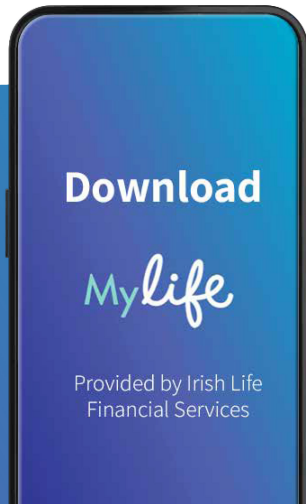


Frequently asked questions



1. Which tracking devices & apps are supported by MyLife?

Our full list of supported tracking devices & apps is available at: mylife.irishlife.ie/supported-devices-and-apps

In order to have the best possible experience using MyLife, we recommend using only one tracker to share your health data with MyLife.

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2. What is the recommended set-up of wearable trackers on iOS & Android?

- iOS** If using an Apple Watch, Garmin, Strava, Huawei, Xiaomi or any other tracker that can sync with the Health App, we recommend syncing it to the Health App. This will then transfer your activity to MyLife. Follow these steps for set-up:
 1. Open **MyLife** & on the **Me Today** screen tap **Track > Tracking Devices/Apps**
 2. Tap **Health App** to connect. You will be prompted to select what information you wish to share with MyLife
 3. Open your **Health App** & tap on the user profile picture, then tap **Apps**
 4. Select your tracker (e.g. Garmin) & select which data will be sent to the Health App
- Android** If using a Fitbit, Garmin, Strava, Withings or TOMTOM we recommend that you connect your tracker directly to MyLife. Follow these steps for set-up:
 1. On **MyLife** go to **Settings > Help & Content > Auto Step Counter** to ensure the automatic step tracker is **off**
 2. On **MyLife** tap on **Track > Tracking Devices/Apps** & select the tracker you wish to connect
 3. Tap on **Initialise connection** & follow the instructions on the tracker's webpage to finalise the connection

If your tracker cannot connect directly to MyLife (Huawei, Xiaomi, etc.), you will be able to connect these apps to Google Fit* & connect Google Fit to MyLife.

*Google Fit recently made some changes to how their system reads & shares information with MyLife. This change means that not all information is being shared with MyLife, leading to differences in data between the two apps. We have raised this with Google & hope to have more information soon.



Frequently asked questions



3. No wearable tracker? No problem!

iOS Connect Apple Health to MyLife & your iPhone's pedometer will send steps while in your pocket

Android Samsung phone users can connect to Samsung Health which will send steps tracked by your phone.

Other Android users can use the Auto Step Tracker by tapping **Settings > Help & Content > Auto Step Tracker**

4. When should I use the Tracking function on MyLife?

If you do not have a wearable device and are using the MyLife app to track your activity, **you do not need to have the app tracking on all day. You only need to use this function when tracking a specific activity** (e.g. walks, runs, hikes).

Your phone's GPS should pick up any other day-to-day distance.

5. My steps/distance haven't tracked, should I disconnect my wearable tracker?

It can take up to 24 hours for all distances to sync. If your steps and distance are not syncing you may need to open your tracker app (Fitbit, Garmin, etc.) to refresh and this should force a sync with MyLife.

Please note that disconnecting and reconnecting your tracking device can lead to all previously captured steps and distance being removed. You should only disconnect your tracking device if advised to do so by the MyLife Support Team.

6. The challenge leader board doesn't look accurate

When taking part in a MyLife challenge, please note that **the leader board does not update in real-time, it can take up to 24 hours for some steps and distances to sync.**

Any irregular distances being tracked are flagged by our system and are then reviewed and verified. If necessary, irregular distances will be removed from the challenge leader board.

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