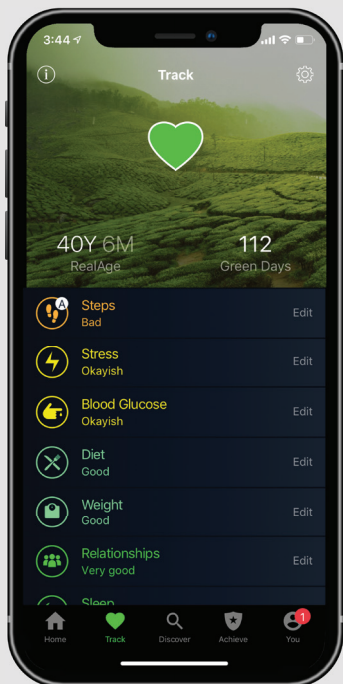




sharecare

Trackers FAQ

Frequently Asked Questions



Monitor your health

Trackers are a great way to monitor your daily habits and measure your progress towards a goal. You can input your information manually or select a source to track automatically, from a third-party device/application using Google Fit, Apple Health, and Fitbit.

Setup tracking

Enable automatic tracking by selecting a source and tracker(s). Go to the Settings screen to connect with Apple Health, Google Fit, or Fitbit and choose a tracker(s) to automatically track. Once the tracker is selected you will see an indicator, showing tracking enabled. [Setup Tracking](#) (Link goes to Settings screen)

After selecting your source and tracker(s), data will synchronize to Sharecare via your source. If data is not synching, open the source app i.e, Fitbit, to ensure the source is collecting the most recent data. [More information](#) (Link goes to FAQ web screen)

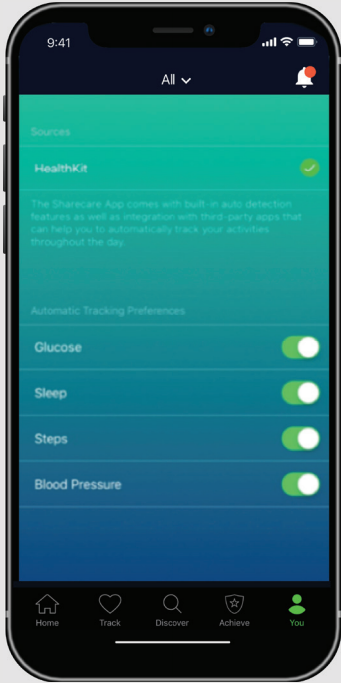
Earn a Green Day

Your trackers represent the core health factors which influence your health and impact your RealAge. Not all trackers require you to track on a daily basis (e.g. cholesterol). When you track 8 of the factors in the green you will earn a green day. Each green day you earn contributes to a reduction in your RealAge, the benchmark for measuring your health in the Sharecare platform.

Frequently asked trackers questions

1. How do I track?

Trackers are a great way to monitor your daily habits and measure your progress towards a goal. You can input your information manually or select a source to track automatically, from a third-party device/application using Google Fit, Apple Health, and Fitbit. To start automatic tracking download the Sharecare mobile app from [Google Play](#) or the [Apple App Store on iTunes](#).



2. What does automatic tracking mean?

If you select a tracker to be automatically tracked i.e, steps using fitbit as a source, it means Sharecare will retrieve/read data from that device or application. There are several trackers you can automatically track depending on your Operating System (OS). Apple iOS includes; Steps, Sleep, Blood Pressure, and Blood Glucose. Android includes; Steps, Sleep, and Stress. Automatic tracking from a third-party will only work when you open the mobile app.

3. What tracking devices and applications do you support?

Sharecare supports devices and applications that write data and sync with Apple Health and Google Fit. Users are required to permission Apple Health and Google Fit to retrieve this data. For this feature, go to the Track section and select Settings (gear icon) then connect with Apple Health or Google Fit as a source and choose a tracker(s) to automatically track from the list. Once the tracker is selected you will see an indicator showing tracking enabled.

4. What if I have a Fitbit?

Since Fitbit does not integrate with Apple Health or Google Fit, Sharecare syncs directly to Fitbit to supports the most common Fitbit devices. To enable this feature, go to the Track section and select Settings (gear icon) then connect to Fitbit as a source and choose a tracker(s) to automatically track from the list. Once the tracker is selected you will see an indicator showing tracking enabled. You are responsible for setting up the connection to Fitbit using your Fitbit credentials. If the Fitbit device isn't synced, we are not able to receive the data in the Sharecare app.

5. I did not know that Google Fit (Android User) is required. How did I miss that?

User's must download Google Fit separately to activate tracking. If you are using an Android device you will be prompted to download and use Google Fit after you complete the RealAge test.

6. Do you sync with Samsung devices?

At this time Samsung does not send data to Apple Health, Google Fit or any third-party service which is available. When they make this available we will support Samsung devices.

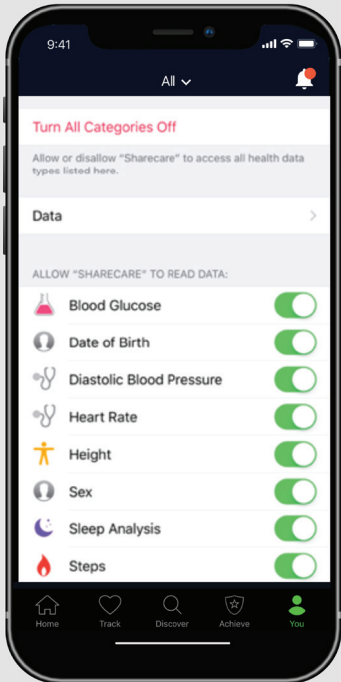
7. What if I have a Garmin device?

At this time Garmin devices only sync with Apple Health via the Garmin App. They do not sync with Google Fit. To ensure your Garmin device is connected you must sync your Garmin device to the Garmin App, make sure its writing to Apple Health, then verify the connection between Apple Health and Sharecare.

8. Do you use device sensors on my phone for tracking?

For Android users, Sharecare automatically tracks sleep, steps, and stress using device sensors on the phone. For this feature, go to the Track section, select Settings (gear icon) and choose sleep, steps or stress to automatically track. Once the tracker is selected you will see an indicator showing tracking enabled.

For iOS users, Sharecare automatically tracks sleep using device sensors on the phone. For this feature, go to the Track section, select Settings (gear icon) and choose sleep, steps or stress to automatically track.



9. Why do I have to open the app every day to track?

Sharecare does not sync with any applications when it is closed. You are required to open the app to enter data or sync with any third-party device/application using Google Fit, Apple Health, and Fitbit.

10. Does automatic tracking work in my web browser?

Sharecare does not sync with third-party device/applications from a web browser. You are required to open the mobile app to sync data.

11. If I missed a day, can I go back to the day and enter data?

Yes, select the Track section and choose the calendar to select a previous date. Once the date is selected the tracker and enter the data.

12. If I join a Challenge will it automatically update with my latest step numbers?

Yes, if you enter steps in the steps tracker this information will appear in the Challenges. The Challenges use the same tracker.

13. Why are you asking me to track these items listed i.e, Stress?

Your trackers represent the core health factors which influence your health and impact your RealAge. These trackers are personalized to you based on your RealAge. When you track 8 of the factors in the green you will earn a Green Day. Each Green Day you earn contributes to a reduction in your RealAge, the benchmark for measuring your health in the Sharecare platform.

14. If I reported that I don't smoke, why does smoking appear?

If you report in the RealAge test that you do not smoke then this tracker will be in the green and you will not be required to track this daily.

15. Why don't you remind me to track?

We've heard this request from several users and are looking to add reminder capabilities to the tracker.

16. I connected via Fitbit, why does my device display a different number than Sharecare?

There can be many reasons why the device is not syncing. We recommend first checking the source and identifying if the source i.e, Fitbit has the correct data. This can be easily done by closing the Sharecare app and opening the third-party app i.e, Fitbit. First make sure your device is in-sync with this app. Then the next time you open the Sharecare app it should display the same number. In most cases, it may only require you to sync your device to the source app.

17. Can I sync tracker data from a device and manually enter data on the same day?

To optimize steps tracking and make sure you get every step possible, Sharecare will use a smart algorithm to collect multiple entries in one day. For example, you may automatically track steps using Fitbit and manually enter steps on the same day. The steps data will display a total number with the attributed source i.e., Fitbit, Apple Health to make it clear what number and source is being used for their tracking. This allows you to enter steps you may have achieved when not wearing the device.

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