

Syncing Quick Reference Guide

Setting Up a Motion Tracker

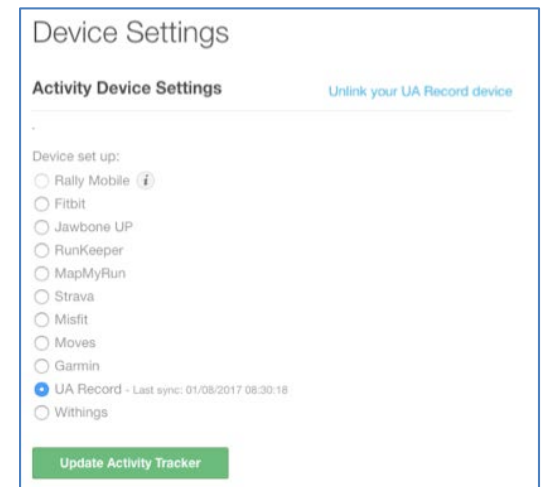
Currently, Rally Health is compatible with the following devices and apps:

- iPhone & Android Phones
- Fitbit
- Jawbone
- RunKeeper
- MapMyRun
- Strava
- Misfit
- Moves
- Garmin
- UA Band

This list is subject to change as Rally Health is always adding new devices and apps.

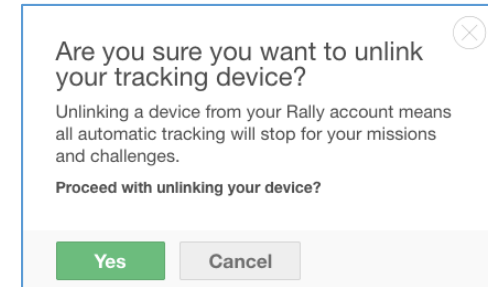
To link a device:

1. Log into Rally Engage using your username and password.
2. Select the Gear icon located in the top menu bar and select **Device Settings**.
3. Select the device you want to sync to your Rally account and click **Update Activity Tracker**.
Device availability can be impacted determined by Partner and Affiliation configuration. You may not see all the devices shown above.
4. You will be redirected to the device's login page. Enter your username and password for your device and follow the steps to link the account.
5. If you do not have an account for the device, you will need to create one.



To unlink your device:

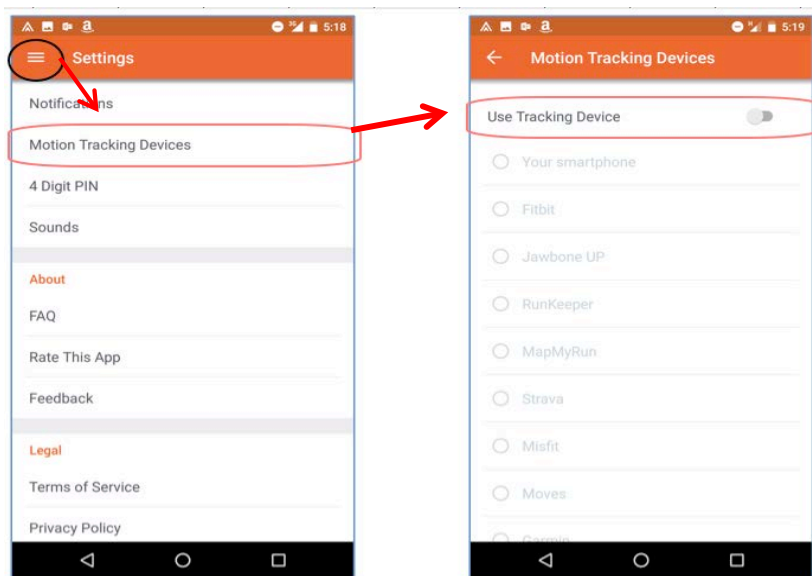
1. From the **Device Settings** page, click **Unlink your <type> device** in the top right corner.
2. A confirmation modal will appear. Select **Yes** to unlink your device or **Cancel** to abandon the request.



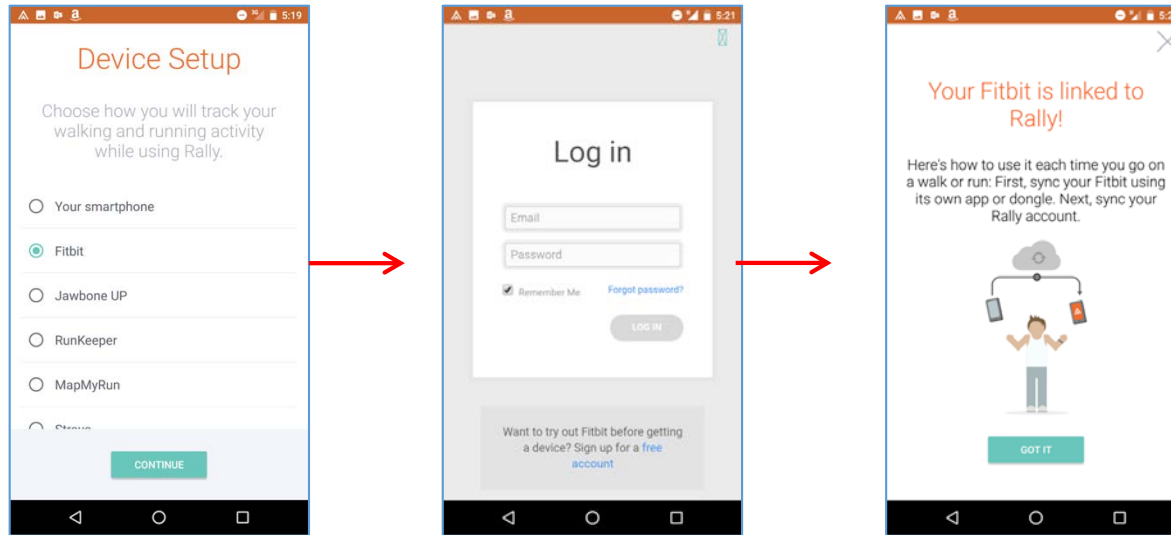
Setting Up a Motion Tracker for an Android Device

Follow the steps below to link a motion tracking device or app to your Android device.

1. Launch the Rally App on your Android device. If you do not have the Rally App, go to the Google Play Store to download and install it.
2. Select the 3 horizontal lines in the top left corner and select **Settings > Motion Tracking Devices > Use Tracking Device**. Set the toggle option to **on**.



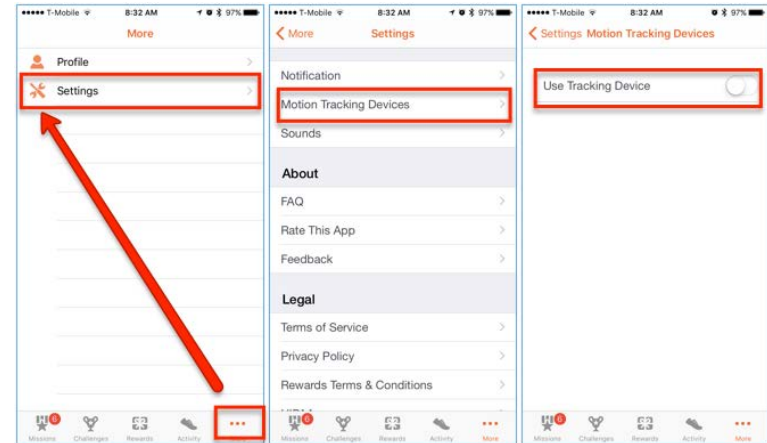
3. Select the device to be linked to your Rally Health Account and click **Continue**, then Enter the credentials for the app or device to link the account and click **Login**. When your device is synced with the Rally App, you will see a confirmation.



Setting Up a Motion Tracker on your iOS Device

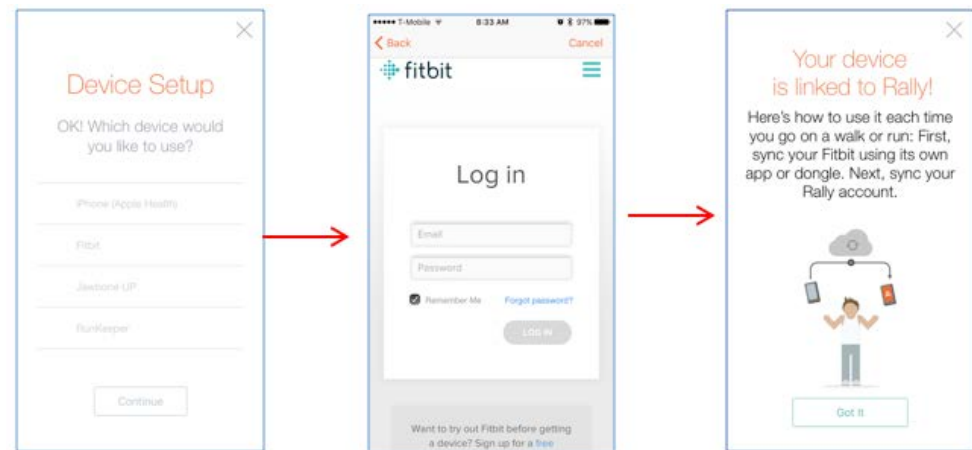
Follow the steps below to link a motion tracking device or app to your iOS device.

1. Launch the Rally App on your iOS device. If you do not have the Rally App, go to App Store to download and install it.
2. Select **...More > Settings > Motion Tracking Devices** and toggle the **Use Tracking Device** on.



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3. Select the device to be linked to your Rally Health Account and click Continue. Enter the credentials for the app or device to link the account and click Login. When your device is synced with the Rally App, you will see a confirmation.



Ensure you have granted permission for your Apple Health App to communicate with the Rally Health App. To check, access your phone settings and go to **Health app > Sources > Rally > Enable Steps and Walking + Running Distance**.

Confirm you have a data source that can be used as a step and distance-tracking device. If your iPhone is older than 5S with iOS 9.0 (or above) installed, you can use the Apple Health App to sync activities, but you will need to have at least one other device/service connected to the Health App. To check your settings, to go **Health App > Sources**.



Troubleshooting

There are times when your device or app tracking may not be functioning properly. The following information will help you self diagnose and resolve some of the more common issues that may cause device/app syncing to malfunction.

Using Your Smartphone as your Device Tracker

iOS Devices

For iOS devices, ensure you have granted permission for your Apple Health App to communicate with the Rally Health App. To check, access your phone settings and go to **Health app > Sources > Rally > Enable Steps and Walking + Running Distance**.

Ensure you have a data source that can be used as a step and distance-tracking device. If your iPhone is older than 5S with iOS 9.0 (or above) installed, you can use the Apple Health App to sync activities, but you will need to have at least one other device/service connected to the Health App. To check your Health App settings, to go **Health App > Sources**.

Once you have confirmed you have granted permission for your Apple Health App to communicate with the Rally Health App, follow the steps in Setting Up a Motion Tracker on your iOS Device to link your Rally Health App to your iPhone.

Using a Physical Tracking Device (like Fitbit, Jawbone, UA Band, etc.)

When using a physical motion-tracking device, if you are using a Bluetooth connection, first check to ensure the Bluetooth is enabled.

Next, confirm the correct device is set as your tracker.

1. In Engage Web, log into Rally Engage using your username and password and select the Gear icon located in the top menu bar and select **Device Settings**.

OR

Launch your Rally App on your mobile device and navigate to **Motion Tracking Devices**.

2. Confirm the correct motion tracker is linked to your Rally Health Account.

If the correct motion tracker is not linked to your account, unlink the incorrect tracker and link the correct tracker. You may need to enter your credentials for the correct tracker.

To link the correct tracker, follow the steps Device Setup. The steps you follow are dependent on what platform your are using (Engage Web vs. Android Devices vs. iOS Devices).

Lastly, confirm your physical device is synced with the device manufacturer's websites. For example, if you are using a Fitbit, please make sure the device has synced with the Fitbit app or website before attempting to sync it with Rally. If your activity numbers are wrong, there may be an issue with the tracking device and you will need to reach out to their technical support team.

If none of the steps above resolve your issue, there may be an issue with how Rally Health is communicating with your tracking device's app or website.



Using a Motion Tracking App (like RunKeeper, MapMyFitness, Strava, etc.)

Confirm that the correct app is set as your tracker.

1. In Engage Web, log into Rally Engage using your username and password and select the Gear icon located in the top menu bar and select **Device Settings**.
OR
Launch your Rally App on your Mobile Device and navigate to **Motion Tracking Devices**.
2. Confirm the correct app is linked to your Rally Health Account.
If the correct app is not linked to your account, unlink the incorrect app and link the correct app. You will need to unlink the incorrect app, select the correct device, and then enter your credential.
If your device is correctly linked, there may be an issue with how Rally is communicating with your tracking App.
3. To reset the connection, follow the steps **Error! Reference source not found.**. The steps you follow are dependent on what platform you are using (Engage Web vs. Android Devices vs. iOS Devices).