Don't see the name of your device listed under the "Connected" box? This means you have not correctly linked your Fitbit® to Fitbit.com.

## How do I double-check that I've correctly linked my device to Fitbit.com and ahealthyme (on Fitbit.com)?

- 1.) Visit [www.fitbit.com](http://www.fitbit.com). Log into your Fitbit® account using the credentials you created during the registration process.
- 2.) Click on the "Settings" wheel in the top right corner. Click "Settings", then "Applications."

Here, you will see a list of sites that you are allowing Fitbit.com to share information.

- 3.) If you see "Wellness by Cerner" on this list, you've correctly linked your device. **Note:** You may see additional applications if you have allowed Fitbit® to access any additional programs (e.g. MyFitnessPal).





**My steps on my Fitbit.com account and/or Fitbit® app don't match the step count shown on the ahealthyme step log. Why is there a difference?**

The syncing process typically takes up to one hour. During high volume periods, it can take up to 24 hours for your steps to appear on the ahealthyme site.

**When I link my Fitbit® to ahealthyme, why do I receive an error message that my device is already registered?**

- ***Have you linked this device to a different [ahealthyme](#) account?***

Please make sure that your device is not linked to another [ahealthyme](#) account (e.g. an account you may no longer use, but is still active).

If you don't have access to your previous [ahealthyme](#) account, please call the ahealthyme support line for help (888-617-0696). Assistance is available Monday through Friday, from 8:00am to 6:00pm.

- ***Have you linked this device to another Fitbit account?***

Log into that Fitbit account, remove the device, and re-register your account. Register your Fitbit here: <http://www.fitbit.com/setup>.

### **Additional Support**

**Fitbit® Support:**

We're sorry to hear that you're having trouble with your Fitbit® device. The Fitbit® Support Team is available to answer all questions related to your Fitbit® device.

**Call:** (877) 623-4997

**Email:** [fitbit-support@fitbit.com](mailto:fitbit-support@fitbit.com)

Additional Fitbit support is available online. Visit <http://help.fitbit.com/>.

**ahealthyme Support:**

For questions on how to link your Fitbit® to the ahealthyme site ([www.ahealthyme.com/login](http://www.ahealthyme.com/login)), please call (888) 617-0696. Support is available Monday through Friday, 8:00am to 6:00pm, EST.