

myHC360+ Device Connection FAQ

HC360+ is integrated with a variety of other apps and devices to allow participants to sync outside data to their myHC360+ account.

FAQ:

Q: How do I connect my fitness device?

A: Follow the steps below to connect your device:

1. Select your profile icon at the top of your screen
2. Select **Connect a Device**
3. Find your fitness app or device and select **Connect**
4. Select the data you want to share and then **Allow**

Tip: The more categories you select, the more data will show on your myHC360+ account

Q: Why is my data not syncing?

A: There are a few things you can do to troubleshoot your data syncing issue.

First, ensure your myHC360+ app is updated to the latest version and ensure your mobile device's operating system is up to date.

If you're still experiencing syncing issues, take these next steps:

1. Disconnect your device and reconnect
2. Verify you have data in the application for your chosen device (examples: Health App on your iPhone, FitBit App, Health Connect app and ensure they are syncing the device to your account if applicable.)
3. Ensure all permissions are enabled to share with myHC360+ by ensuring you completed step 4 above when connecting your fitness device
4. **IMPORTANT:** Leave the app for your tracking device open and the myHC360+ app open and running in the background on your phone

Q: Can I find a step-by-step guide for Apple Health, Fitbit, Garmin, or Health Connect?

A: Yes! We have [device connection guides](#) for troubleshooting tips, tools, and instructions to walk you through device integration and connection.



Want more? Check out our Device Connection Guide!

Download the App Today!

Company Code: HMCLS

Unique ID: Last 4 SSN

