

Automatic Points Credit – Troubleshooting Guide

What should you do if Helsana+ does not automatically credit points from the linked tracker?

- **Open Helsana+** and check whether the tracker is linked (Account -> Tracker)
 - **If no tracker is linked:** link the fitness tracker of your choice by following the instructions on <https://www.helsana.ch/plus> and return to start.
 - **For Garmin:** open the Garmin Connect app on your mobile and sync your Garmin device with Garmin Connect. Check in Garmin Connect whether the criteria for receiving H+ bonus points have been met.
 - **For Fitbit:** open the Fitbit app on your mobile and check whether the criteria for receiving H+ bonus points have been met.
 - **For Google Fit:** open the Google Fit app on your mobile and check whether the criteria for receiving H+ bonus points have been met.
 - **For Apple Health:** open Apple Health on your mobile and check whether the criteria for receiving H+ bonus points have been met.
 - **For phone sensor:**
 - **For Android:** open the Google Fit app on your mobile and check whether the criteria for receiving H+ bonus points have been met.
 - **For iOS:** open Apple Health on your mobile and check whether the criteria for receiving H+ bonus points have been met.
- **If criteria are met:** wait around two hours (varies depending on the weekday or time of day).
- **If criteria are not met:** do more exercise and return to the start.
- **Open Helsana+** and navigate to the start screen of Helsana+.
 - **For iOS:** wait in Helsana+ until the points have been credited. During this time, do not leave the app or lock the phone.
 - **For Android:** wait on the start screen of Helsana+ until the points have been credited. This might take several minutes. During this time, you should not switch screen, leave the app or lock the phone.
- **If this does not work,** check the connection between your data source and Helsana+:
 - **For Garmin:**
 - open <https://connect.garmin.com> and log in with your Garmin account.
 - Check that there is at least one entry called “Fjuul Data Provider” under Settings -> Account information -> Applications (right at the bottom). (These entries cannot be seen in the Garmin Connect app.) If not, please open Helsana+ and disconnect Garmin, then link again.
 - **For Fitbit:**
 - open Fitbit on your mobile and check whether Helsana+ is linked under Account -> Manage data -> Manage third party apps. If not, please open Helsana+ and disconnect Fitbit, then link again.

- **For Google Fit:**
 - open Google Fit on your mobile and check whether Helsana+ and your data source (e.g. PolarBeat, Runtastic, etc.) are connected under Profile -> Settings -> Manage connected apps. If Helsana+ is not connected, please open Helsana+ and disconnect Google Fit, then link again. If your data source is not correctly linked to Google Fit, please follow the instructions on <https://www.helsana.ch/plus> in order to connect your data source.

- **For Apple Health:** open Apple Health on your mobile and check whether Helsana+ and your data source (e.g. PolarBeat, Runtastic, etc.) are connected. If Helsana+ is not connected, please open Helsana+ and disconnect Apple Health, then link again. If your data source is not correctly linked with Apple Health, please follow the instructions on <https://www.helsana.ch/plus> in order to connect your data source.

- **For phone sensor:**
 - **For Android:** open Settings -> Apps & notifications -> Apps -> Helsana+ -> Access rights, and check whether the authorisation for “body sensors” has been granted.
 - **For iOS:** open Settings and check in Helsana+ whether the authorisation “Exercise & fitness” has been granted.

Criteria for Helsana+ bonus points:

- 10,000 steps per day
- average heart rate of 110 for at least 30 minutes
- 150 active calories in 30 minutes