



SEIU 775
BENEFITS GROUP



Fitbit® Go Program Guide for Apple iPhone Users



 fitbit care

USE THIS GUIDE TO CONNECT TO
YOUR HEALTH COACH

TABLE OF CONTENTS

What Is Fitbit Plus Health Coaching?..... 3

Fitbit Inspire HR™ 4

What Is Included In The Box..... 4

Before You Get Started..... 5

Step 1: Download The Fitbit Mobile App 6

Step 2: Set Up Your Fitbit Device &
Join The Seiu 775 Benefits Group Fitbit Go Program 8

Step 3: Download The Fitbit Plus Coaching App..... 21

FAQs..... 28

WELCOME

With the help of your Fitbit Inspire HR™ and guidance from your Fitbit Plus™ personal health coach, you'll have the tools to help you achieve a happier, healthier you.

WHAT IS FITBIT PLUS HEALTH COACHING?

Your health is personal. How you manage it should be, too. With Fitbit Plus, health coaches meet you where you are in your health journey and empower you to become your healthiest and best self. You'll have the opportunity to connect with a health coach via the **Fitbit Plus™ Health Coaching** mobile app via in-app messages or phone call, whichever your preference.

Create your plan of action

Collaborate with your health coach to create a personalized Health Action Plan, complete with goal setting and activity reminders.

Communicate your way

Schedule a call with your health coach or message them through the Fitbit Plus app when it's convenient for you, anytime, anywhere.

Track your progress

Sync your health data automatically from your compatible connected device*, so you and your care team are always up-to-date on your progress.

Celebrate your wins

Add your doctor, family, and friends to your care team to easily share your health achievements.

Follow the simple steps in this guide to get started!

FITBIT INSPIRE HR™

Fitbit Inspire HR is a friendly heart-rate and fitness tracker for every day that helps you build healthy habits. Take a moment to review our complete safety information at fitbit.com/safety. Inspire HR is not intended to provide medical or scientific data.

What is included in the box:

Fitbit Inspire HR device



Fitbit Inspire HR charging cable

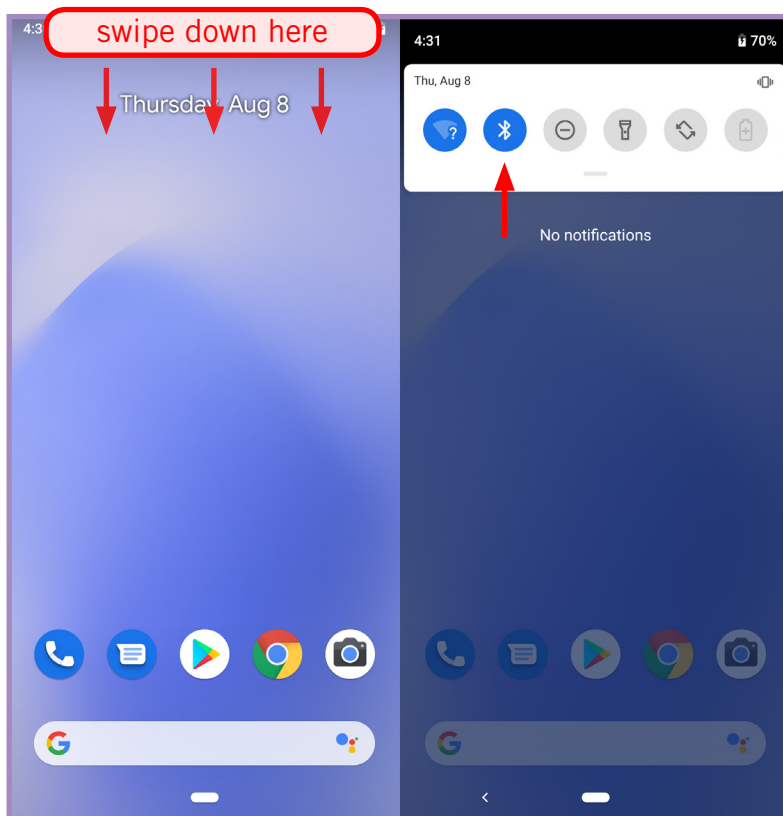


Fitbit Inspire HR small & large wristband

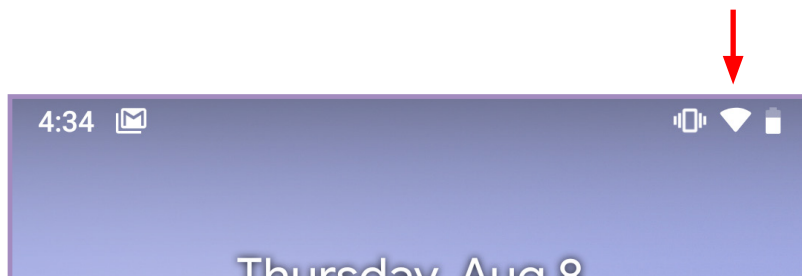


BEFORE YOU GET STARTED

Make sure your Android Phone's Bluetooth® wireless technology is turned on. You can turn on Bluetooth by swiping down from the top of your screen from the home screen, then tapping the Bluetooth icon.



Confirm you have an internet connection through Wi-Fi or cellular.



Your Fitbit Inspire HR battery must be at least 75% full before starting.
(see **FAQs on page 25 on how to charge your device**)

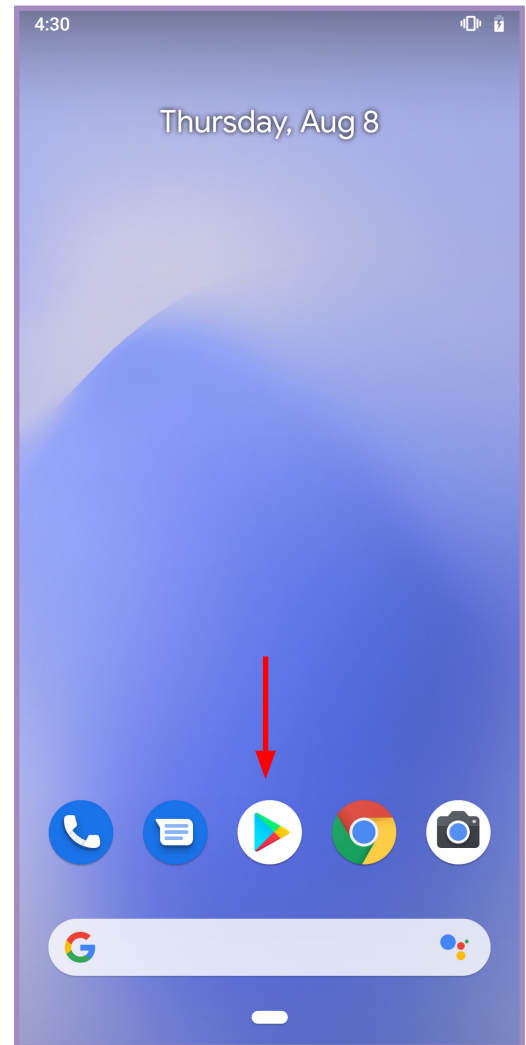
STEP 1

DOWNLOAD THE FITBIT MOBILE APP

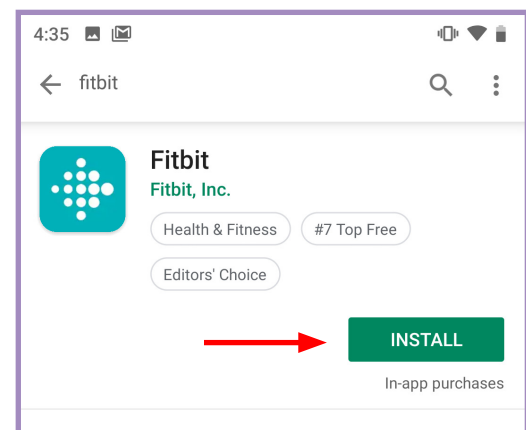
This is the app you will use to sync health and activity data from your Fitbit Device.

This is a free mobile app download and you will not be charged.

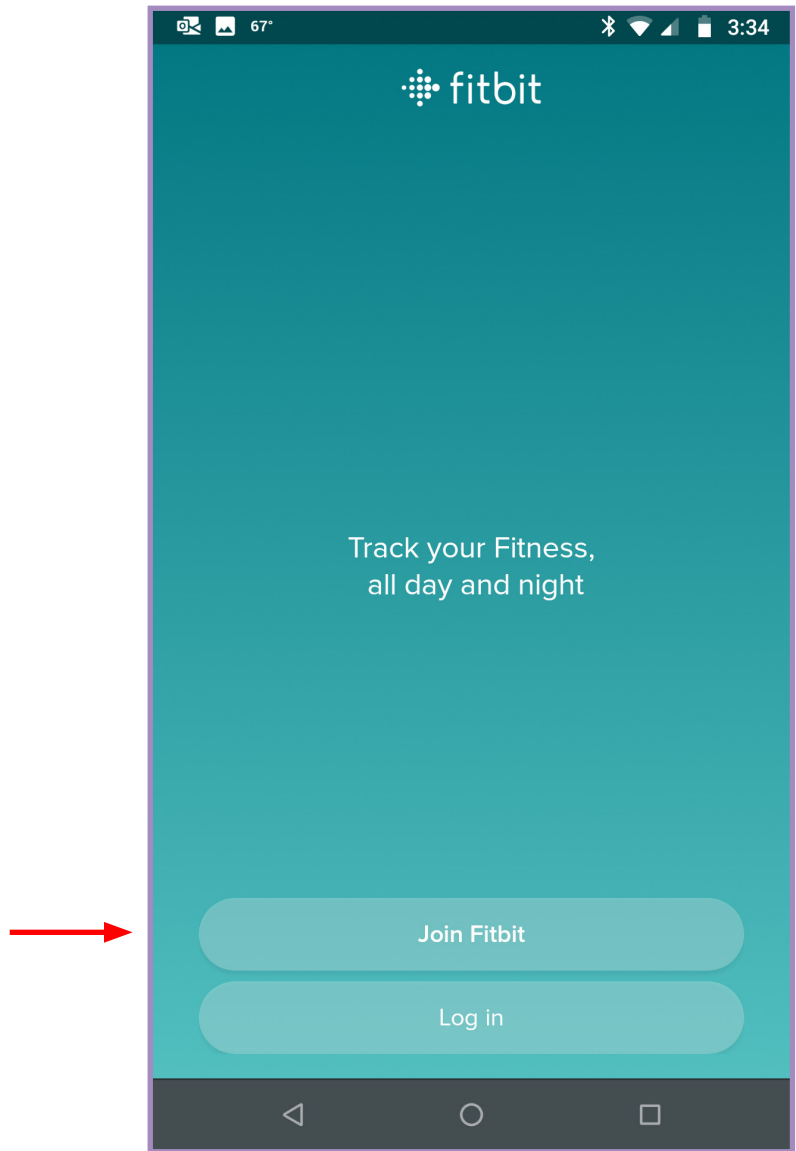
1. Open the Google Play Store from your phone's home page.



2. Search for '**Fitbit**' and tap '**Install**' to download the app.



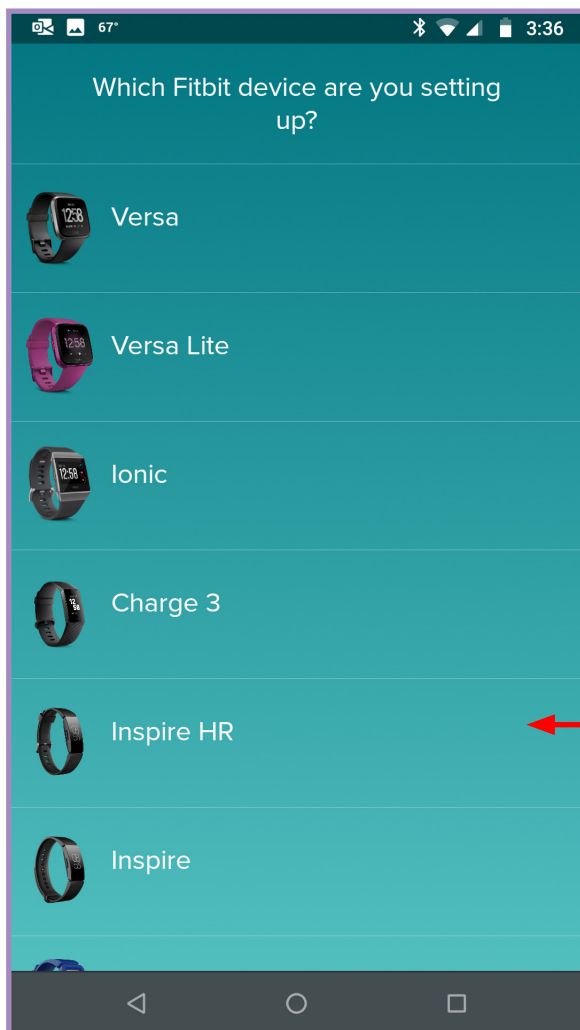
3. Once downloaded, open the app and create an account by clicking '**Join Fitbit**'



STEP 2

SET UP YOUR FITBIT DEVICE & JOIN THE SEIU 775 BENEFITS GROUP FITBIT GO PROGRAM

1. After tapping '**Join Fitbit**' on the previous screen, select the device you are setting up. Choose '**Inspire HR**', then tap '**Set Up**'



2. Enter your **account details**, including the email address you would like to use for your new Fitbit account.

3. If you agree to the terms of service, check '**I agree**'. If you would like to receive Fitbit updates, check '**Keep me updated**', then tap '**Next**.'

Let's get started

Email

Password

☒ I agree to the Fitbit [Terms of Service](#). Please also read the [Privacy Policy](#), including the [Cookie Use statement](#).

☒ Keep me updated about Fitbit products, news and promotions

Log in

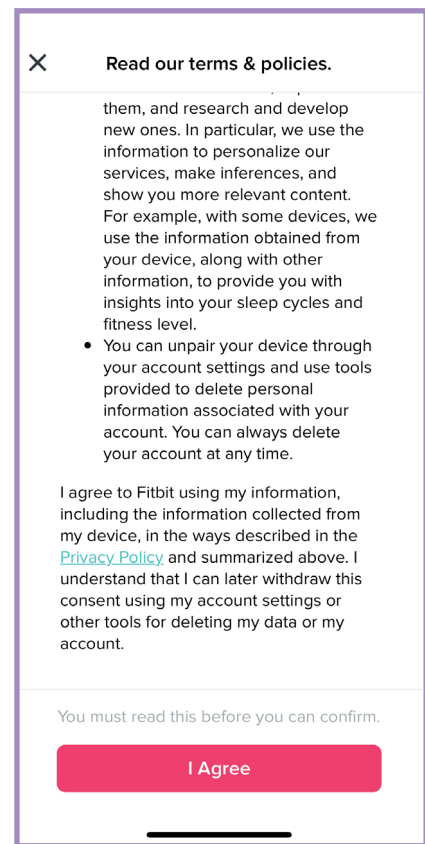
4. Fill in the remaining fields to complete your profile. You will see a fields asking for birthdate, height, weight, and sex. Tap **'Create an account'** when finished.

The screenshot shows the 'About you' screen in the Fitbit app. At the top, there's a status bar with icons for signal, Wi-Fi, battery, and the time 3:39. Below the status bar, the title 'About you' is centered. Underneath the title is a link 'Why are we asking this?' with a question mark icon. The form consists of several rows, each with a label and an input field:

- First Name: Your
- Last Name: Name
- Birthday: January 1, 1994
- Height: 5 ft, 9 in, feet (dropdown arrow)
- Weight: 150, lbs (dropdown arrow)
- Sex: Male

At the bottom of the form is a large, rounded button labeled 'Create an account'. The bottom of the screen shows the Android navigation bar with back, home, and recent apps icons.

5. Review the terms & policies. If you agree, tap **'I Agree'**.

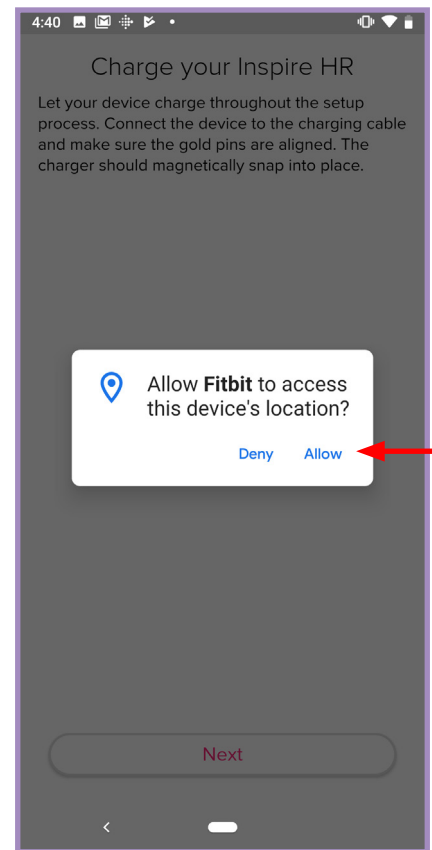


6. Follow the on-screen instructions to start charging your device. Once the charger is connected, tap **'Next'** to continue.

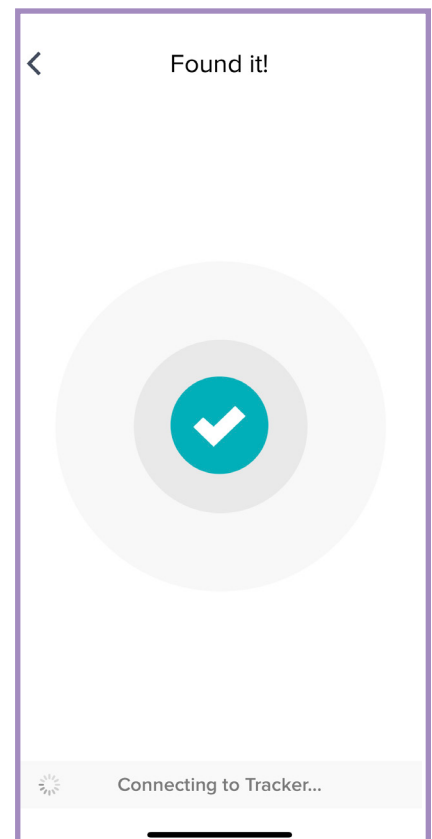
(see FAQs on page 25 on how to charge your device)



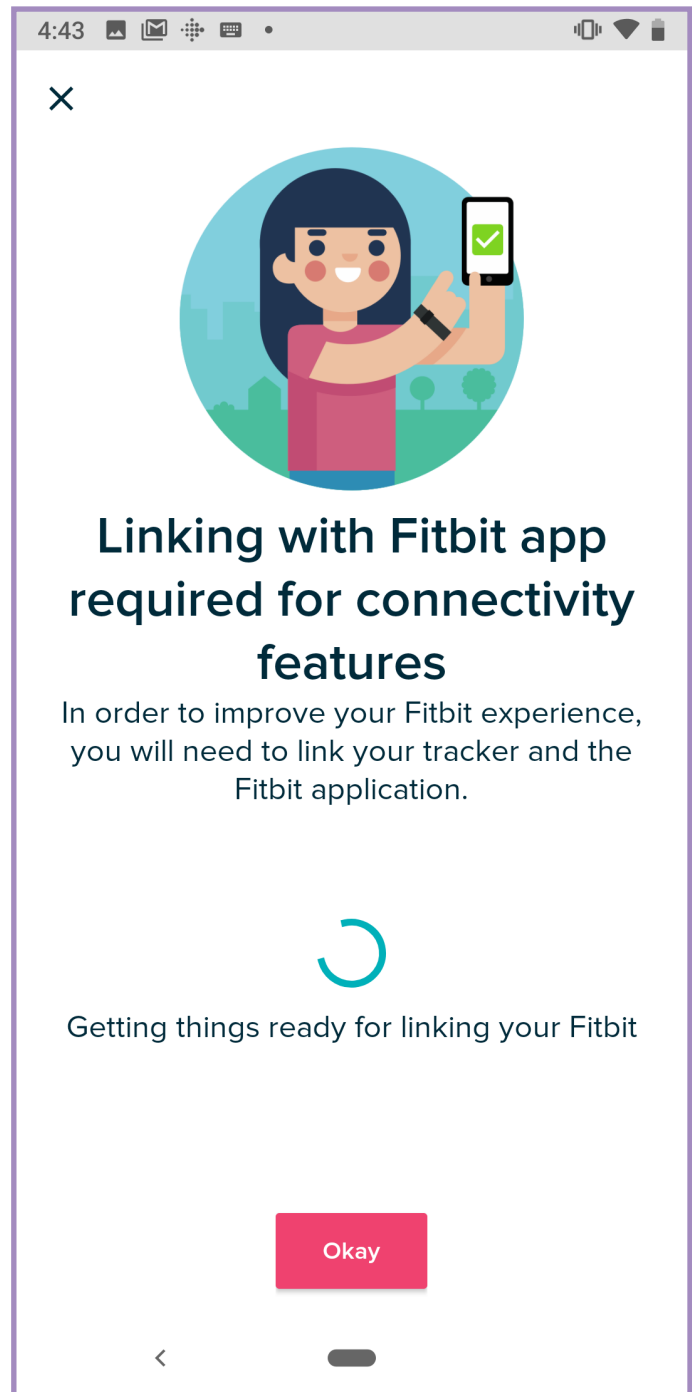
7. You may receive a message asking permission to allow Fitbit to access location services. Tap **'Allow'** to allow access.



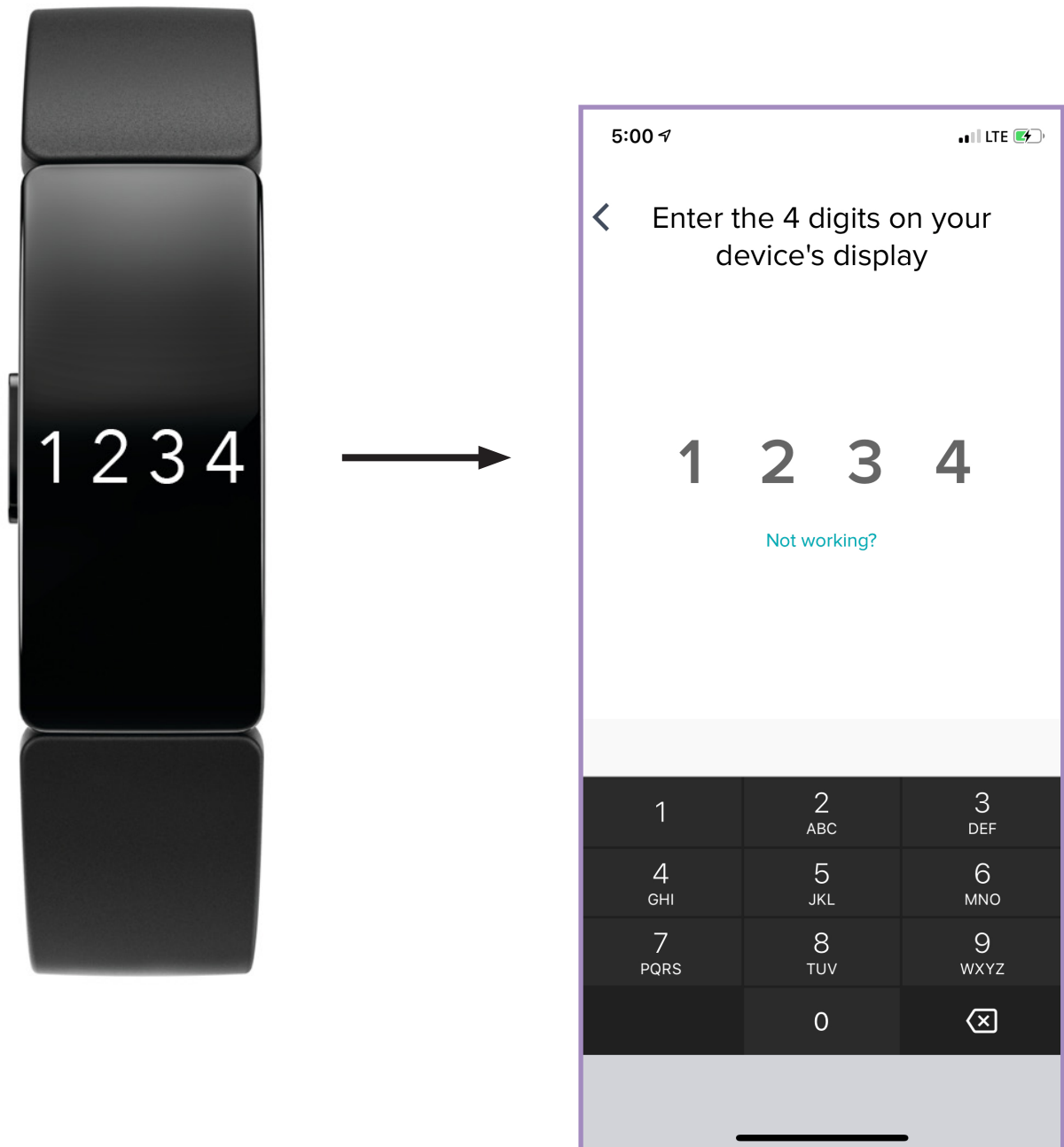
8. The Fitbit App will start to search for Inspire HR. At this time, ensure your phone and Inspire HR are within close range of each other.



9. The Fitbit App will inform you that it is linking Inspire HR to your Fitbit app. Tap **'Okay'** to continue.



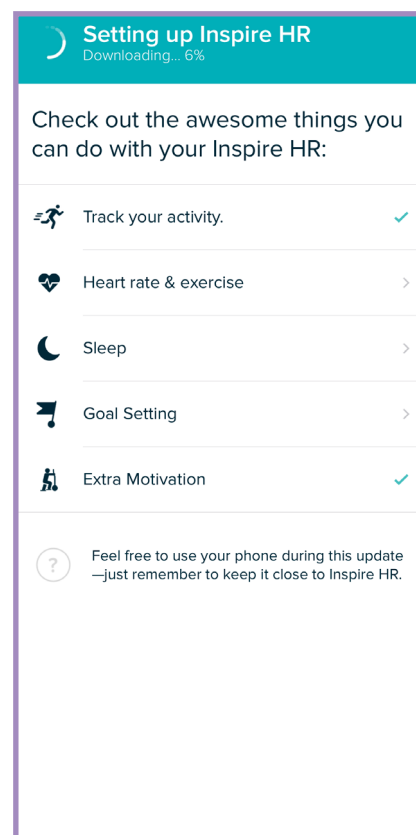
- 10.** After the Fitbit app locates Inspire HR, the Fitbit app will prompt you to enter a randomly generated 4-digit code. Use the code that shows up on the display of Inspire HR and enter it into the Fitbit app.



11. At this point, the Fitbit app will update the software of Inspire HR. Tap **'Update Inspire HR'**.



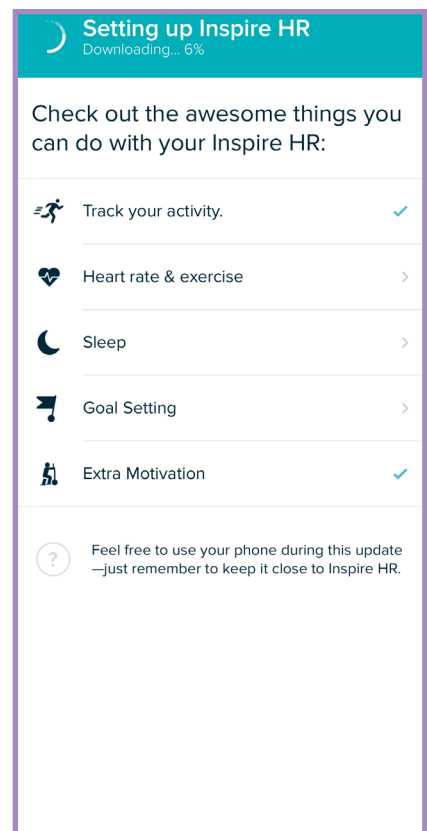
12. The update process will begin and will take 15-20 minutes. Ensure your phone and Inspire HR are within close range of each other throughout this period.



13. At this point, the Fitbit app will update the software of Inspire HR. Tap '**Update Inspire HR**'.



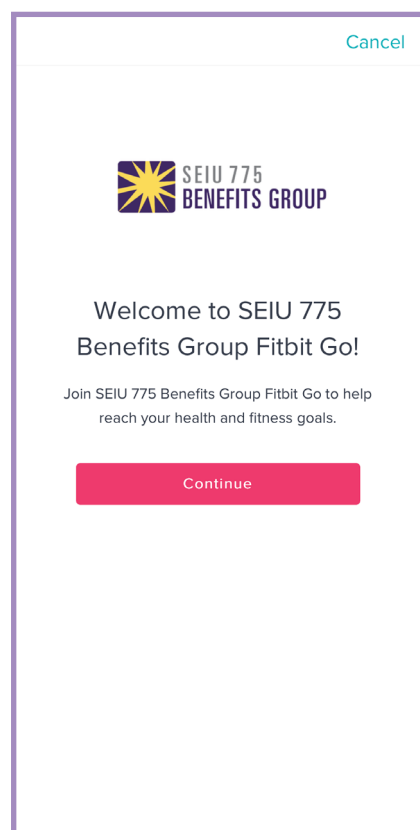
14. The update process will begin and will take 15-20 minutes. Ensure your phone and Inspire HR are within close range of each other throughout this period.



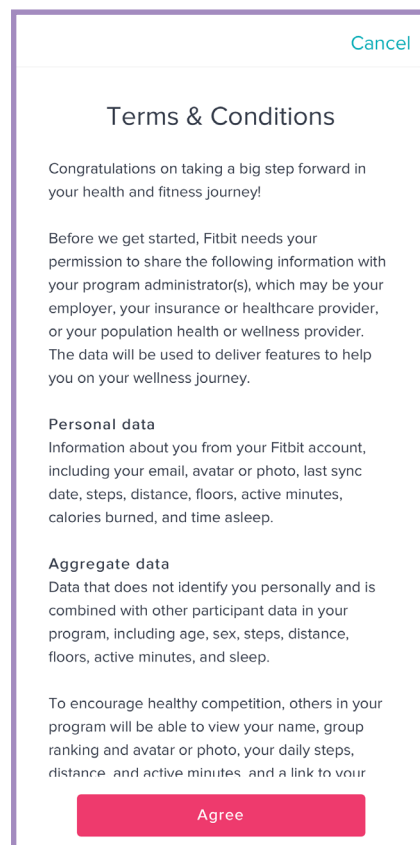
15. Finish the setup for Inspire HR by tapping 'Done'



16. On the 'Welcome to SEIU 775 Benefits Group Fitbit Go' screen, tap '**Continue**'.



17. Review the Terms & Conditions for the program. If you agree, tap '**Agree**'.



18. On the 'Introduce Yourself' screen, enter your name and select your county of employment, then tap, '**Save**'.



Cancel

Introduce Yourself

To help your administrator manage the program, we need a little bit of information from you.

First Name

Last Name

Select County

Save

19. On the 'Success' screen, tap '**done**' to complete program onboarding.



Cancel

Success!

You joined SEIU 775 Benefits Group Fitbit Go.

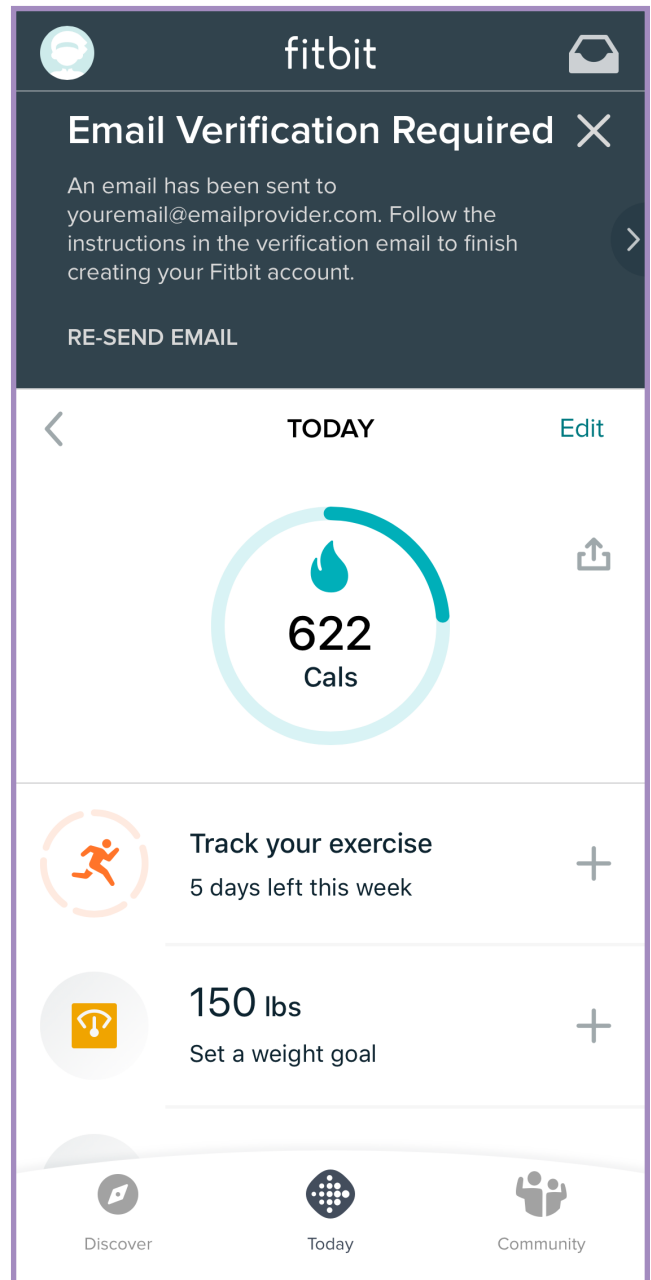
 

- ✓ Take part in a team challenge for some healthy competition
- ✓ See how your team is stacking up
- ✓ Connect with friends and colleagues to stay motivated

Done

19. Your Fitbit account is now created and you will now see your dashboard.

Please remember to complete verification of your email address by clicking the link sent to your inbox by Fitbit (messages-noreply@fitbit.com)

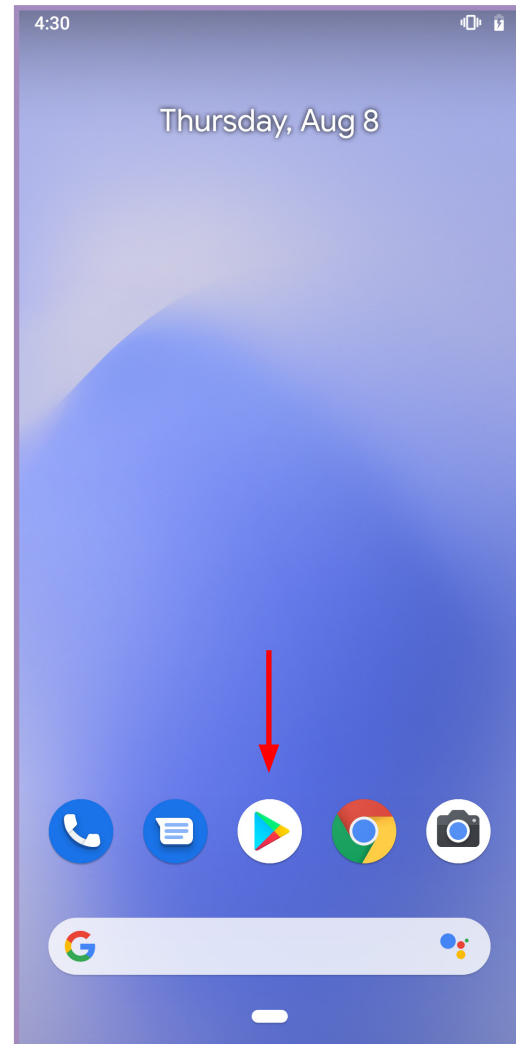


STEP 3

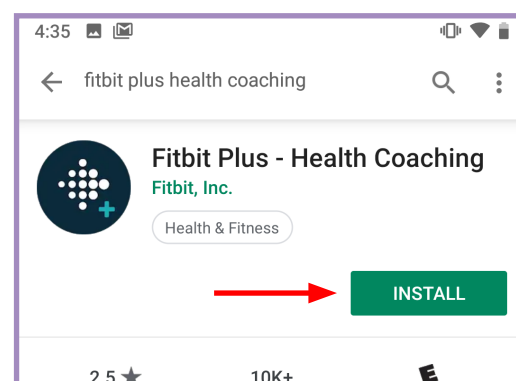
CONNECT TO YOUR COACH USING FITBIT PLUS

This is a **free** mobile app download and you will not be charged.

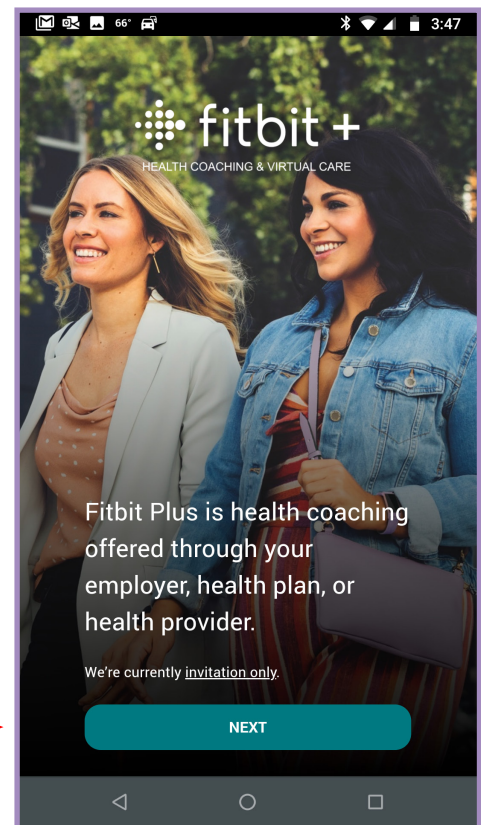
1. Open the App Store from your phone's home page.



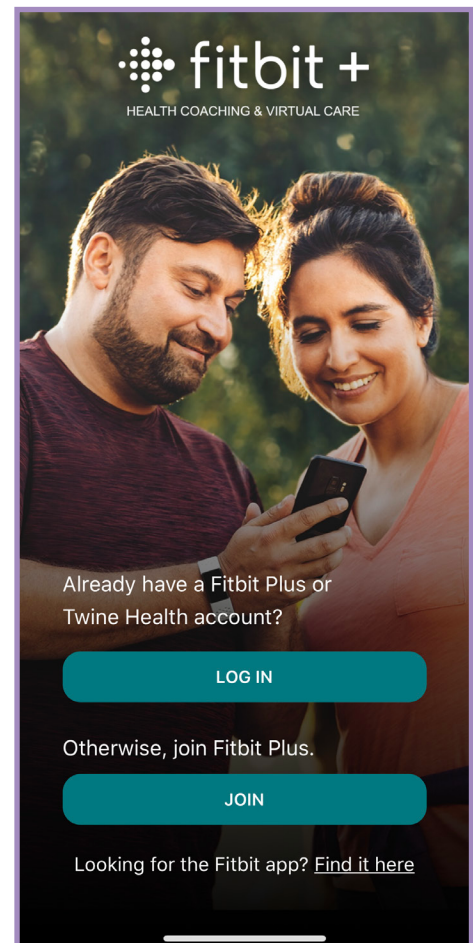
2. Search for 'Fitbit Plus' and tap 'Get' or 'Install' to download the Fitbit Plus app.



3. Once downloaded, open the Fitbit Plus app and tap '**NEXT**' to continue.



4. From here, tap '**JOIN**' to start.



5. When asked if you already have a Fitbit account, tap **'LOG IN WITH FITBIT'**.

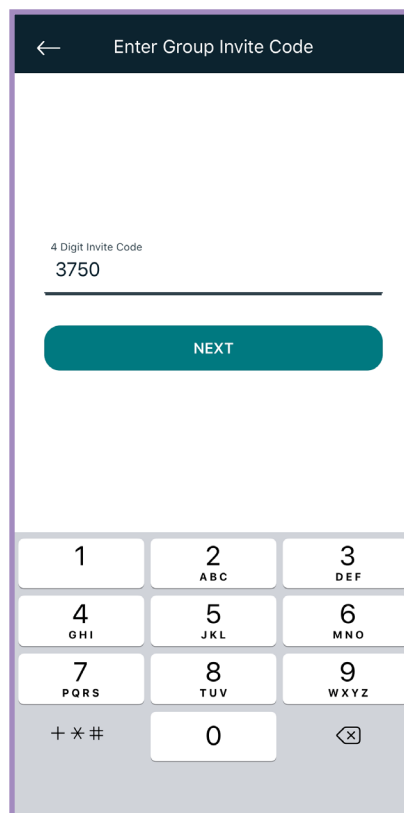


6. Enter the **SAME** email address and password you used to create your Fitbit account in Step 1 (page 9).

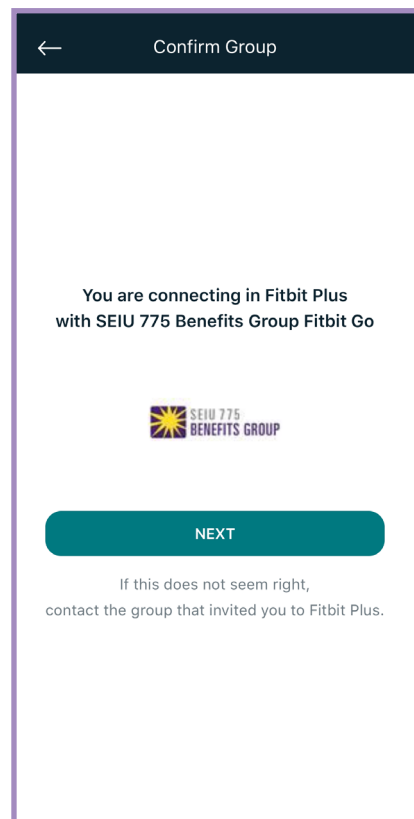
7. When asked if your invitation included a 4-digit invite code, tap **'YES'**.

invite-only'." data-bbox="593 65 840 455"/>

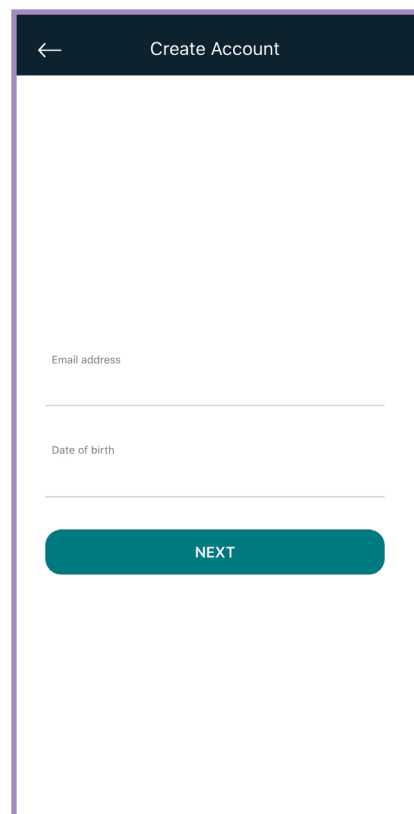
8. Enter your organization's 4 digit code: (**3** **7** **5** **0**) and tap **'NEXT'**.



9. On the Confirm Group page, confirm that you see the 'SEIU 775 Benefits Group Fitbit Go' screen. then tap, '**NEXT**'.



10. On the Create Account page, your email address and date of birth should be prepopulated, if not, enter the email address used for your Fitbit account and your date of birth, then tap, '**NEXT**'.

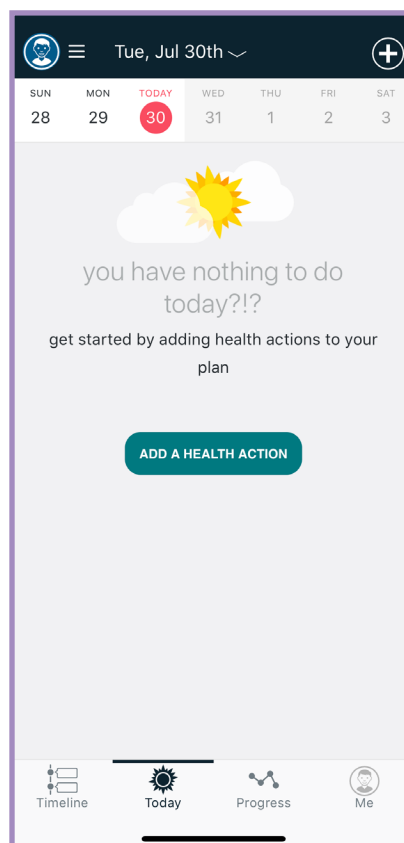


- 11.** On the Confirm Name page, enter your first and last name, then tap **'NEXT'**.

A mobile app screen titled 'Confirm Name' with a back arrow in the top left. It features two text input fields labeled 'First Name' and 'Last Name'. Below these fields is a light gray button labeled 'NEXT'.

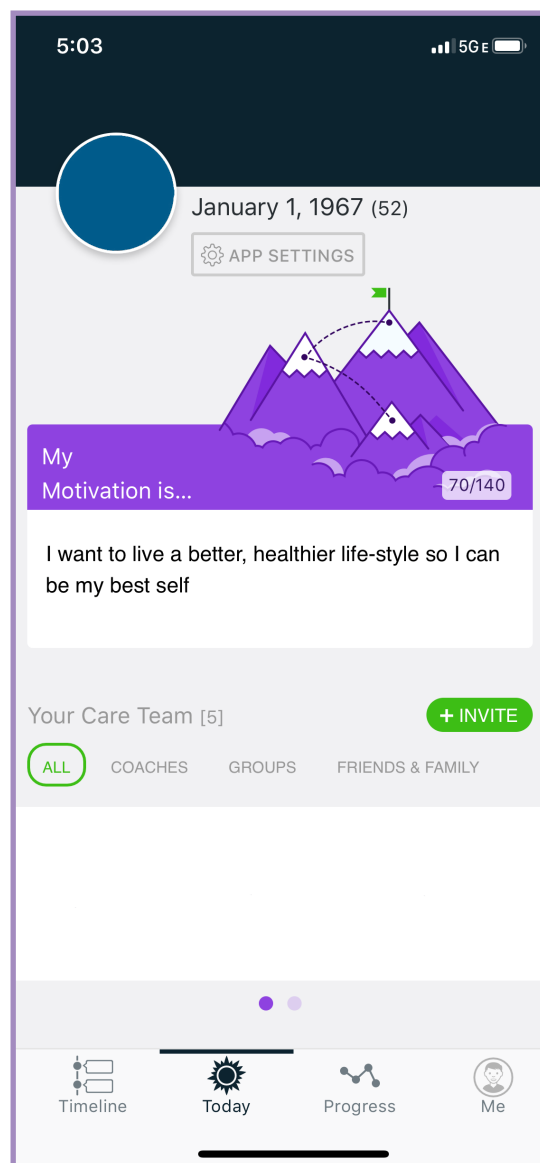
- 12.** You will be redirected to Fitbit Plus.

Your onboarding is complete!



What's Next?

After your Fitbit Plus account has been created you can expect your coach to reach out via an in-app message within one business day. In the meantime, head to your **“Me”** page to add a motivation statement.



FAQs

WHAT IS SYNCING?

Syncing is the process that transfers the data your device collects to your Fitbit dashboard. The dashboard is where you can track your progress, see how you slept, set goals, log food and water, challenge friends, and much more. Fitbit trackers and watches use Bluetooth Low Energy (BLE) technology to sync with phones, tablets, and certain computers.

HOW DO I SYNC MY DEVICE WITH THE FITBIT APP?

Data automatically syncs to the Fitbit app throughout the day. For best results, keep all-day sync turned on. If you turn off all-day sync, we recommend syncing at least once a day. Each time you open the Fitbit app, your device syncs automatically when it's nearby. You can also use the Sync Now option in the app at any time.

HOW DO I MANUALLY SYNC MY DEVICE WITH THE FITBIT APP?

With your device nearby, open the Fitbit app to the Today tab. Then press and hold on the screen and pull down

WHAT ARE REMINDERS TO MOVE?

Most wrist-based Fitbit devices feature reminders to move. The reminders nudge you to walk at least 250 steps each hour. You'll feel a vibration and see a reminder on your screen at 10 minutes before the hour if you haven't walked 250 steps. You can change the hours and days you receive a reminder to move. These are the same hours and days your dashboard tracks your 250-step hourly activity goal—a minimum of 5 hours and a maximum of 14 hours in a day. If you don't want to receive reminders at least one day per week, turn off reminders to move.

Follow us:

 @SEIU775BenefitsGroup

 myseiubenefits.org

 youtube.com/MySEIUBenefits

FAQs (continued)

HOW DO I CHARGE MY FITBIT DEVICE?

A fully-charged Inspire HR has a battery life of up to 5 days. Battery life and charge cycles vary with use and other factors; actual results will vary. To charge Inspire HR:

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger.

Charging Option 1 (Computer Charging)



Charging Option 2 (Wall Charging)



2. Hold the other end of the charging cable near the port on the back of the tracker until it attaches magnetically. Make sure the pins on the charging cable align with the port on the back of your tracker.

