

# DEVICE AUTHORIZATION FREQUENTLY ASKED QUESTIONS

## F A Q S

### Q: How do I authorize my device?

**A:** To authorize your device, you must first log in to the Asset Health portal. Then click on the “Authorize” button under the “Devices” section, located on the home page. You can also authorize your device from the “Settings” page of the portal. Scroll through the list of approved devices until you find yours. Then click “Authorize,” below your device. You will now be taken to the device account login page. Here, you must log in using your device account username and password you created during the setup of your device. Please verify that you are logged in to the correct account, and then click “Allow” to give Asset Health permission to pull activities from your device. If you are using a Fitbit, please check the “Profile” box in addition to “activity and exercise” and the “device and settings” box. You will be directed back to the Asset Health portal, where you will see that your device is successfully authorized.

### Q: What is the difference between authorizing and syncing?

**A:** Authorizing is allowing activities to be pulled from your device. Syncing is the daily retrieval of your data. If you are trying to sync data from an extended period of time, the maximum number of days Asset Health will pull historically is 90.

### Q: Do I have to manually enter my data even if I'm using a device?

**A:** By syncing your device with the Asset Health portal, you will no longer have to manually enter your data. Once you have authorized your device, Asset Health will automatically transfer your data on a daily basis. Any data that is manually entered will not be overwritten by the daily data pull from your device. As long as your device is authorized, you don't need to do anything else on the Asset Health system for your data to be pulled.

### Q: What happens if I manually enter my data?

**A:** If you have manually edited or entered your data for a particular day on the Asset Health system, we will not use your device data for that day.

### Q: How long does it take for my data to be uploaded to the device's website?

**A:** The synchronization of your data may take 24 to 48 hours, to cycle through the device manufacturer's system and back to Asset Health. If you think your data is out of sync, please check back the following day, or wait 24 to 48 hours before checking for the previous day.

### Q: When I look at the Asset Health portal, why don't the steps I see match up with what I see on my device?

**A:** The most common reason for not seeing accurate data on the Asset Health portal is that you may have specified a different login when authorizing your device. The device could be linked to a different account. If your device is linked properly, you should confirm that you have synced your device to the manufacturer's website.

### Q: The Asset Health portal was tracking my steps, but then it stopped. What may have caused this?

**A:** If a spouse authorizes a device on the same account, this will break the original authorization. You will need to log back in to the Asset Health portal and re-authorize your device. Only one device per account is allowed to be actively authorized with Asset Health at a time.

### Q: How can my spouse/partner or I avoid breaking each other's authorization?

**A:** Make sure to log out after authorizing a device because certain websites, such as Fitbit, will default to the last username and password. Before starting the authorization process, make sure no one is logged in to the device website, and make sure the “Remember Me” box is NOT checked.

### Q: I see the steps on my device but they're not coming through to the Asset Health portal. Why is this happening?

**A:** Even if you see steps on your device, this doesn't mean that they are being uploaded. Check to see if they are being uploaded to the device's website by logging into that website. Remember, sometimes it takes several hours for data to upload, and it varies by device. It depends on how often your device syncs to the website.

### Q: Will Asset Health store my data after I de-authorize my device?

**A:** Once you de-authorize your device, Asset Health will no longer have access to your data for that device.