



What Is The Easiest Way To Earn Wellable Points?

The easiest way to earn Wellable Points every day is to track your steps. If you are not currently using an app or device to track your activity, the Wellable app allows you to automatically track steps from your phone through Apple Health or S Health (the recommended free apps for iPhone and Android users, respectively). Download the Wellable app and follow the instructions below to get started!

Wellable App For iPhone

After signing in to the Wellable app with your Wellable username (email address) and password, go to the Connections page and follow the prompts to connect Apple Health.

Wellable App For Android

After signing in to the Wellable app with your Wellable username (email address) and password, go to the Connections page and follow the prompts to connect S Health. Please note that if S Health is not pre-installed on your phone, you will need to do this prior to connecting it to Wellable.

How Do I Connect An App Or Device To My Wellable Account?

You can check out the full list of apps and devices eligible for the challenge on the [Connections](#) page. If an app or device is not available for use in the challenge, that option will be grayed out. Below are the instructions to connect an app or device to your Wellable account.

1. Go to the [Connections](#) page.
2. Select **Connect** below the app or device you would like to connect to your Wellable account. You must first have an existing account or create one for the app or device you would like to use prior to connecting it to Wellable.
3. Follow the prompts, which will require you to enter your app or device credentials. This will be your username and password for the app or device account, not your Wellable account.
4. *Note: Connect to only one app of your choice for more accuracy.

Why Are The Steps On My Device Not Showing In Wellable?

Wellable syncs data from your wearable device app, not the device itself. This means that the activity you see on your wearable device may not appear in Wellable because your device has not synced with your device's app. Depending on your settings, this will be done manually or occur periodically throughout the day.

To confirm that your device is synced correctly with your device app, please follow the steps below.

1. Open your device app and make sure the activity on your device matches the activity you see in the device app.
2. Refresh your [Dashboard](#) to see the activity from your device in Wellable.
3. [Help Center link](#)

Having Issues with Syncing or Points Still Not Showing Up?

- Contact: Support@wellable.co

Why Is My Account Not Set Up On Wellable?

- First, you must receive the onboarding email from Wellable to set up your account.
- Make sure you click the “**Challenge Sign Up**” link under **My Wellness** in your HealthWorks account. Once you sign up, it can take up to 24 hours to receive the onboarding email from Wellable.

Why Is The ‘Challenges & Devices’ Link Not Working In My Account?

- This link will NOT work until you create a Wellable account. Follow these steps:
 - Login to your HealthWorks account: www.cincyhealthworks.com click **Elevate Login**
 - Click the “**Challenge Sign Up**” link under **My Wellness** in your HealthWorks account. Once you sign up, it can take up to 24 hours to receive the onboarding email from Wellable.

Still have questions? Contact: CEBCOWellness@cincyhealthworks.com