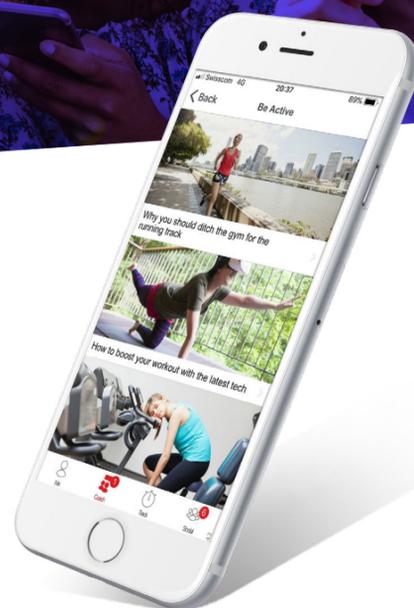


Well One News

Dear Well One Users,

Trackers are a great way for you to automatically send your health data to the Well One app. However, this variety of trackers, along with the different ways that iOS and Android handle health data, can be confusing so here is a handy guide.



Just getting started

Whenever possible, we recommend that you connect only one health tracker to Well One.

This recommendation is especially true for less advanced users, as setting up and dealing with multiple trackers from different brands is a complicated process on any platform and requires you to be more tech savvy.

[this link](#) has more information on how to correctly configure single tracker setups.

Tracker super users

Even more advanced users may wish to both use multiple trackers and also have them send duplicated data for Well One to process.

Well One uses an algorithmic approach to deduplicating a user's data, which means that the result in the Well One app will not exactly match the information shown in your trackers.

Using more than one tracker

If you are a more advanced user, you may wish to connect more than one tracker at a time to the Well One platform, as you may use a combination of specialized trackers to track different activities or specific health values, such as a sleep tracker or smart scale you use alongside your day-to-day health tracker.

We recommend that you follow our guidelines on connecting multiple trackers closely in order to ensure that your trackers are not sending the same information multiple times.

[this section](#) goes into more detail on this subject.

Retiring trackers

As announced in April 2020 Suunto has now removed the Movescount App from the stores and retired the Movescount service in order to consolidate all their efforts in the Suunto App.

The Suunto App supports Apple HealthKit and Google Fit integration.

Well One continues to support the synchronization of Suunto devices via Apple HealthKit and Google Fit, but does not directly support the Suunto App.

From 31st August Well One will no longer be updating support or fixing bugs relating to the Runkeeper.

If you wish to continue using Runkeeper with the Well One app you may do so by syncing your Runkeeper data through Apple Health or Google Fit and making sure that the Well One app is synced with these platforms.

What's next for trackers on Well One?

We are currently working on a feature which will allow you to select your preferred trackers. This will allow you to tell the Well One app which data you prefer to be considered from each tracker.

For example, you could tell the Well One app to preferably consider Fitbit's step count, even if there is also an Apple Watch connected that is also providing the same data.