AIA Vitality

USER GUIDE

AIA Vitality Sync Guide

Connect, Sync and Troubleshoot Your Fitness Data

Start Setup



AIA Vitality

Android User Guide

Link Google Health (Fitbit) to AIA Vitality



Android User Guide

Link Google Health (Fitbit) to AIA Vitality

Prerequisites

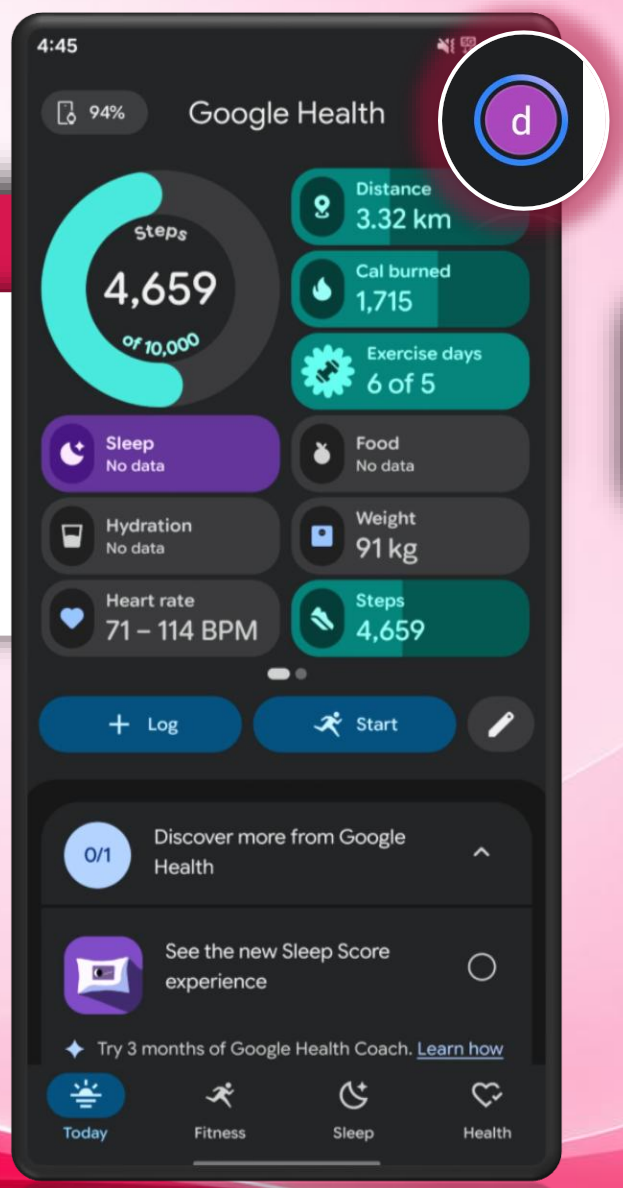
- User has the AIA+ app installed.
- User has Google Health (Fitbit) installed.
- Health Connect is installed on the Android device.
- User is logged in to both AIA+ and Google Health (Fitbit).

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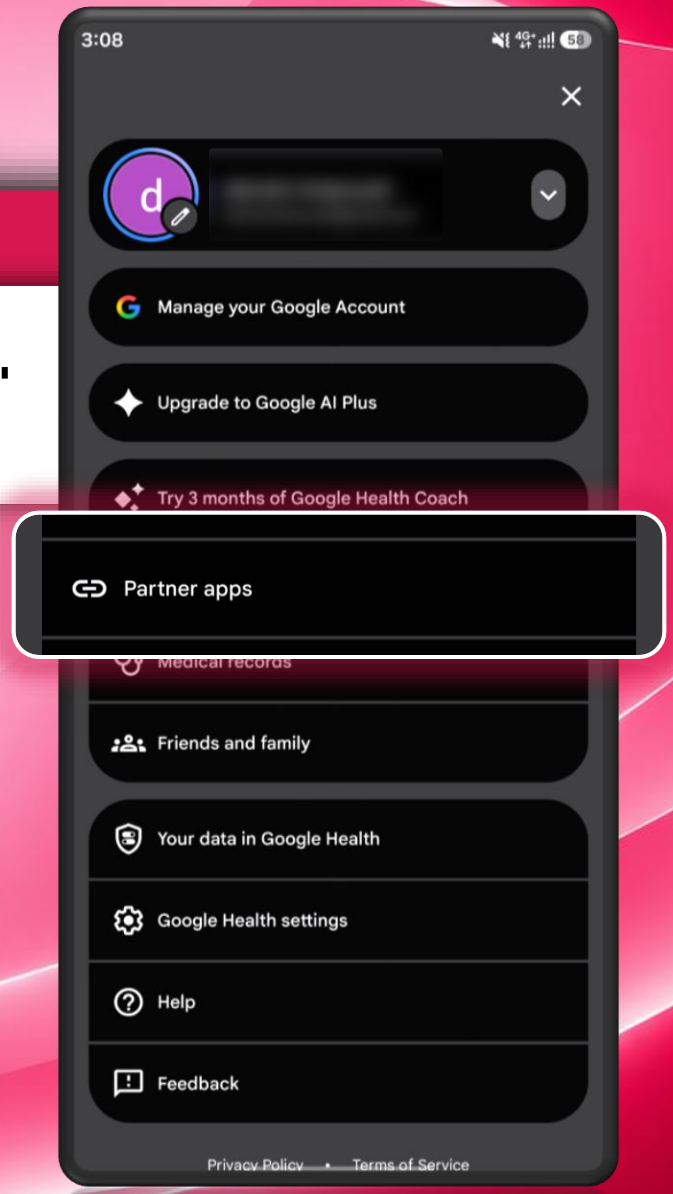
STEP 1

Log in to your Google Health app and click on your profile



STEP 2

Select **"Partner apps"**

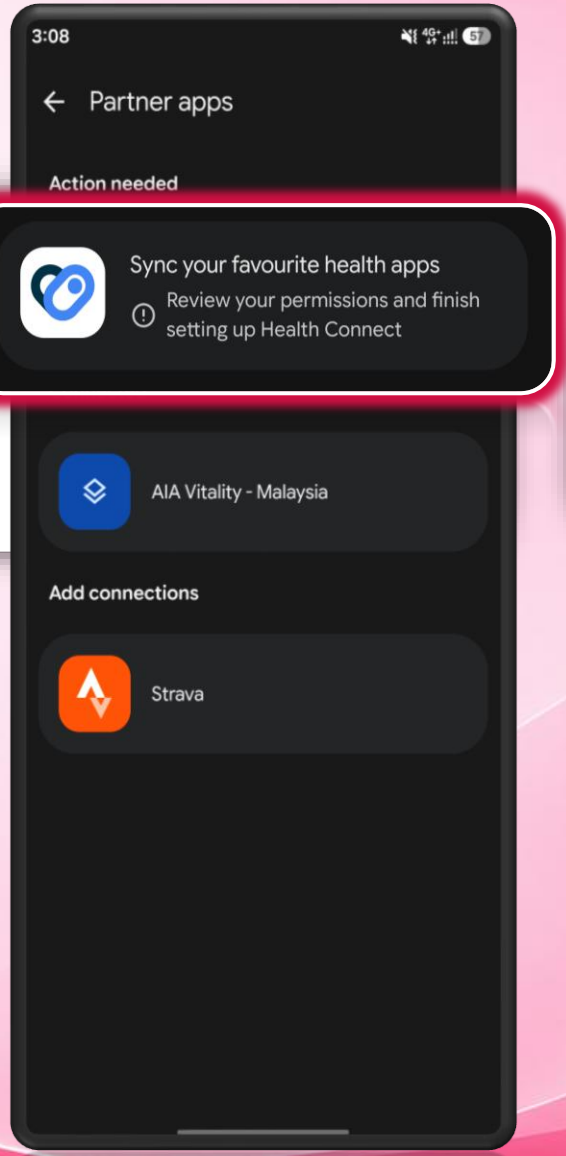


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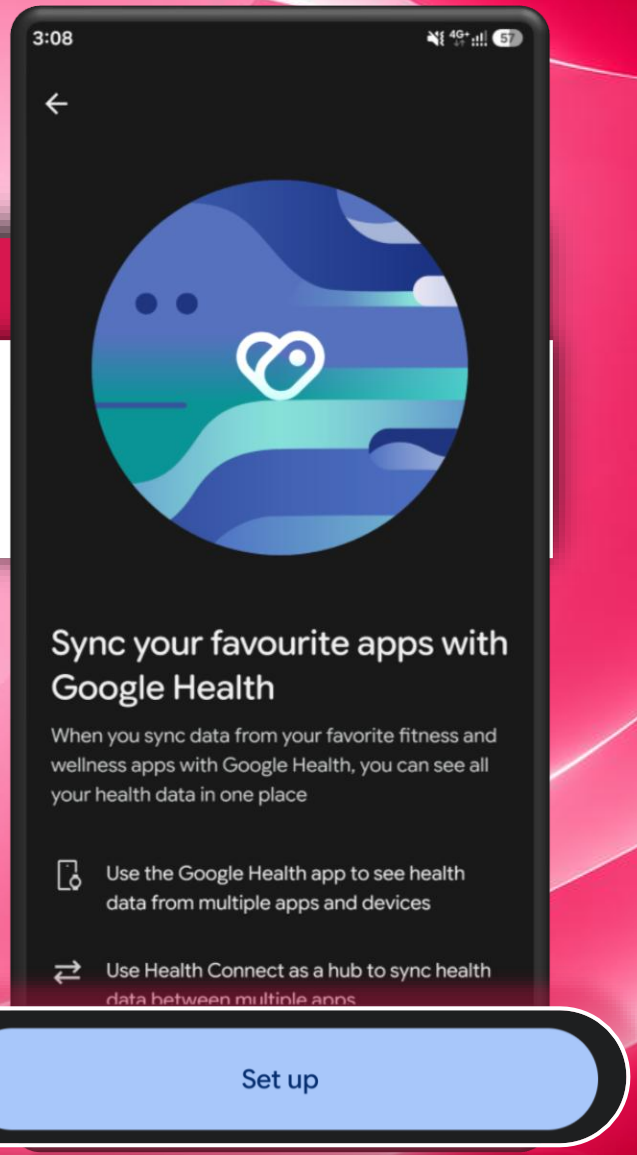
STEP 3

Select **“Sync your favorite health apps with Health Connect"**



STEP 4

Click on **"Set up"**

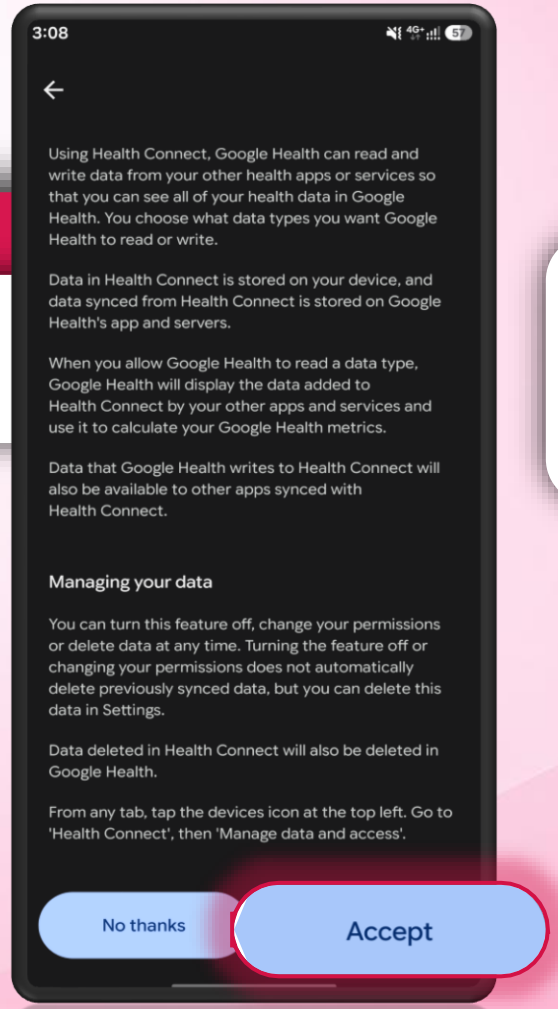


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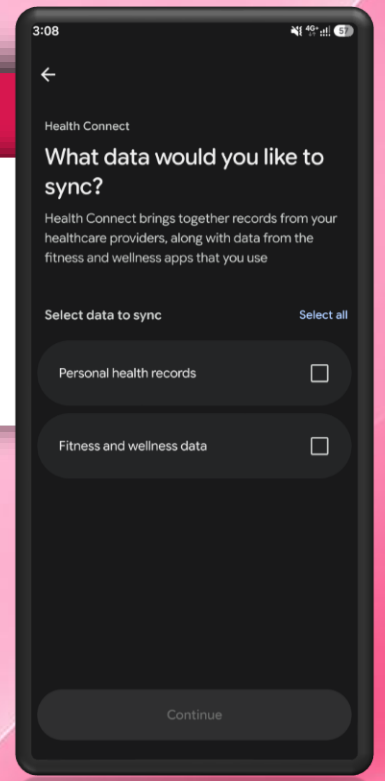
STEP 5

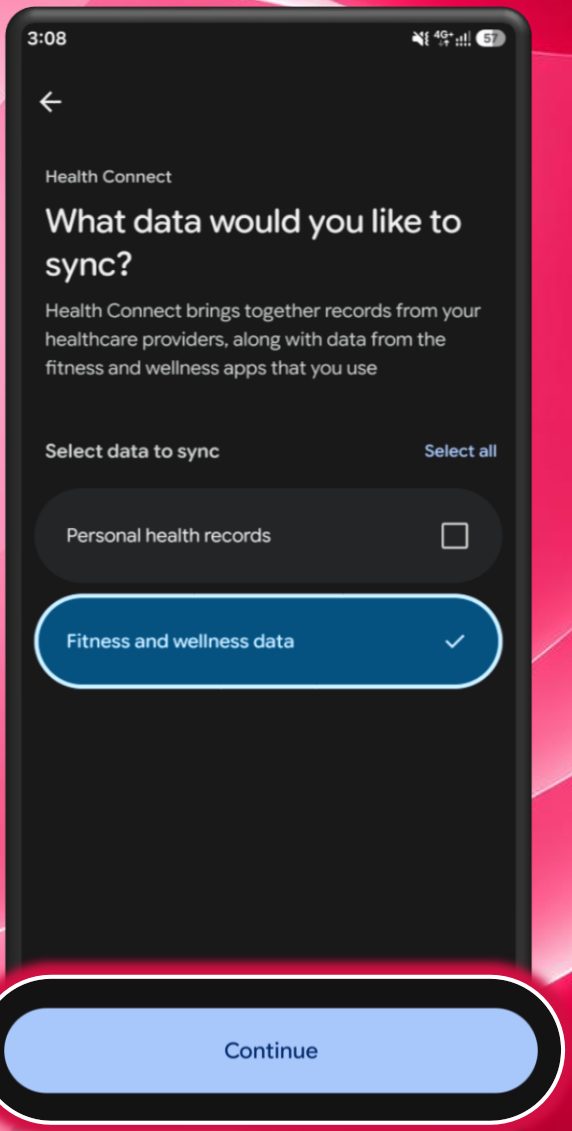
Select **"Accept"**



STEP 6

Select **"Fitness and wellness data"** and click on "**Continue**"



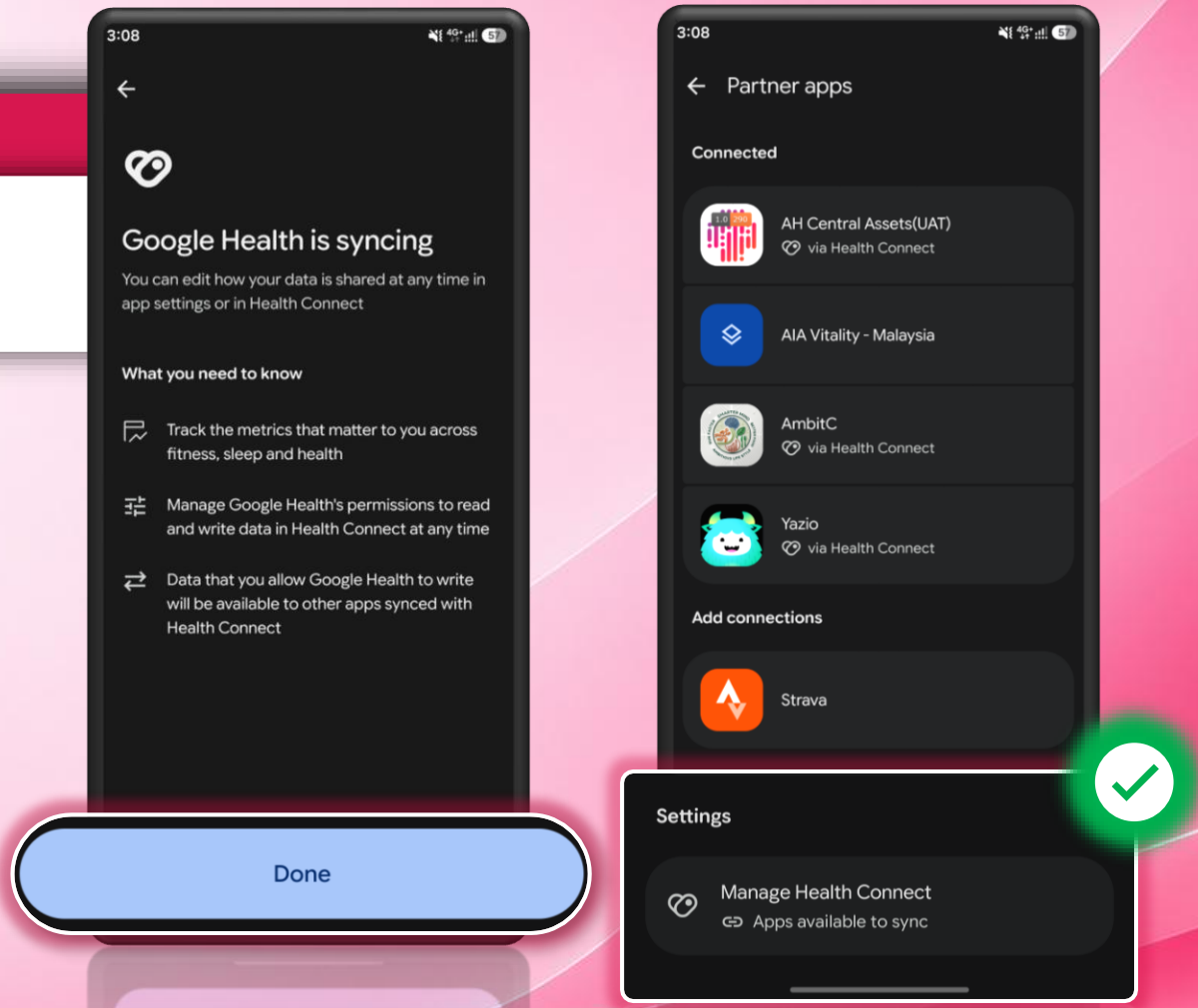


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STEP 7

Click on **"Done"**

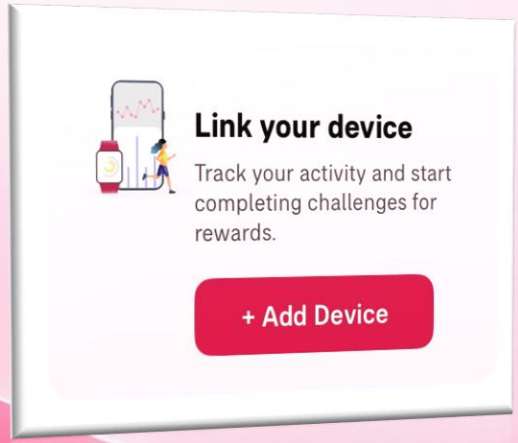


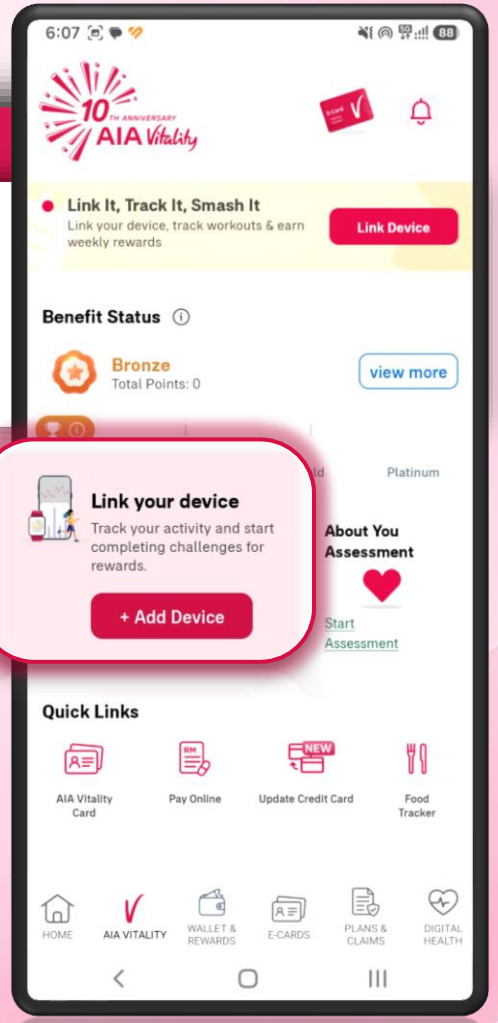
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STEP 8

From the AIA Vitality dashboard click on **"Add Device"**

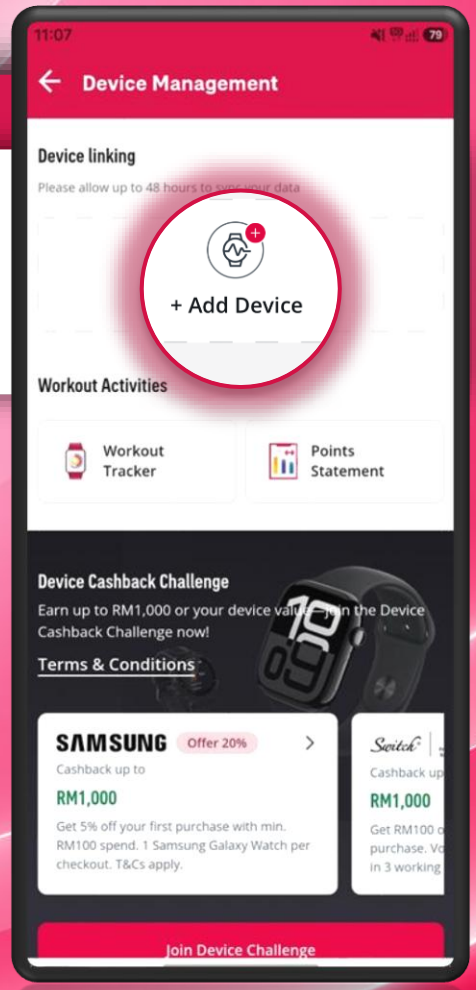




STEP 9

Click on **"Add Device"**



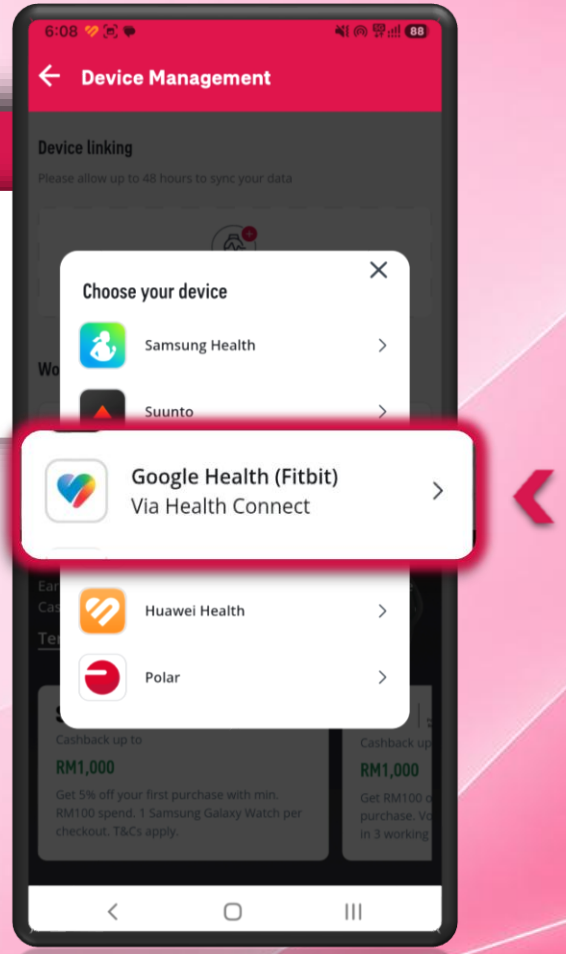


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STEP 10

Select **"Google Health (Fitbit) Via Health Connect"**



1) Ensure Health Connect is installed on your device.

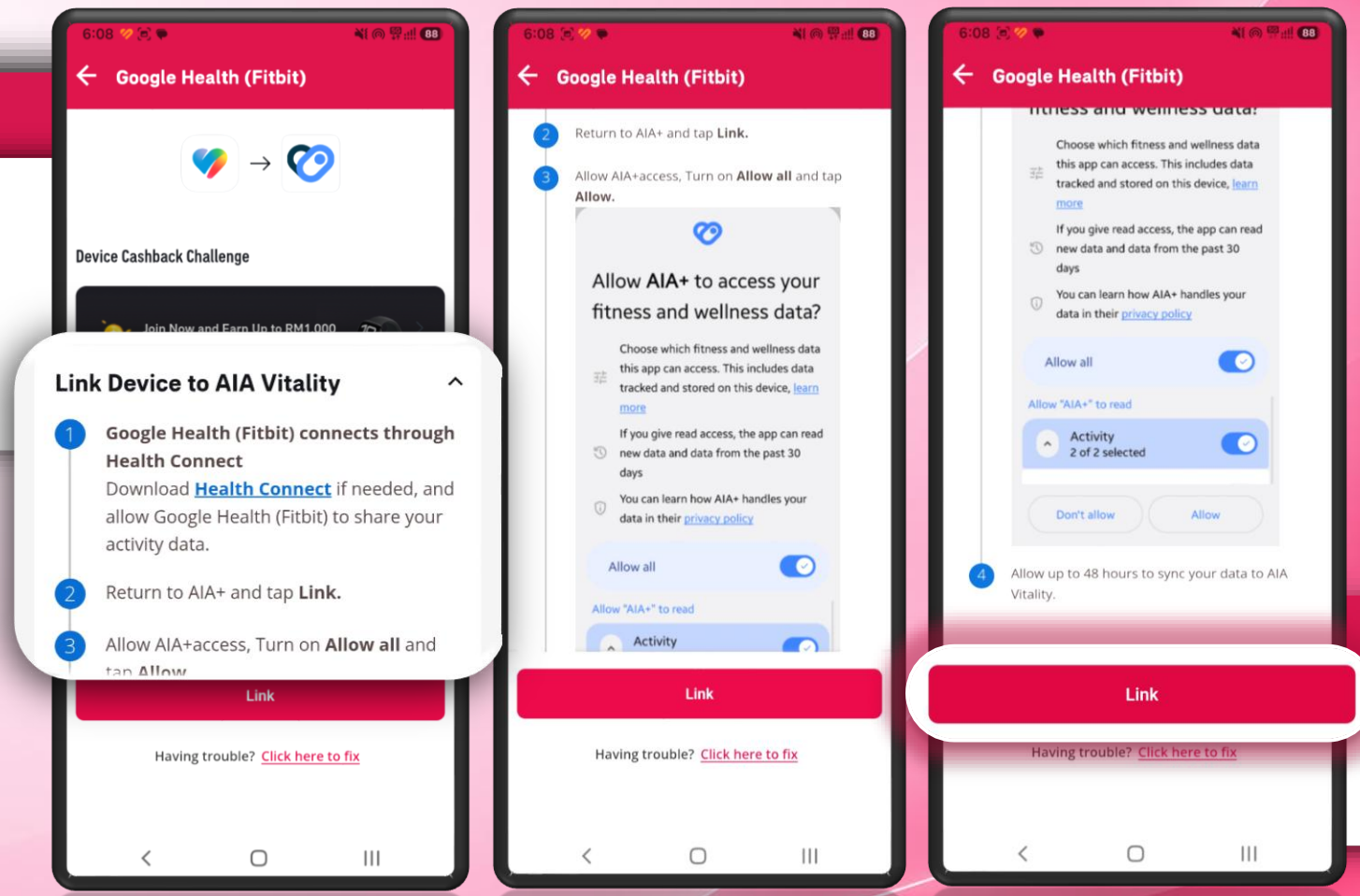
2) Verify that Health Connect has been updated to the latest version.

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STEP 11

Follow all the steps outlined here and download Health Connect app



STEP 12

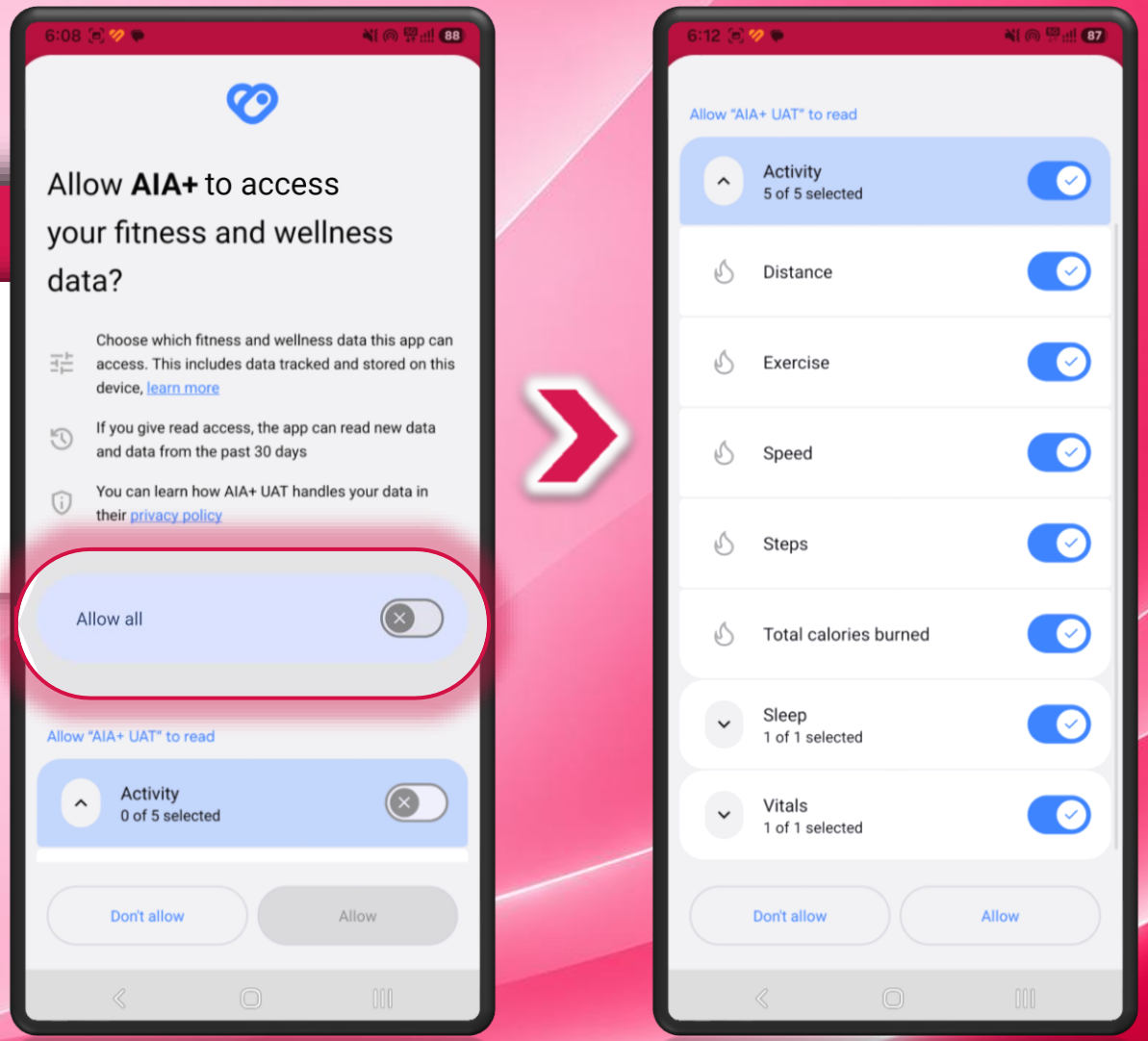
Select **"Link"**

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STEP 13

Click on **"Turn On All"** in your Health Connect to allow permissions to link and sync your device

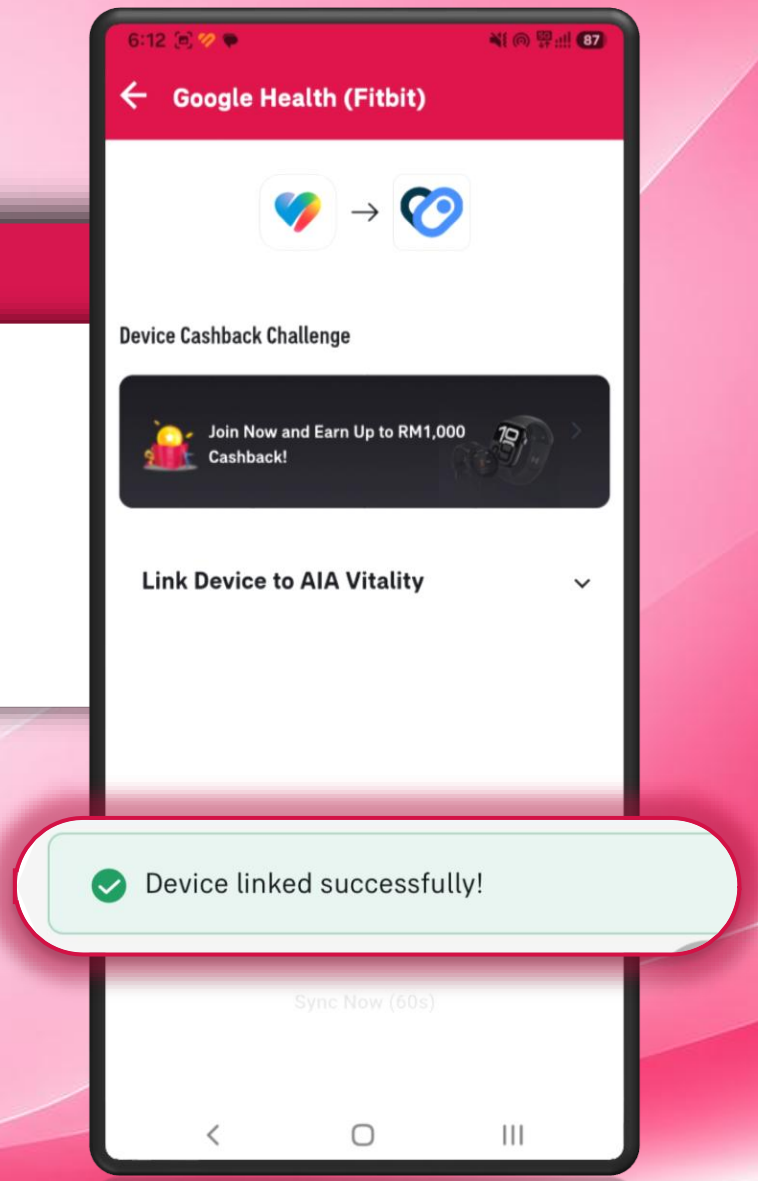


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STEP 14

This confirmation indicates that Health Connect has been successfully linked to AIA Vitality



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Troubleshooting Guide : Syncing Your Workouts & Steps to AIA+

A step-by-step **Complete Setup Guide** for linking Google Health/Fitbit

Start Troubleshooting

Android Setup: Via Health Connect

- Ensure the **AIA+ app** is installed and logged in.
- Ensure **Google Health(FitBit)** is installed And logged in.
- Download or update **Health Connect** from the Google Play Store.

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STEP 1 Set Your Correct Fitness Tracker Source

If your fitness app is set to combine sources, it may pull phone steps instead of your wearable data or inflate your count.

1. Open your fitness app (e.g., Google Health or Fitbit) and go to your daily Steps summary.

2. Tap the menu dots or source selector (e.g., All sources) and explicitly select your dedicated physical fitness tracker/watch as the active source.



VERIFICATION

Your dashboard graph reflects only your wearable device data

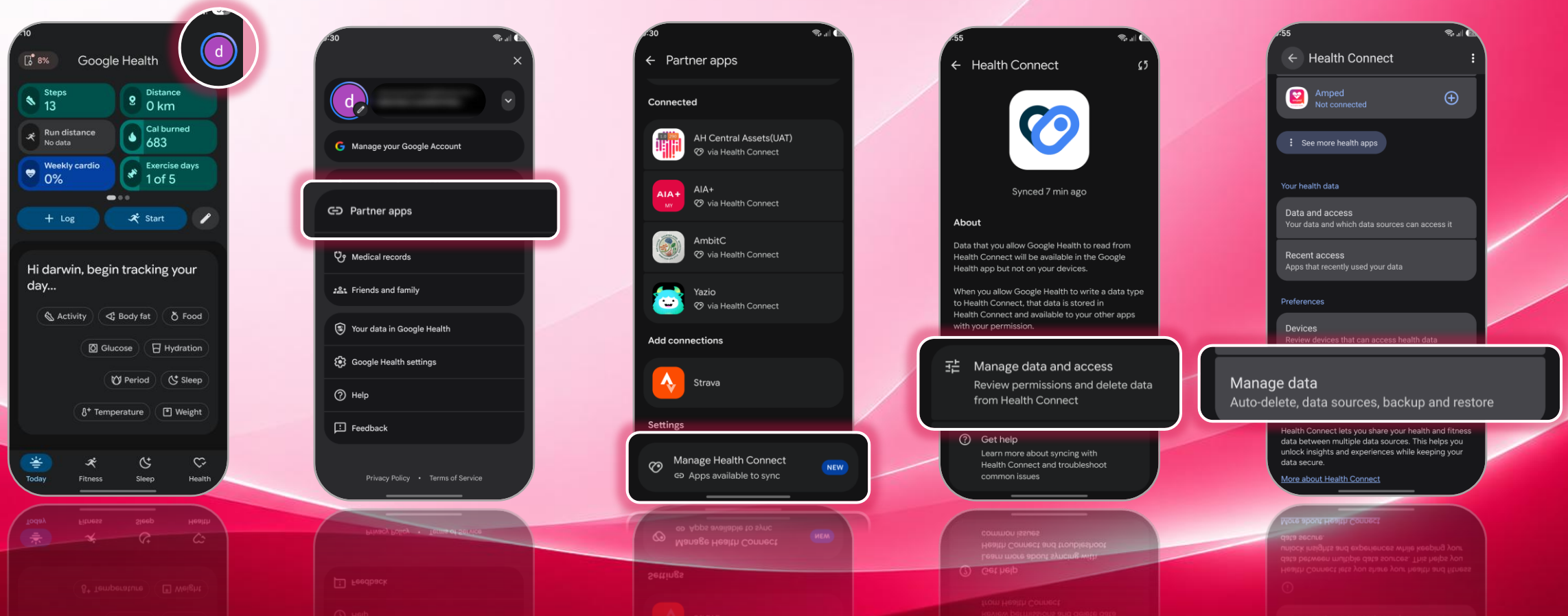
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STEP 2.1 Configure Health Connect Data Priority

Ensure Health Connect prioritizes your fitness tracker over your phone's internal sensors.

1. Open phone **Settings** > search for **Health Connect** > tap **Data and access** > **Steps** (or Exercise).



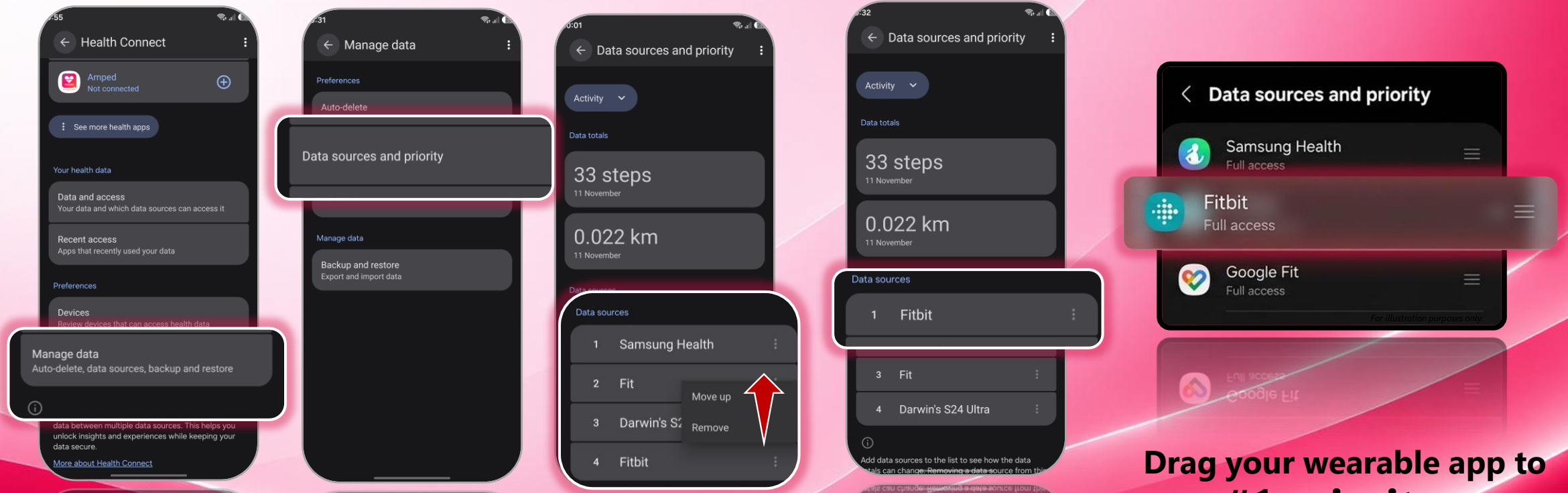
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STEP 2.2 Configure Health Connect Data Priority

Ensure Health Connect prioritizes your fitness tracker over your phone's internal sensors.

2. Check your **priority settings** to ensure your wearable app is positioned as the primary data source.



Drag your wearable app to the **#1 priority** spot

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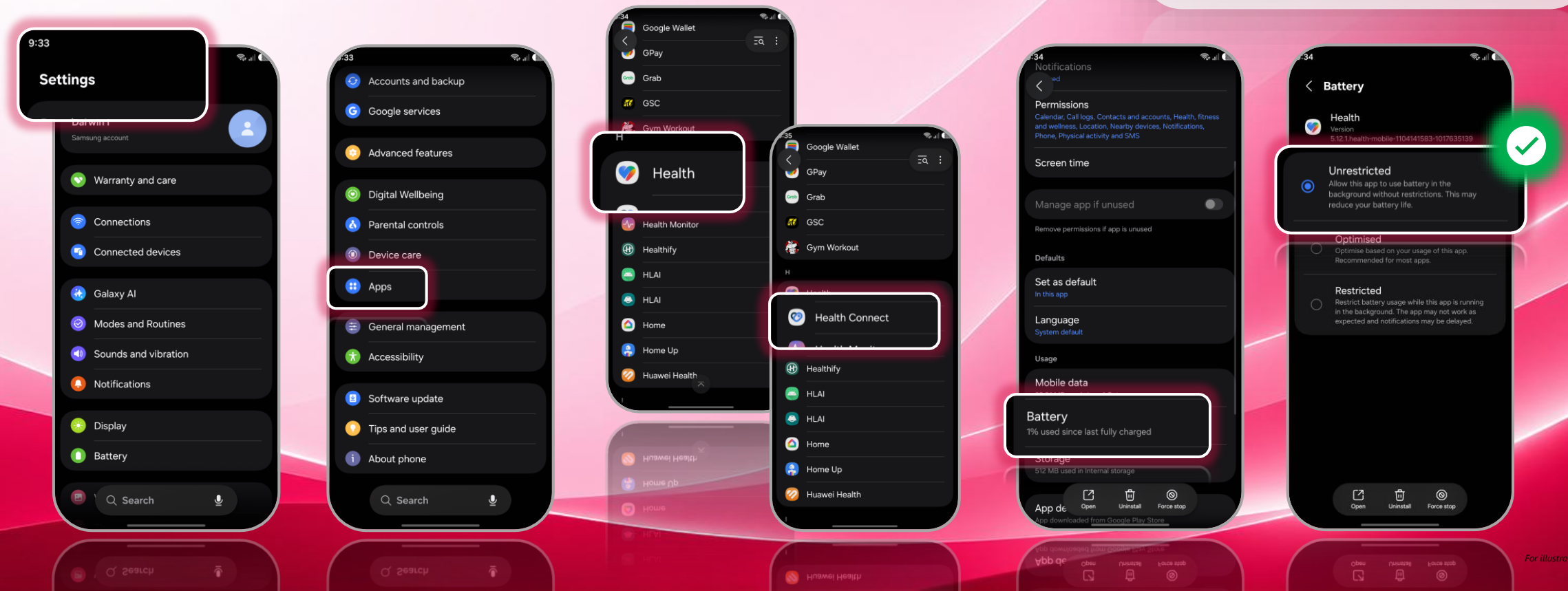
STEP 3 Disable Battery Optimization for Uninterrupted Syncing

Prevent Android from putting background sync processes to sleep.

1. Go to **phone Settings** > **Apps** > select your **Fitness App**, **Health Connect**, and **AIA+.**
2. Tap **Battery** and change it from Optimized to **Unrestricted** (or Not optimized).

Verification

Background data transfers can now run automatically throughout the day.



For illustration purposes only.

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STEP 4.1 Wait for Background Sync from Google Health to Health Connect

Allow the system time to transfer local records to the shared vault.

1. After completing your workout or refreshing your fitness app, **wait 5 to 10 minutes** for Health Connect to process and ingest the background data stream.



For illustration purposes only.

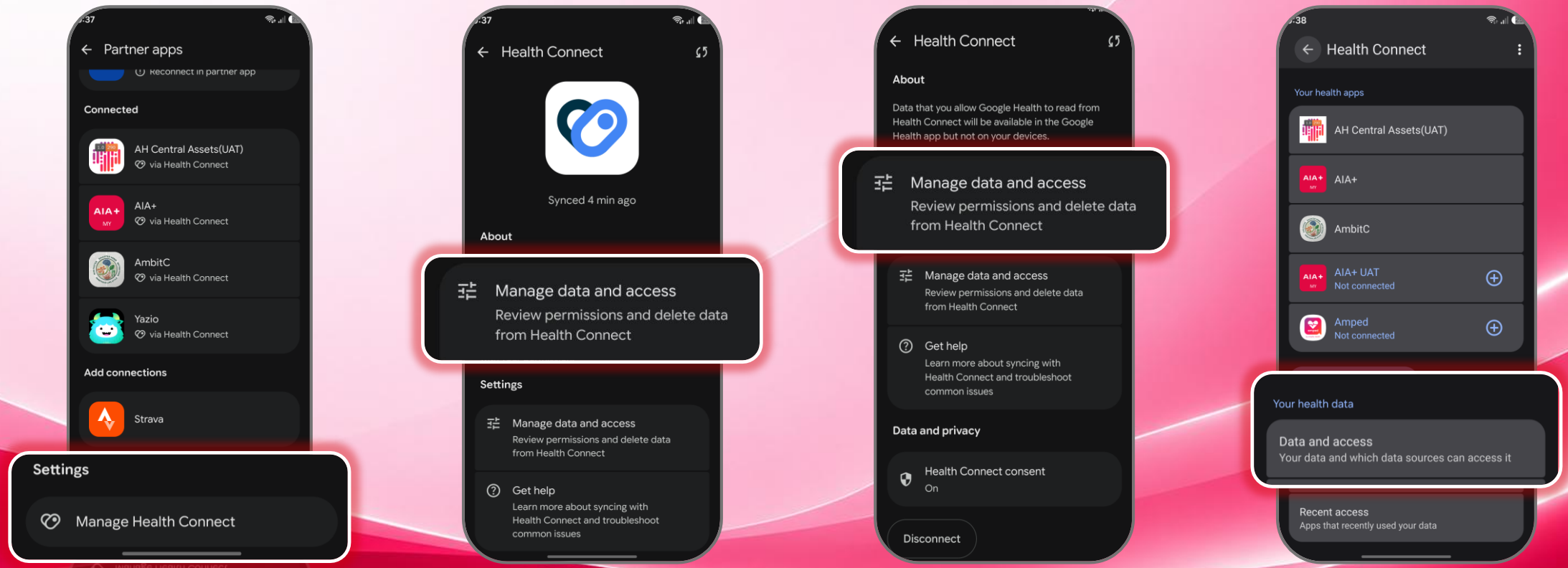
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STEP 4.2 Wait for Background Sync from Google Health to Health Connect

Allow the system time to transfer local records to the shared vault.

2. Open **Health Connect** > **Data and access** > **Steps** (or **Exercise**) to confirm the records have populated.



For illustration purposes only.

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STEP 4.3 Wait for Background Sync from Google Health to Health Connect

Allow the system time to transfer local records to the shared vault.

2. Open **Health Connect** > **Data and access** > **Steps** (or **Exercise**) to confirm the records have populated.



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STEP 4.4 (Optional): Disconnect Legacy *AIA Vitality - Malaysia* Connection

- If **AIA Vitality - Malaysia** appears under **Action Needed**, you may safely ignore it as AIA+ is the active application.
- To **remove** the old connection, tap **AIA Vitality - Malaysia** and select **Disconnect**



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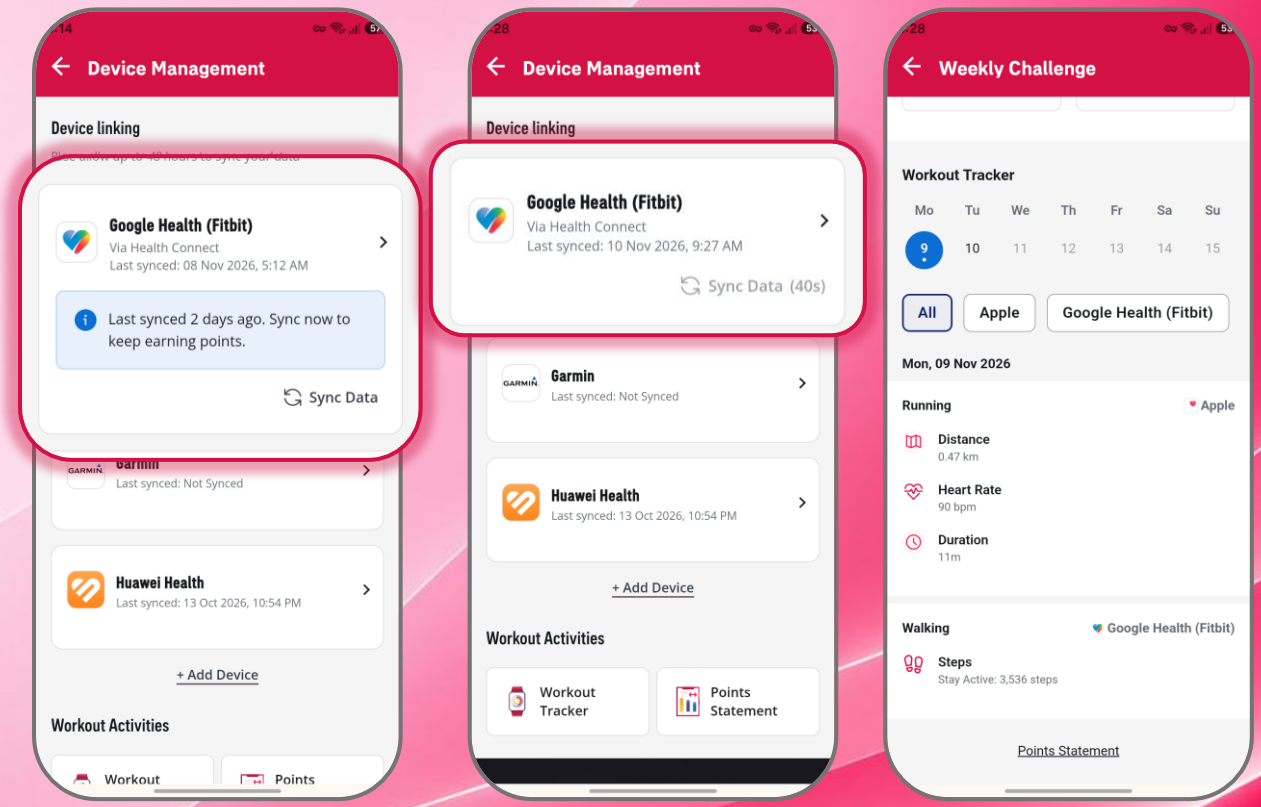
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STEP 5 Grant Permissions & Sync to AIA+

1. In **Health Connect**, go to **Data and access** > **Apps** > **AIA+** and ensure all permissions (Steps, Exercise, Heart Rate) are allowed (status shows as **Connected**).

2. Open the **AIA+ app**, go to **Profile** > **Device Management**, and tap **Sync Data** under **Google Health (Fitbit).**



Verification

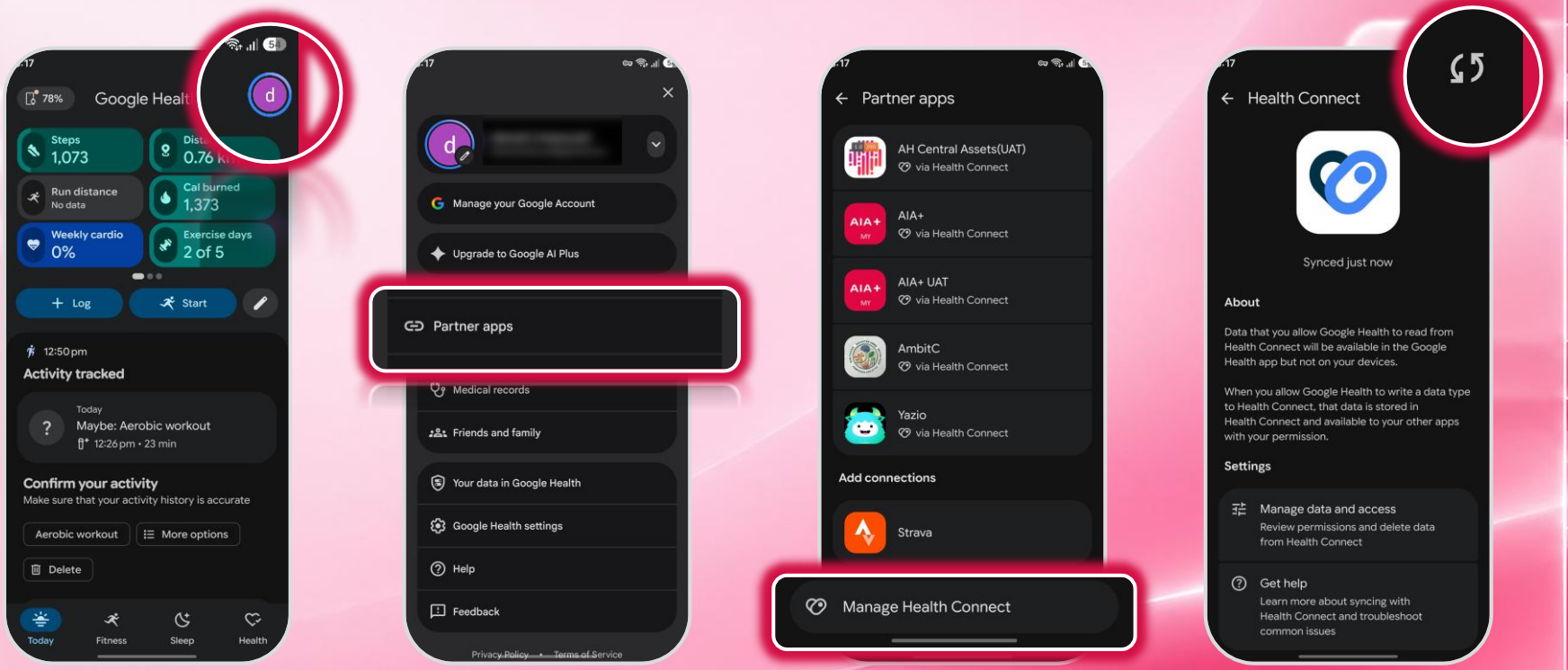
*Timestamp updates to the current time and workouts appear in your **Workout Tracker**.*

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Tips to Sync

Syncing to Health Connect from Google Health



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💡 Quick Troubleshooting Tip

If your steps or workouts do not appear immediately, **open your fitness** tracking app first **to pull data** from your band, **wait 10-30 minutes** for **Health Connect** to process the transfer, and then hit **Sync Data** in AIA+.