AIA Vitality

USER GUIDE

AIA Vitality Sync Guide

Connect, Sync and Troubleshoot Your Fitness Data

Start Setup



AIA Vitality

iOS User Guide

Link Google Health (Fitbit) to AIA Vitality



iOS User Guide

Link Google Health (Fitbit) to AIA Vitality

Prerequisites

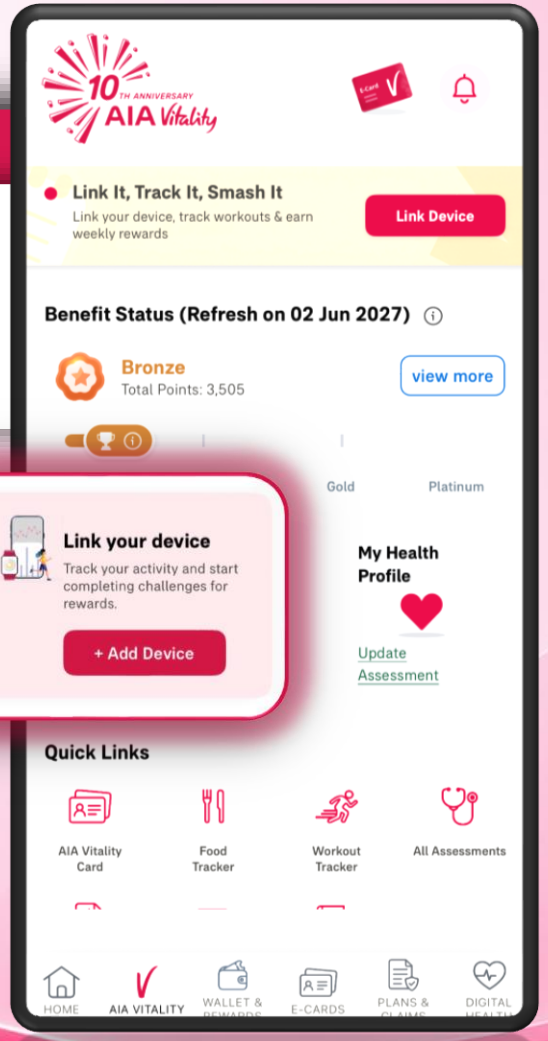
- User has the AIA+ app installed.
- User has Google Health (Fitbit) installed.
- User has Apple Health installed and enabled on the iOS device.
- User is logged in to both AIA+ and Google Health (Fitbit).

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iOS

STEP 1

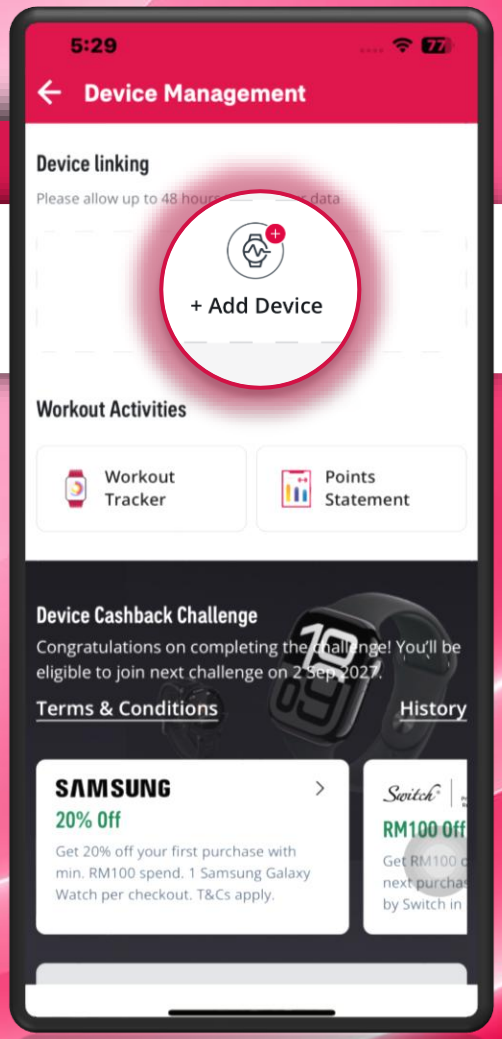
From the AIA Vitality dashboard click on **"Add Device"**



STEP 2

Click on **"Add Device"**



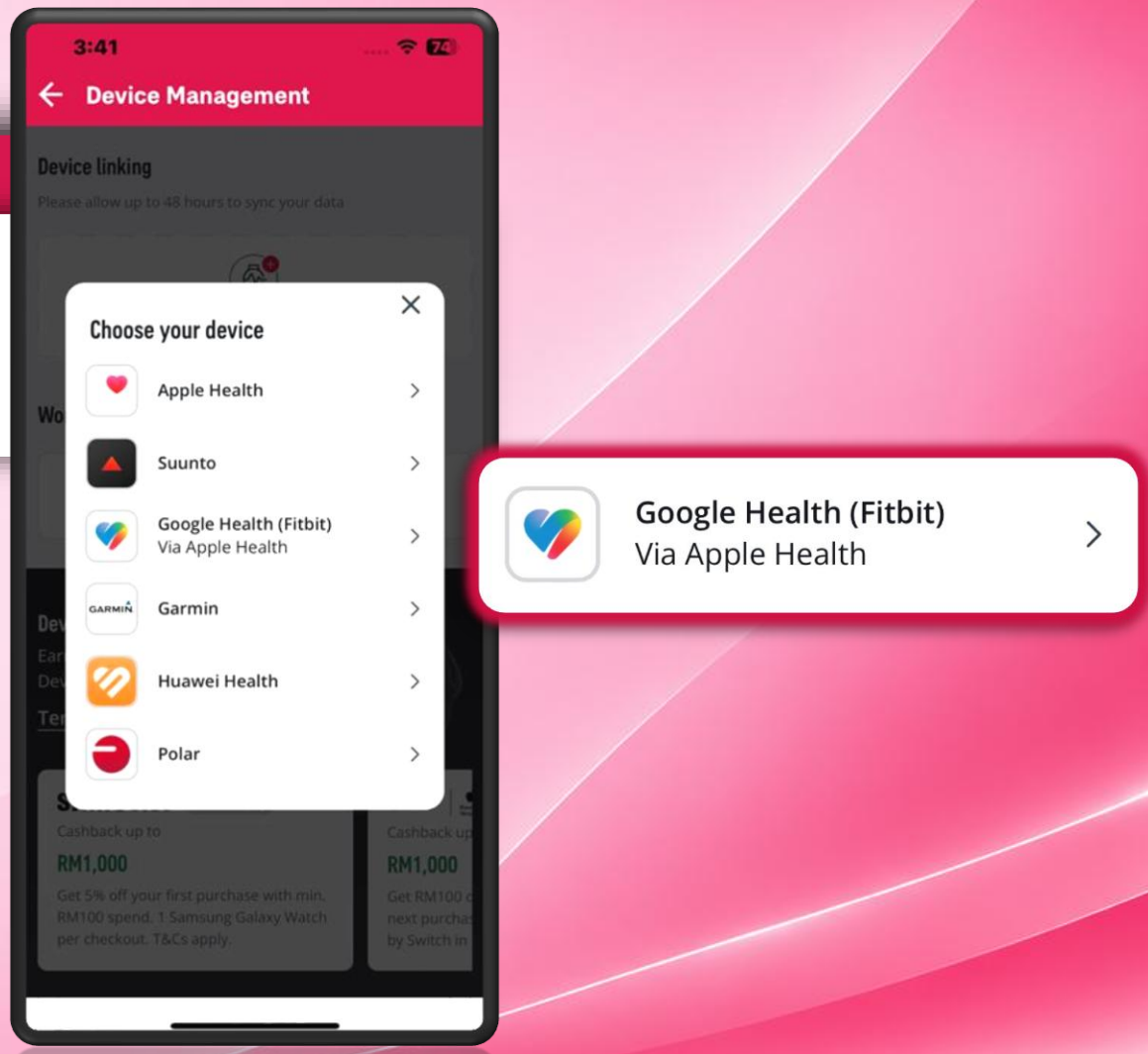


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iOS

STEP 3

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

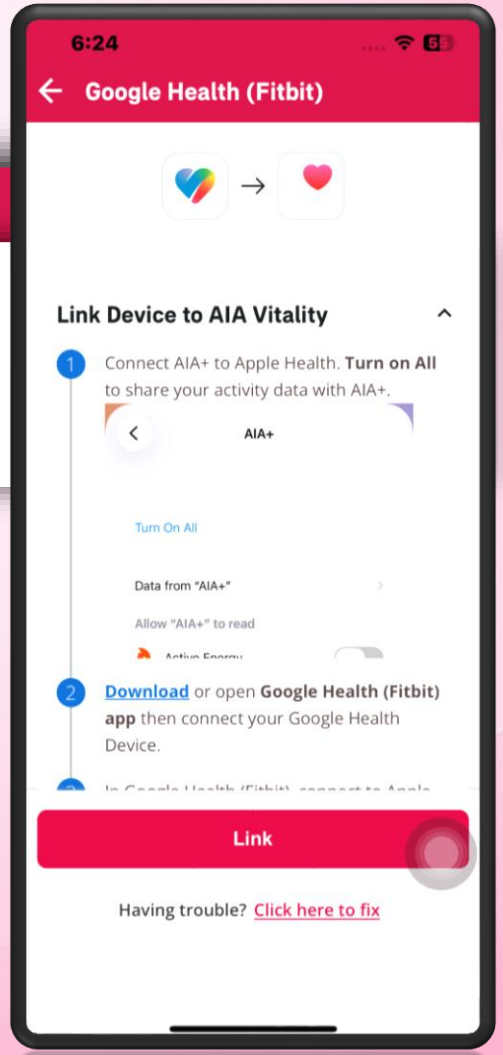


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iOS

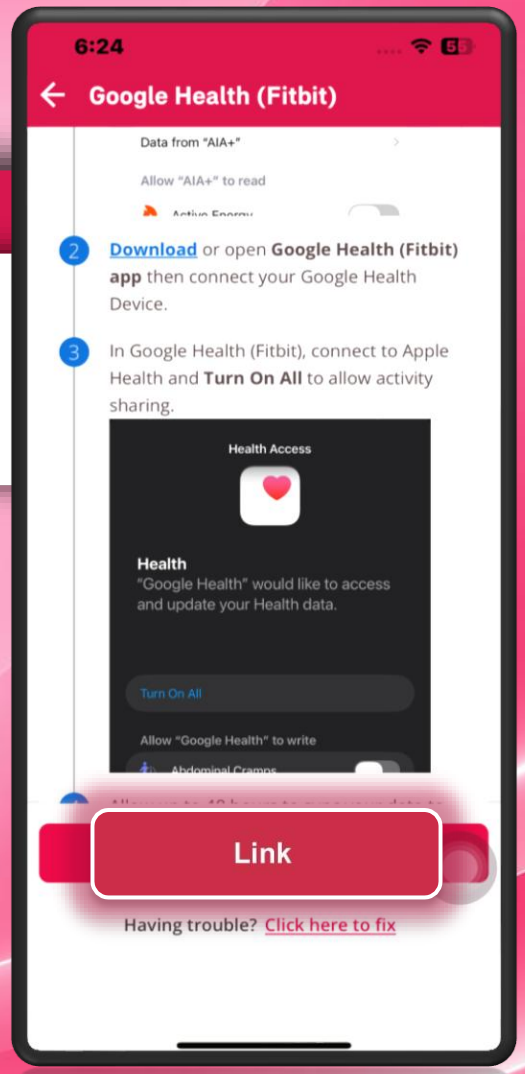
STEP 4

Follow all the step outlined here



STEP 5

Select "**Link**"

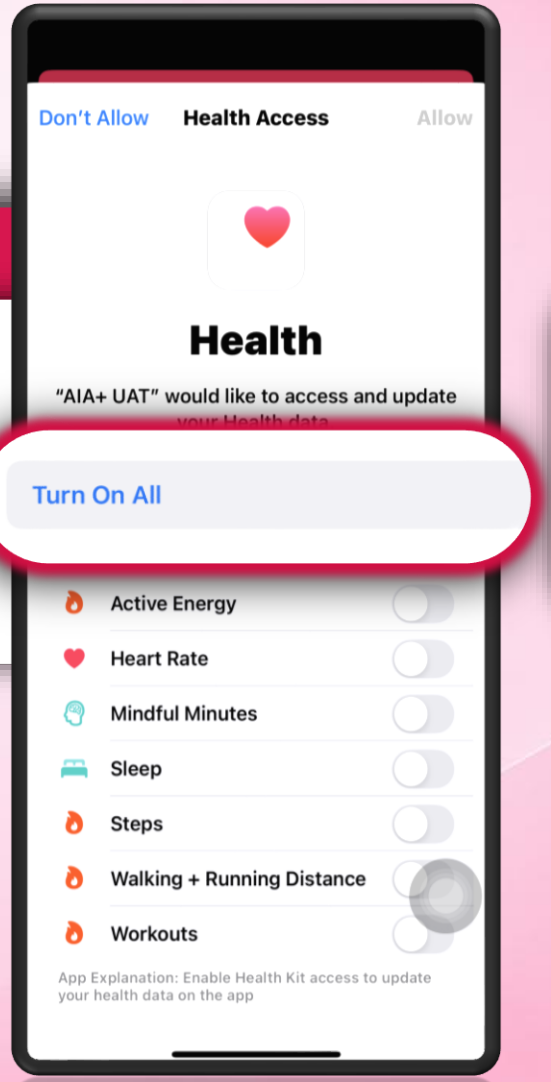


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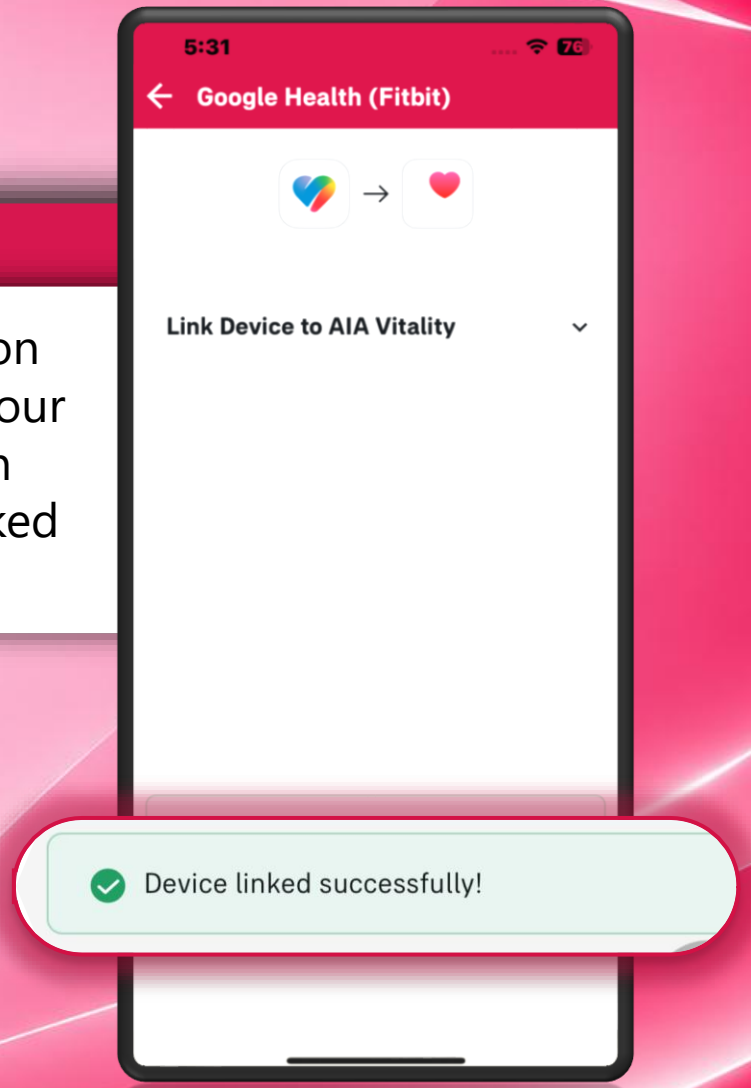
STEP 6

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



STEP 7

This confirmation indicates that your device 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

iOS Setup: Via Apple Health

- Ensure the **AIA+ app** is installed and logged in.
- Ensure **Google Health (FitBit)** is installed And logged in.
- Apple Health is your central hub for this setup

For iPhone users, Apple Health acts as the central hub connecting fitness apps to AIA+.

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STEP 1.1 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

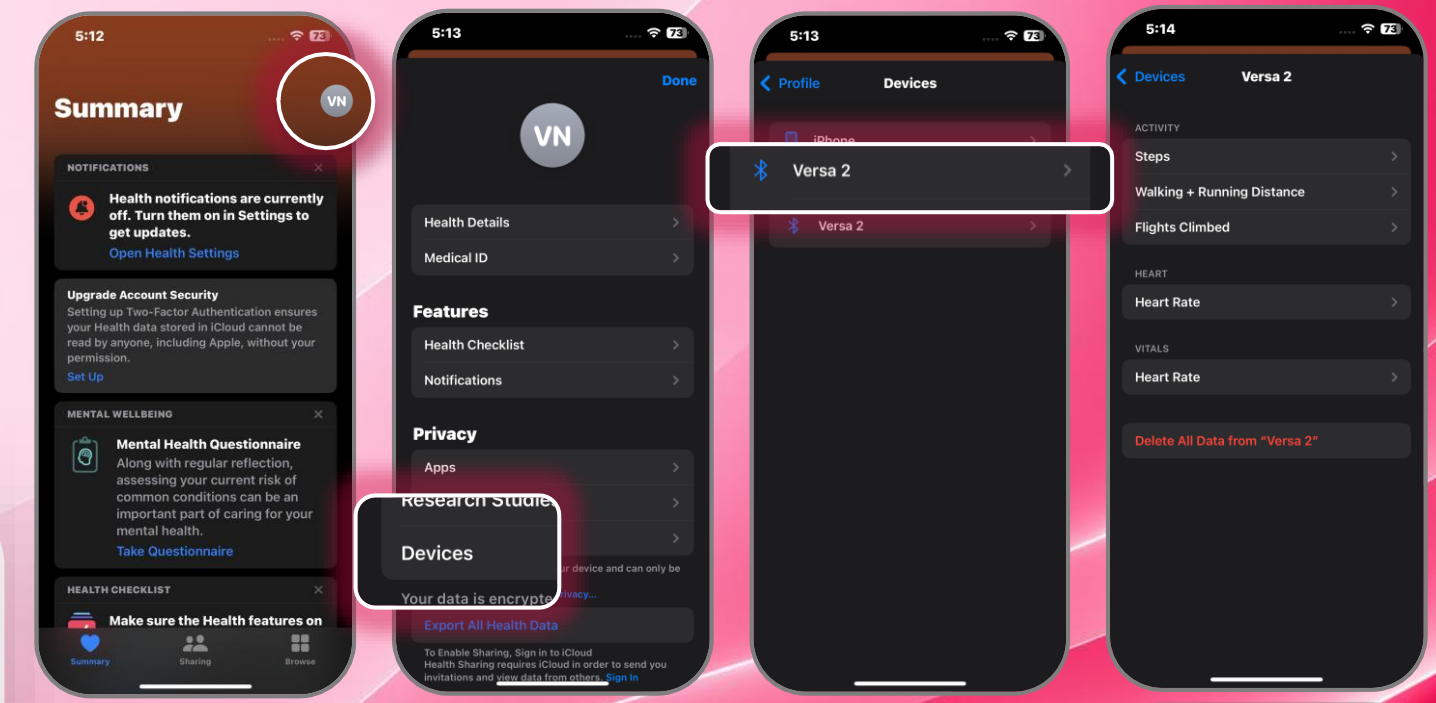
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STEP 1.2 Verify Your Connected Device Source in Apple Health

1. Open the **Apple Health** app on your iPhone.

2. Tap your **Profile icon** (top right) > **Devices**, and select your **connected fitness tracker** or **smartwatch**.



VERIFICATION

Confirm your physical wearable device is actively listed and recording metrics.

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STEP 2.1 Set Data Priority in Apple Health

1. In **Apple Health**, tap on **Steps** (or **Workouts**), scroll down, and **tap Data Sources & Access.**

2. Drag your wearable tracker app to the **1st position in the priority list** so it overrides your iPhone's built-in step counter.



VERIFICATION

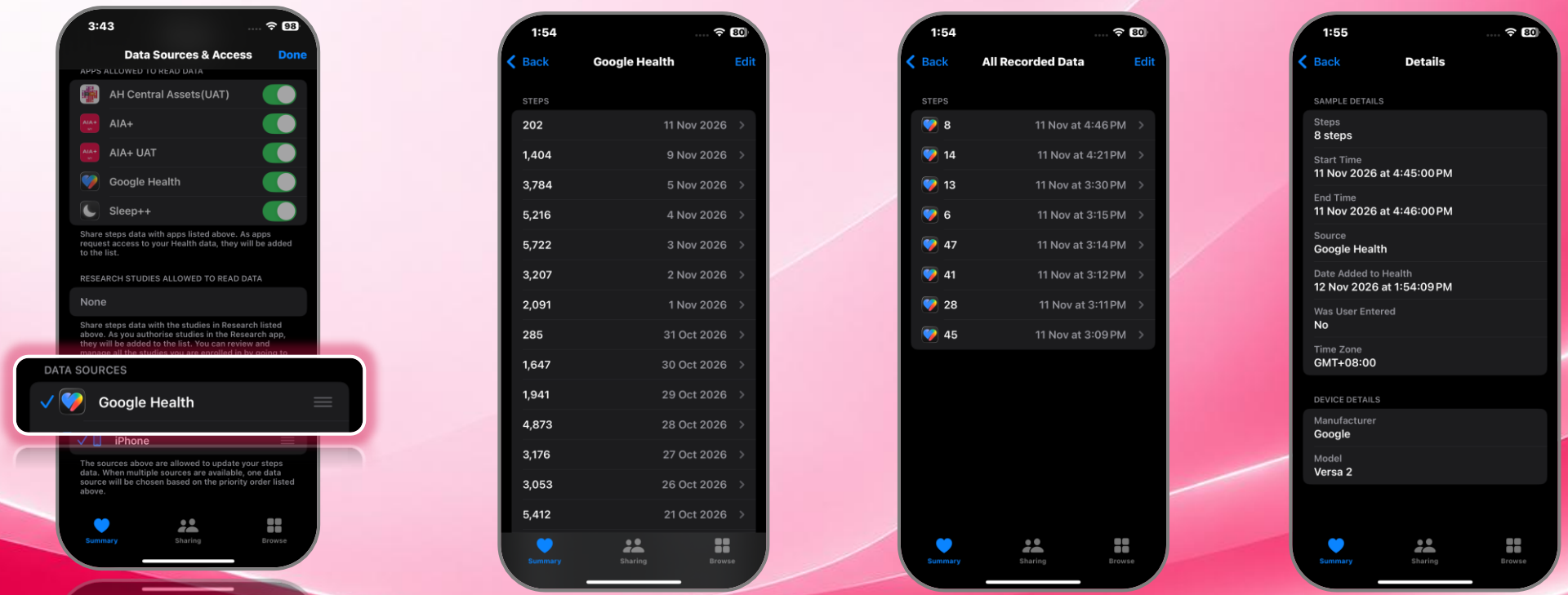
Apple Health prioritizes your wearable tracker for daily totals

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💡 STEP 2.2 (Optional):- View Google Health's Step Details in Apple Health

3. Go to **Apple Health > Steps (or Workouts),** scroll down, and tap **Data Sources & Access > Google health** to view your daily step records by scrolling down and verify that step data from your connected Google health app is being synced correctly.



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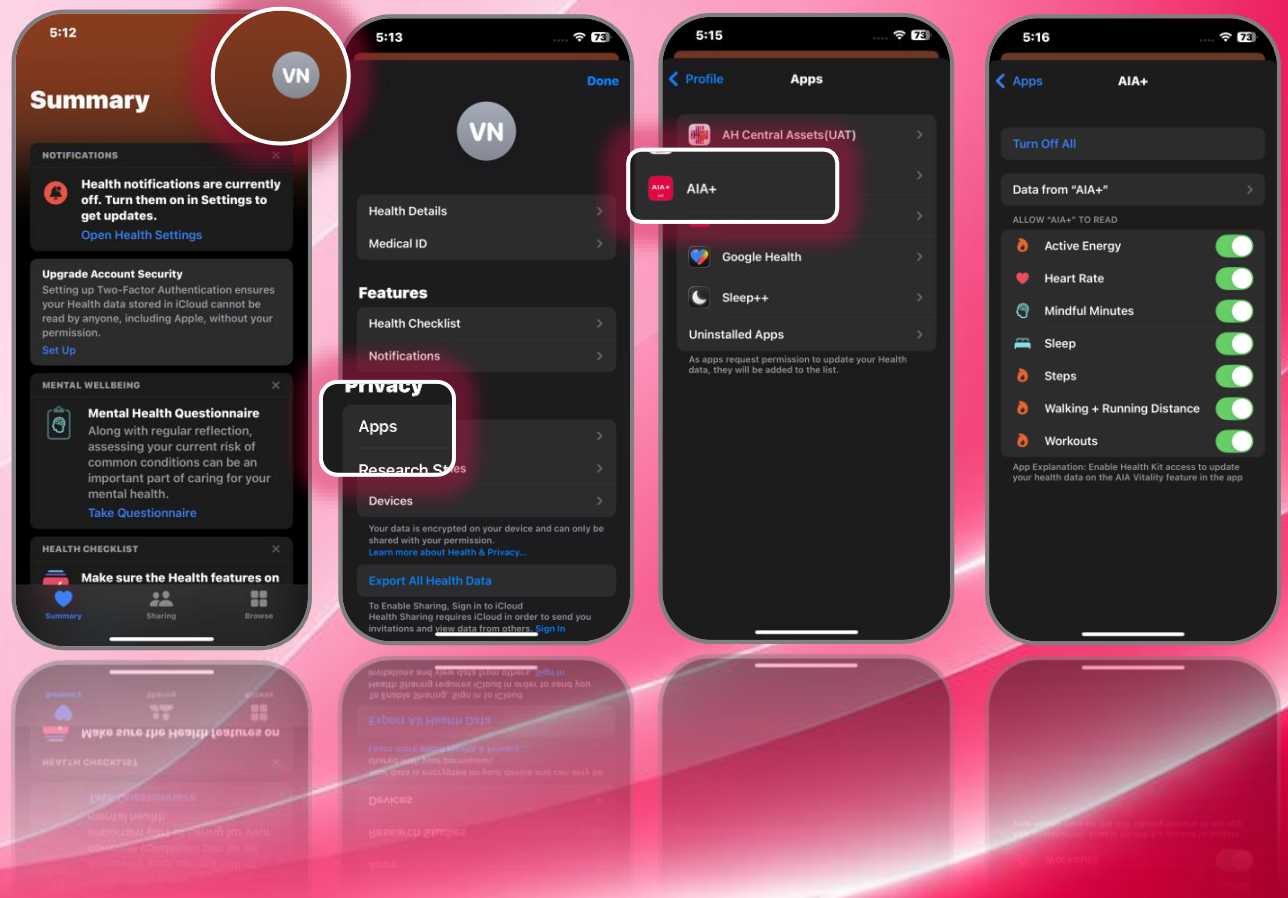
STEP 3 Allow AIA+ Access to Apple Health

1. Open **Apple Health** and tap your **Profile icon** (top right) > **Apps**.

2. Select **AIA+** from the list and turn **ON** permission for **Steps**, **Walking + Running Distance**, **Active Energy**, and **Workouts**.

VERIFICATION

All required metrics are toggled green/active



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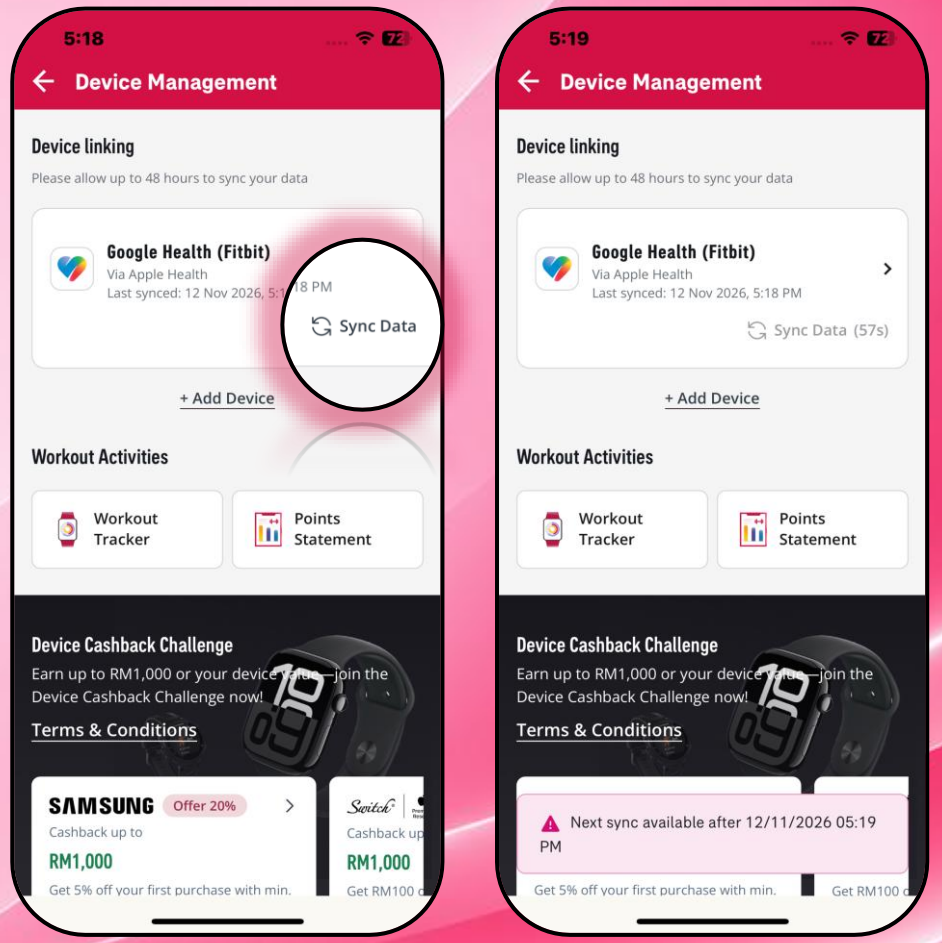
STEP 4 Sync Data in the AIA+ App

1. Open the **AIA+** app and navigate to **AIA Vitality Dashboard > Device Management.**

2. Tap **Sync Data** under your linked Apple Health / Device option.

VERIFICATION

Check your Weekly Challenge screen to confirm your workouts and steps appear correctly

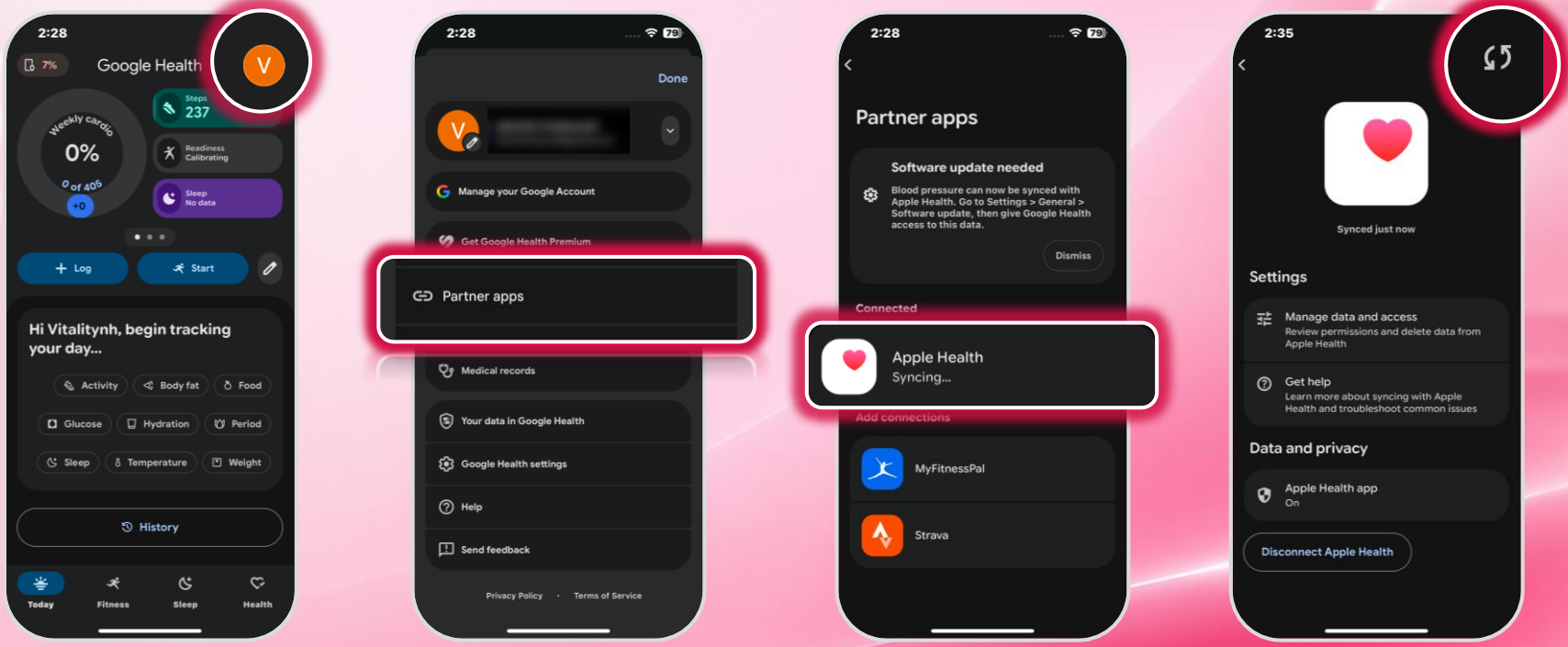


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Tips to Sync

Syncing to Apple Health from Google Health



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iOS

💡 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 **Apple Health** to process the transfer, and then hit **Sync Data** in AIA+.