

Please follow these steps to sync your device with NGoodHealth.com:

Thank you for taking the time to sync your fitness device with NGoodHealth.com. Please remember to sync your device to your personal home computer.

1. Set up your fitness device following the manufacturer's directions.
If you have trouble during this step, please refer to your fitness device's support website.

2. Once your fitness device is set up correctly, log into NGoodHealth.com

3. From your N Good Health account, click on the "Connect your Apps and Devices" button on the home page.



4. Select the manufacturer of your fitness device from the list.



5. Click "Connect" on the bottom corner of the page.

6. You will be asked to sign in to your fitness device website using your account information.
This information was likely setup by you during Step 1.

7. Any issues setting up your fitness device must be addressed by the manufacturer of your device. N Good Health can only assist with issues that occur after the device has been connected for at least 24 hours. N Good Health is always available to answer any non-technical questions. Norton Healthcare computers and networks will not allow the initial setup of most fitness devices.

Do you have an Apple Watch or another branded fitness tracker that is not listed on NGoodHealth.com? There's an app for that! On the next page, you will find syncing instructions for an app called Withings Health Mate. This will connect your desired device and will also work as a pedometer if you do not have a fitness tracker and would like your phone to count your steps. Please read on for more details.

Using the Withings Health Mate app with N Good Health:

***These instructions apply if you are using the Withings app with or without a fitness device- if you are using without a fitness device, you must keep your smartphone on your person in order to track your steps**

- If you are at a Norton facility while going through these instructions, please make sure you are NOT on Norton wifi. Turn your phone on data for this- it will make the process more timely.
- Make sure that Motion and Fitness tracker on your smartphone is turned ON. This is typically located by tapping settings, privacy, and motion & fitness.
- Download the app "Withings Health Mate"
- Click "Sign up", then "No Product yet? Track the basics with your phone"
- Create an account using the same email address you use for your NGoodHealth.com account
- Go through the process of entering your sign up info & you will see "Welcome to Health Mate" at the top when your account has been created. Click "Got it".
- Click the blue walking man icon above Start Tracking Activity," "Activate now", then "Done".
- Log into your account at NGoodHealth.com
- From the home page, scroll down a bit. To the left, click "Connect your apps & devices".
- Select "Withings" from the list & click the green "Connect" button.
- Sign into your Withings account. Your device will now be synched to our website.
- At the end of the day, open your Withings Health Mate app & refresh it- that pushes the data to the website. This is helpful to do this at the end of the day when you know you are done with most of your activity.

Key points to be aware of when using this app:

- For your steps to be transferred to N Good Health the Withings app must be opened daily once it's connected to your N Good Health account.
- Steps that you have logged on your phone before you established this connection are not uploaded to the fitness app and your Wellness account.
- Once synched to N Good Health walk around and in the next 15 min if you log into your N Good Health account you should see your steps syncing.

Some employees find the app works well with their phone and lifestyle, while others find the app can miss recording their steps on occasion. Your experience may depend on the:

- Brand/manufacturer of your fitness device
- Model of mobile device.
- Age / Condition of mobile device.
- Version of operating system of your phone.
- Version of app software.

Keep in mind:

Each day that you hit 7500+ steps, you are awarded one point for that day. If this app doesn't work for your device, you will want to self-enter steps by logging into NGoodHealth.com, clicking "My Tracking Tools" at the top of the page, then "Steps". The website will allow backdated steps up to seven days in the past.