

UEA+Moves troubleshooting

Query / Question	Answer
How to connect multiple trackers to my connected app.	<p>If you want to track all types of activity, you can do so easily by connecting Strava to Apple Health or Google Fit and then Apple Health / Google Fit to MOVES.</p> <p>Step 1. Connect Apple Health (iOS device) or Google Fit (Android) to your MOVES account Step 2. Connect Strava to Apple Health or Google Fit Step 3. Log running / cycling through Strava Step 4. Activity tracked on Strava is sent to Apple Health or Google Fit Step 5. Activity from Apple Health or Google Fit is sent to MOVES.</p>
Why can't I join the other walking challenge / why can't I see the other walking challenge	<p>You can only do 1 type of activity challenge at a time. If you have joined one walking challenge, you can't join another simultaneously.</p> <p>You can only do multiple challenges if they are for different activities e.g. a walking challenge and a cycling challenge.</p>
What challenges can I join?	<p>There are two types of challenge on UEA+Moves Moves</p> <ul style="list-style-type: none"> • Global challenge – available to all users • Group challenge – available to Public Group members only. We have six public groups: Steppers, Runners, Cyclists, Freshers 2019-20, UEA Staff and uea+sport club member.
How do I join a challenge	<p>To search for and join one of the Global challenges</p> <ol style="list-style-type: none"> 1. Touch the People icon at the bottom of your screen (this is the 'group' icon, second to the left) 2. Touch the Challenges button at the top of your screen 3. You will now see a list of available challenges 4. Touch the button for the challenge you are interested in 5. Touch the 'Join' button to take part
My Fitbit tracker is connected to Moves and showing I have steps, by I've not received any points	<ol style="list-style-type: none"> 1. Disconnect tracker from Moves, uninstall Moves and redownload from the app store. Log in to Moves. 2. Make sure that you connect the tracker only ONCE to the account. (Do not connect a tracker to two different moves accounts as this will result in no points being synced). 3. Check carefully that all syncing permissions are properly enabled to ensure the communication between the tracker and Moves. <p>For Fitbit, you will need to go onto the fitbit app and turn all-day sync to ON and Always Connected to ON (usually find this within the settings of your wearable device within the app).</p> <p>For Google Fit you need to ensure that sync is on. You may need to check within your phone settings -> Google accounts -> Account sync -> Google fit data ON</p> <p>3. Once connected please <u>do not</u> disconnect the tracker and wait 24 hours - the sync happens every night at 23.55 so in the morning the activity from yesterday should show. If you disconnect the tracker then you will not receive any points.</p> <p>OR</p> <p>There are a couple of things you could try to resolve the problem – but worth bearing in mind that it will take at least 24 hours for syncing to start anyway – it's not instant.</p>

	<p>1. It may be that permissions have not been granted correctly to MOVES (Your Fitbit needs to give permission to Moves to access your data and sync with Moves)</p> <p>Disconnect and re-connect the Fitbit account with MOVES. This should secure new authorisation and the user will be asked to grant required permissions to the MOVES app. <i>How do I manage apps connected to my Fitbit account?</i></p> <ul style="list-style-type: none"> • Tap the Today tab. ... • Scroll down and tap Manage Data > Manage 3rd Party Apps. • Log in to your Fitbit account. • Disconnect and re-connect Fitbit, ensuring all permissions are given <p>2. If you think the Fitbit app permissions are ok you may need to Revoke the connection with Moves on your fitbit app. You can do this via your Profile, Manage data and Third Parties > revoke Moves by Openplay . Then start the process again.</p>
<p>I have connected Google Fit to Moves, but points are not syncing</p>	<p>You may have syncing disabled for Google fit within your phone settings, which will prevent Moves from reading any data from your tracker</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Disconnect their tracker in the MOVES app. (Edit Profile -> disconnect tracker) 2. On Android Device go to Phone Settings 3. Select Accounts -> Select Google / Gmail account linked to their Google Fit (e.g. Freddie@gmail.com) 4. Click 'Account Sync' 5. Ensure that the toggle or setting 'Turn Google Fit Data on' is set to 'On' 6. Re-connect Google Fit in MOVES.
<p>I have connected my tracker but Moves isn't showing I have done any activity</p> <p>When will I start to get points through on the Moves app. I connected my tracker on XXX but still haven't got any points</p>	<p>It will take at least a day for the first sync with Moves and we recommend that you try to open your app every day.</p> <p>Please see guidance below re syncing:</p> <p>The trackers should sync daily with your UEA+Moves account. All connected trackers, apart from Apple, will sync with Moves at 23:55 (11:55pm) and pull through all your activity for that day. Your activity is then converted into points.</p> <p>For new users tracking with Google, Fitbit and Withings, you will need to open your tracking app in order to sync through the activity.</p> <p>Apple Health will only sync activity when you open the UEA+Moves app. If you don't open the Moves app, any points earned will be rolled over. This is only supported for up to a week (7 days).</p>
<p>How do I connect/reconnect a tracker?</p>	<p>If you refer to the FAQs on the app or via the uea+sport website here, it gives a step by step guide to connecting/linking your tracker to Moves.</p> <p>To view the Moves FAQs on your app:</p> <ol style="list-style-type: none"> 1. Log in to Moves on your phone or mobile device 2. Touch the Profile icon on the bottom right of your screen (this is a head and shoulders silhouette) 3. Touch the Edit Profile button at the top right of your screen 4. Once in Edit Profile, scroll down the page to View our FAQs
<p>I'm trying to connect my Google account and it is saying the browser is not secure.</p>	<p>Please make sure you have a good internet connection when opening the Moves app and connecting the tracker</p>

Points syncing still not working	<p>We're sorry to hear that your points are not syncing. In the first instance, please try the following:</p> <ol style="list-style-type: none"> 1. Disconnecting and re-connecting your tracker – under 'Edit Profile' 2. Force closing Moves app and re-opening it 3. Make sure you have a good internet connection when opening your Moves app.
Can I get points back retrospectively for the days the tracker/app didn't sync	<p>We're sorry that you've missed out on some additional points due to the syncing issue, but unfortunately we are not able to add steps or points manually.</p> <p>We do recommend that you try to open your app every day. Please see guidance below re syncing:</p> <ul style="list-style-type: none"> • Apple Health will only sync activity when you open the Moves app. If you don't open the Moves app, any points earned will be rolled over. This is only supported for up to a week (7 days). We therefore recommend that you open your app every day. • For new users tracking with Google, Fitbit and Withings, you will need to open your tracking app in order to sync through the activity. For example, the fitbit app needs to sync with your fitbit wearable, otherwise when Moves comes to collect data there will be no tracking information available.
I am getting an unauthenticated message when using the app and it has stopped working.	<p>What we recommend for this type of issue (to clear cache):</p> <ol style="list-style-type: none"> 1. Force close the app 2. Logout 3. Select another university at sign in, then go back and select your university 4. Log in 5. If issue persists then delete and reupload the app
I am not getting the points I believe I should be from my Withings app	<p>Withings can send, on occasion, inconsistent activity data to the MOVES platform. If users continue to have problems, and want to stay using Withings they can try the following:</p> <p>iOS Devices</p> <ol style="list-style-type: none"> 1. Connect Apple Health to MOVES 2. Connect Withings to Apple Health under 'apps' 3. Apple Health will send up verified data from Withings to MOVES <p>Android Devices</p> <ol style="list-style-type: none"> 1. Connect Google Fit MOVES 2. Connect Withings to Google Fit under 'apps' 3. Google Fit will send up verified data from Withings to MOVES
I have tried all the troubleshooting steps relevant above and my app is still not working.	<p>We are really sorry to hear this. Please email ueamoves@uea.ac.uk with the details of the issue you are experiencing and we will investigate the issues directly with the App developer and get a response to you asap.</p>