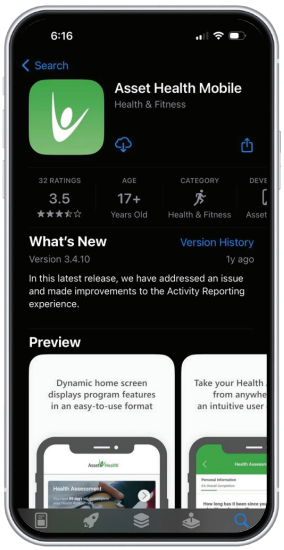
How to Install the Asset Health Mobile App

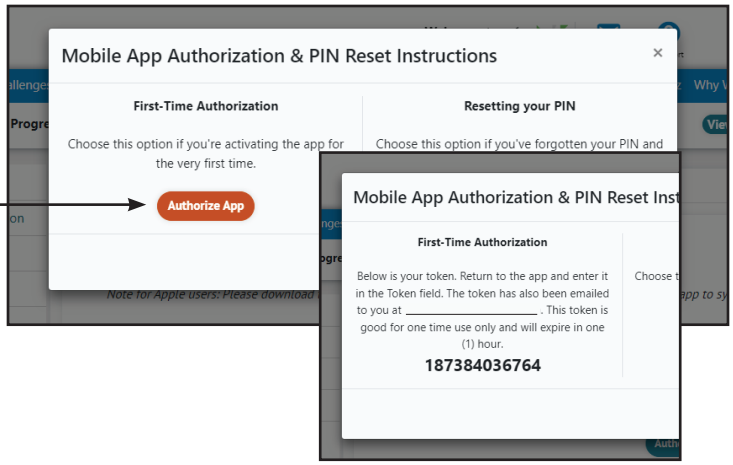
1 Download the **Asset Health Mobile** app from the Apple App Store or Google Play.



2 From your computer or phone's web browser, log in to your employer's Asset Health portal.

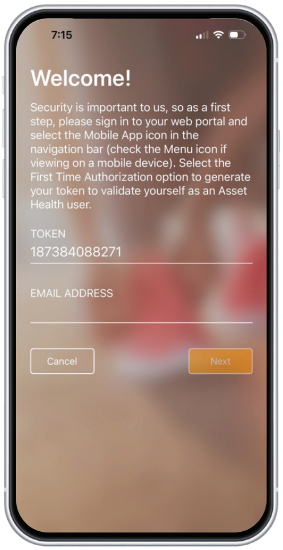
3 Once you are logged in, click on the **View All** icon that's located in the top right corner of the homepage and select the **Mobile App** icon.

4 Under First-Time Authorization, click **Authorize App**. You'll be provided a token (which will also be emailed to you) to use for authorization within the Asset Health Mobile app.



5 Open the **Asset Health Mobile** app on your phone and enter your token and the **email address** that is associated with your Asset Health account. Set your **four-digit PIN** to complete the authorization and click **Finish**.

The Asset Health Mobile app is required in order to connect to Apple HealthKit and Samsung Health.



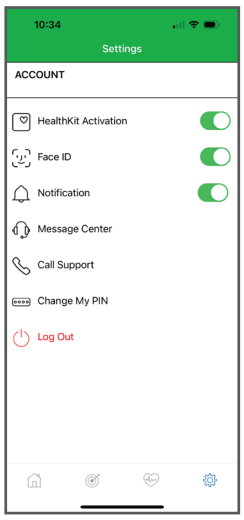
Set Up Apple HealthKit

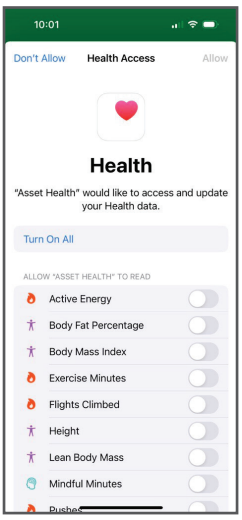
Open the **Asset Health Mobile** app, then click on the **Settings** icon. Flip on the **HealthKit Activation** switch and then click on the **Turn On All** button to give **Asset Health** permission to pull activities from your device.

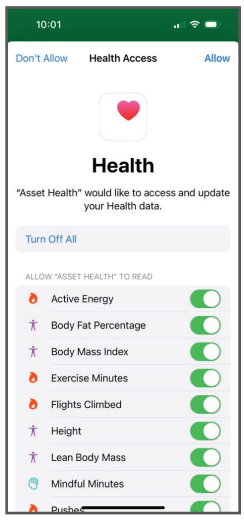
At this point, the app will start uploading steps, minutes, and sleep data to Asset Health challenges. Data will automatically sync as long as the Asset Health Mobile app remains open in the background.

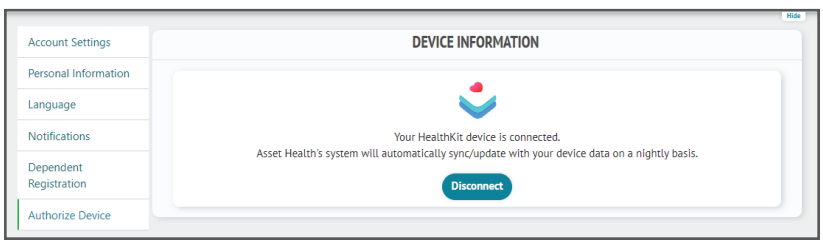
To confirm that your device has been successfully synced, please log into the portal, click on the **View All** icon, select the **Settings** icon, and click on the **Authorize Device** tab. Here you should be able to view which device is connected and the date that this device was last synced.

Please Note: After your device is authorized, it may take up to 30 minutes to see your data. If you don't see your data within 24 hours, please contact Customer Support for assistance.







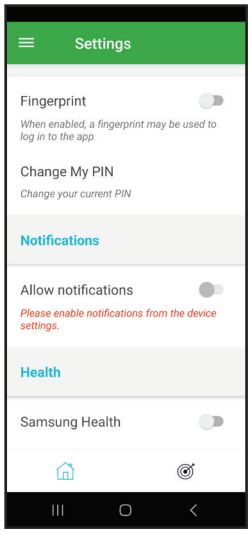


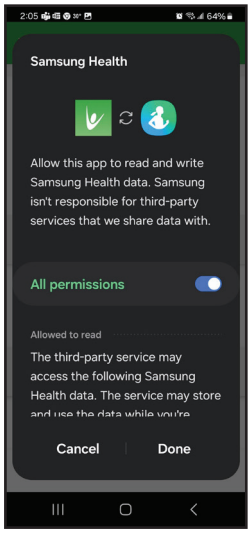
Set Up Samsung Health

Open the **Asset Health Mobile** app, then click on the **Settings** icon. Flip on the **Samsung Health** switch and accept all permissions. Your steps will automatically be uploaded and your data will continuously sync even if the Asset Health Mobile app is closed.

To confirm that your device has been successfully synced, please log into the portal, click on the **View All** icon, select the **Settings** icon, and click on the **Authorize Device** tab. Here you should be able to view which device is connected and the date that this device was last synced.

Please Note: After your device is authorized, it may take up to 30 minutes to see your data. If you don't see your data within 24 hours, please contact Customer Support for assistance.





Set Up Other Device

To authorize a device that is not an iOS or Android device, you can do so on the Asset Health portal (or via Web Experience on the Asset Health Mobile app).

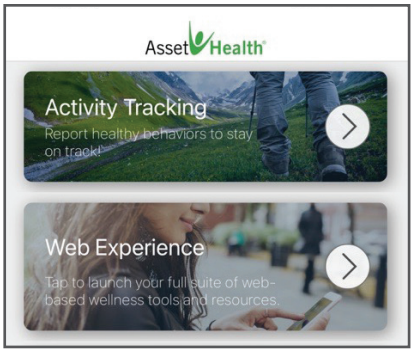
Please follow the instructions below:

1. Once you are logged in to the Asset Health portal, click on the **View All** icon that is located at the top right corner of the homepage.
2. Click on the **Settings** icon, then select the **Authorize Device** tab from the menu on the left.
3. Click on the **Authorize** button.
4. Scroll through the list of approved devices until you find yours. Then, click the **Connect** button below your device.
5. You will now be taken to the device account login page. Here, you must log in using the username and password you created during the setup of your device. This device account username and password are not associated with the Asset Health portal.
6. Please verify that you are logged in to the correct account (not the account of your spouse or another family member), then click **Allow*** to give Asset Health permission to pull activities from your device. You will now be directed back to the Asset Health portal, where you will see that your device is successfully authorized.
7. Be sure to sync your device often with its parent app to ensure your data is up to date (ex. sync your FitBit device with the FitBit app).

   Please Note: After your device is authorized, it may take up to 30 minutes to see your data. If you don't see your data within 24 hours, please contact Customer Support for assistance.

Reporting

Reporting is only accessible if these features have been turned on by your employer. If you don't see the Reporting or **Activity Tracking** tab, then this feature has not been activated.

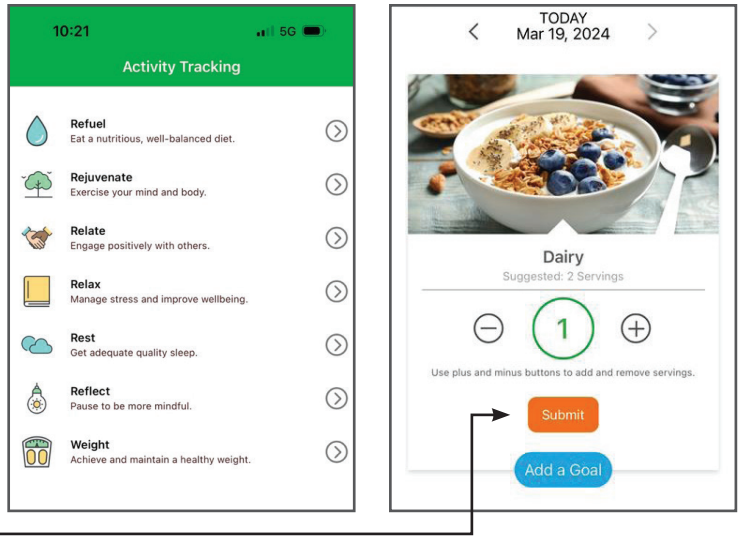


1. To start reporting, click on the Reporting or **Activity Tracking** banner.
2. Next, select which category you want to report and click on it. Such categories include: Refuel, Rejuvenate, Relate, Relax, Rest, Reflect and Weight.

3 Next, select an activity to report on. For example, if you selected the Refuel category, enter in your daily servings.

4 Finally, click **Submit** and your data will be updated and saved.

5 If your employer has turned on the SMART Goals feature, this is where you can create and report on Asset Health Approved or custom SMART goals.



Daily Mini Challenges

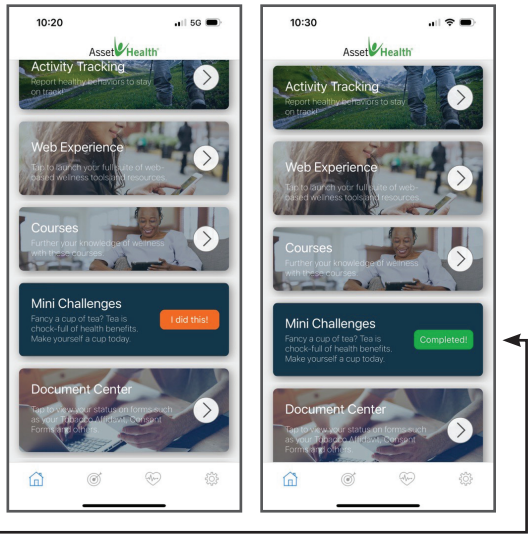
Mini Challenges are only accessible if these features have been turned on by your employer. If you don't see the Mini Challenges banner, then this feature has not been activated.

1 The Mini Challenge banner is located on the home page of the app.

2 There will be a new Mini Challenge each day.

3 If you have completed the Mini Challenge, click **"I did this today!"** and the box will update to say **"Completed!"**

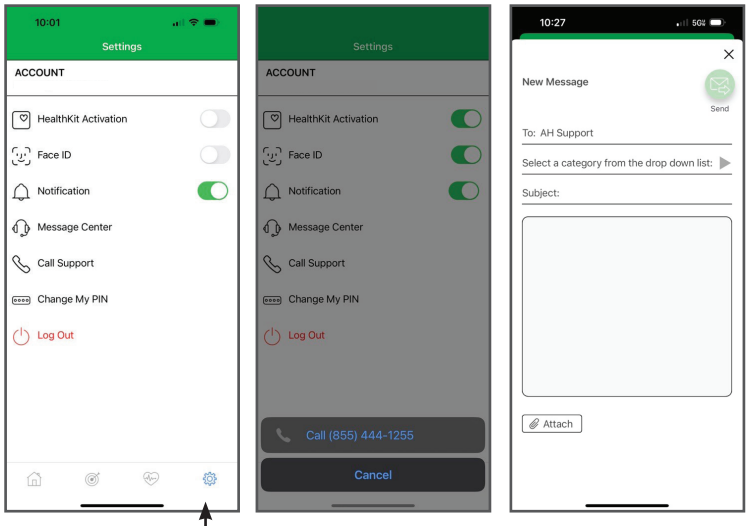
4 Swipe right to engage with a new Mini Challenge (if your employer offers more than one Mini Challenge per day).



Support

1 If you have a question or concern, click the settings icon in the bottom right corner of the Asset Health Mobile app.

2 Here you'll see support options. You can either use the phone number provided or the message center to submit your inquiry.



iPhone Settings

There are a few settings that affect how the app runs in the background:

1. Global background refresh on/off for all apps must be turned on.
2. Individual background refresh on/off for Asset Health Mobile must be turned on.
3. If Low Power Mode is turned on, background refreshes will be disabled when the battery is 20 percent or lower.

If you have concerns about data usage, background refreshes can be configured to only occur when your phone is connected to Wi-Fi.

Frequently Asked Questions (FAQ)

1. **Q: Why is my app not syncing any data?**

   A: Make sure background processing is turned on globally and specifically for the Asset Health Mobile app. Also make sure that the correct categories have been turned on in the Health app.

   If you have an Apple device, data will not automatically sync unless you have the Asset Health Mobile app open or open in the background. If you completely closed out of the app, you'll need to re-open the app for data to sync.

2. **Q: Why does the app go through long periods without syncing any data?**

   A: If Low Power Mode is enabled, the iPhone will temporarily stop background syncing until the battery reaches a certain power level. You also may have the background syncing enabled only when the phone is connected to Wi-Fi.

3. **Q: How do I know what data is being synced?**

   A: The Health app controls the categories of data being synced. Open the Health app and go to the Sharing tab and select "Apps and Services". Tap the Asset Health Mobile app and you'll see all of the categories below. Here you can control what is being synced by turning categories on and off.

4. **Q: Does the app use data?**

   A: Yes, the app periodically attempts to upload your activity data while closed or running in the background. To stop data usage, configure background syncing to only occur when the phone is connected to Wi-Fi.

5. **Q: Do I have to open the app daily to sync my data?**

   A: If you have a Samsung device, no. Once the Samsung Health integration is turned on, the app will sync the data periodically through the day, whether it is completely closed or running in the background.

   If you have an Apple device, as long as the Asset Health Mobile app is open in the background, data will automatically sync.

6. **Q: During the tour, I saw information about reporting and Mini Challenges, but I don't see how to get to them.**

   A: Reporting and Mini Challenges are only accessible if these features have been turned on by your employer. If you don't see the Reporting or Mini Challenge tabs, then these features have not been activated.

7. **Q: How can I view the full portal from within the app?**

   A: The full portal can be accessed by clicking on the **Web Experience** banner in the app. Once you are on the homepage of the portal, click on the menu icon located in the top right corner to navigate to the different pages of the portal.