

**1. I don't have a Fitbit device. Can I sync?**

You don't need a Fitbit device to sync to My Dashboard. You can create an account in the Fitbit App on your phone or computer by visiting [Fitbit.com](https://www.fitbit.com) and then [follow these instructions](#).

**2. I am already tracking on MyFitness Pal, SparkPeople, Loselt, or Apple, or Samsung Health. Can I sync those accounts?**

Yes, you can sync most of these accounts to the Fitbit App. Please use the following instructions for connecting other apps to the Fitbit App.

- **iPhones**- If you have an iPhone you may have a sensor in your phone that can track your steps and send that information to Fitbit. Once you create a Fitbit account you can follow the directions to add Mobile Track to your account. [This webpage](#) has the detailed instructions.
- **Loselt**- This is a premium feature. [This webpage](#) has detailed instructions and tips.
- **MyFitness Pal** – You can sync for free. You don't have to share your food diary with Fitbit unless you want to. [Here's how](#).
- **Samsung Health** – Yes, and it is free. It does require a 3<sup>rd</sup> party app called Fit and Healthy by Jason Lo.
- **SparkPeople** – You can sync for free. [Here's how](#).

**3. How often does Fitbit sync?**

Fitbit will sync information instantaneously. If you do not see the changes show up in My Dashboard, click on the refresh button on the web browser or refresh the page on your phone.

**4. When does the week start?**

The weekly step count is calculated from the previous week before class. If your class is on Monday the 8<sup>th</sup>, Fitbit will sync from Monday the 1<sup>st</sup> through Sunday the 7<sup>th</sup>.

**5. How are the minutes of aerobic activity counted?**

The minutes of aerobic activity are calculated by adding the "fairly active" and "very active" minutes together, which are determined by Fitbit. It does not count "lightly active" minutes. [Here is the Fitbit link](#) that explains the difference between activity types. If it appears your numbers are incorrect, please contact [administrator@esmmweighless.com](mailto:administrator@esmmweighless.com) for assistance.

**6. I forgot to wear my Fitbit yesterday. Can I add steps to my account?**

You can manually enter the new weekly step count numbers into My Dashboard at any time. The Fitbit logo will disappear next to your weekly step count. You can undo this by entering 0 in the field - this will revert back to the count from the Fitbit app.

**7. What information is being shared between Fitbit and My Dashboard?**

The only information being shared from your Fitbit account is weight, steps, and minutes of physical activity.

**8. How is my privacy protected?**

My Dashboard uses OAuth2 and SSL to authorize Fitbit to share a user's data and to transmit that data to your class tracker. Eat Smart, Move More, Weigh Less does not have access to your Fitbit password, and Fitbit does not have access to My Dashboard passwords or any data that is typed into My Dashboard.