

# FitBit tips

FitBits are acceptable for use to earn McKeeFIT MOVE credit. This page will discuss the most common issues and how to resolve them. The first is not allowing the correct permissions in Sweet Rewards, the second is incorrectly starting a workout on your FitBit.

## How to Connect a New FitBit to Sweet Rewards

Go to <https://sweetrewards.mckee.com> and sign in or create your account. Click/tap “Register devices”. Click/tap “Connect” under FitBit. Sign in with your *FitBit* Credentials. Once finished, FitBit will show as “Connected”. Make sure your FitBit is connected to your phone via bluetooth.

### Issue #1: Incorrect Permissions

Fitbit devices require you to select which data you would like to share with Sweet Rewards. Many users forget to enable to the correct options. This leads to workouts improperly syncing from FitBit.

Be sure to “Allow All” from the FitBit landing page within Sweet Rewards to ensure all of your data is properly syncing.



Sweet Rewards by McKee Foods would like the ability to access and write the following data in your Fitbit account.

- Allow All
  - friends ⓘ
  - weight ⓘ
  - activity and exercise
  - profile ⓘ
  - Fitbit devices and settings
  - sleep
  - heart rate
  - food and water logs ⓘ

If you allow only some of this data, Sweet Rewards may not function as intended. Learn more about these permissions [here](#).

Deny

Allow

The data you share with Sweet Rewards will be governed by McKee Foods's [Privacy Policy](#) and [Terms of Service](#). You can revoke this consent at any time in your Fitbit [account settings](#).

### Issue #2: Not hitting “Start”

FitBit has an “Auto-detect” feature that automatically detects when a user begins and ends a workout session. Solely relying on this feature may cause your workout to end early, causing you to miss out on your full minutes. To fix this bug, we now require FitBit users to manually start and stop exercise sessions from their FitBit devices.

Follow this link, [https://help.fitbit.com/articles/en\\_US/Help\\_article/1935.htm](https://help.fitbit.com/articles/en_US/Help_article/1935.htm), tap “How do I start and stop a workout on my FitBit device”, and then navigate to your specific FitBit device to find out to manually begin and end exercise sessions on your FitBit.