## 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.

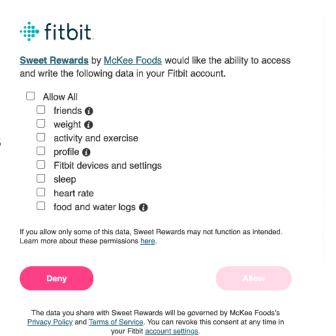
## How to Connect a New FitBit to Sweet Rewards

Go to <a href="https://sweetrewards.mckee.com">https://sweetrewards.mckee.com</a> 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 blueooth.

## 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.



## 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, <a href="https://help.fitbit.com/articles/en\_US/Help\_article/1935.htm">https://help.fitbit.com/articles/en\_US/Help\_article/1935.htm</a>, 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.