



# Help with data problems Mindstretch: syncing Fitbit



This guide will help you in case the Mindstretch app does not provide data. In doing so, there are several options you can go through. These options are sorted in order of simplicity and likelihood.

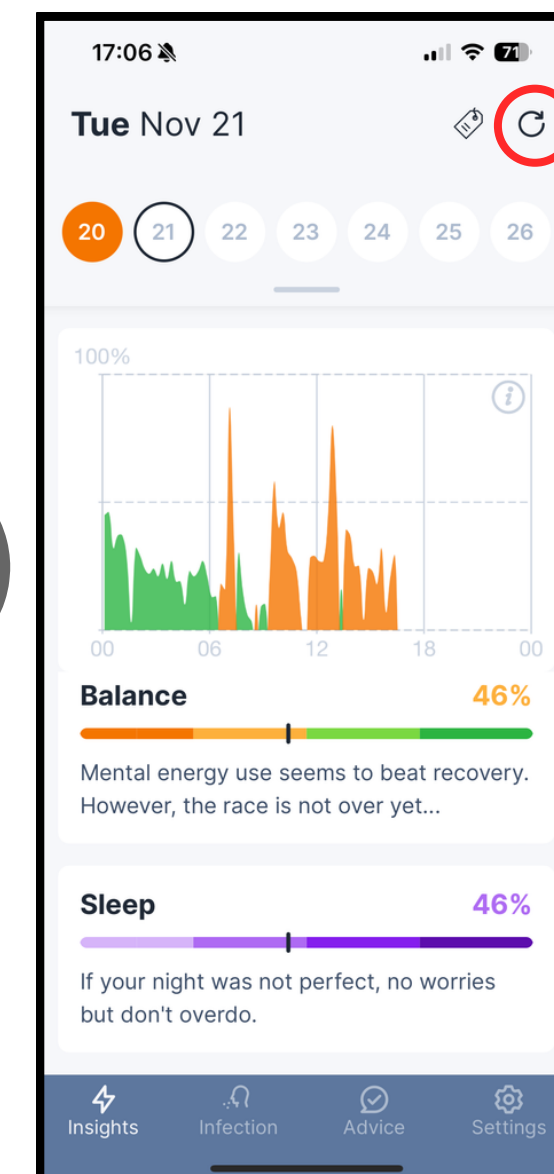
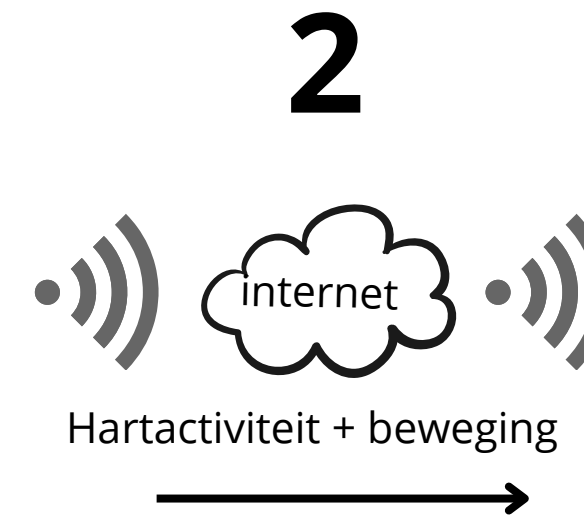
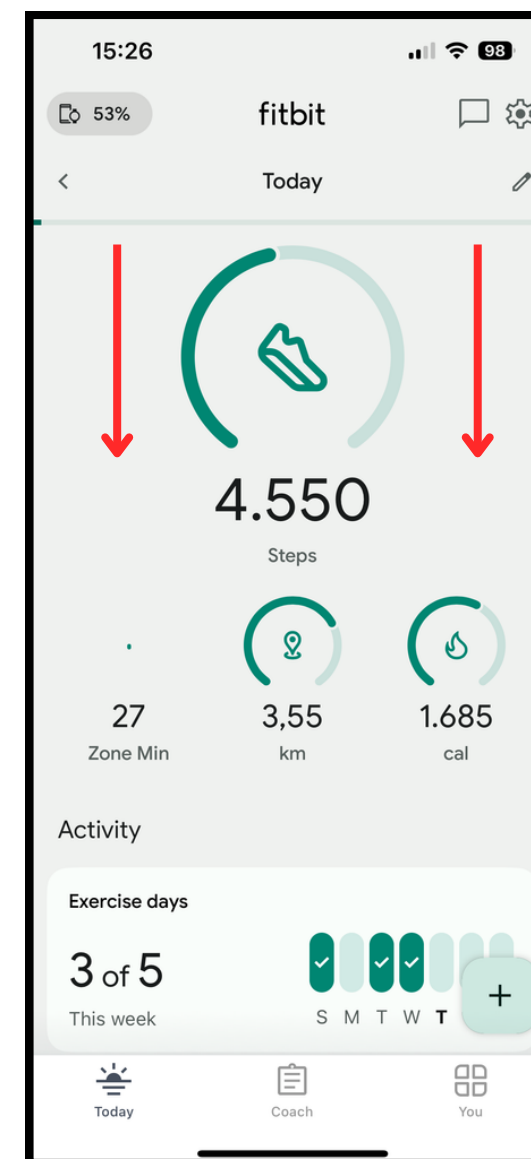
Before we cover the options, it is important that you understand which data are received by Mindstretch and how these data are transmitted.

On the right you can see an overview of this data flow and its various components.

**1 Bluetooth-connection between Fitbit and smartphone.** Make sure and check that this connection is in place. The Fitbit itself can store for about 6-7 days of data without syncing with the Fitbit app. After that, data are lost!

**2 Internet connection between Fitbit and Mindstretch.** By synchronizing the Fitbit app (swiping down), the Fitbit data will be sent to the Internet where Mindstretch will retrieve them. Make sure the Fitbit automatically syncs with the Fitbit app. Please also check our guide and videos to do so.

**3 By pressing the sync icon in the Mindstretch app,** the app checks for new Fitbit data. If new data are available, these are retrieved. Note: use this button once per hour maximum.



Mindstretch **3**



# Help with data problems Mindstretch: Fitbit clipmode



Both the Fitbit Inspire 2 and the Inspire 3 have a so-called "clip mode." This allows you to wear the Fitbit not on your wrist but, for example, on your belt.

You cannot use this option for Mindstretch. This is because it disables the heart rate measurement. Sometimes clip mode is enabled without the user realizing it.

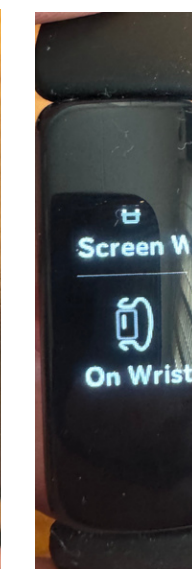
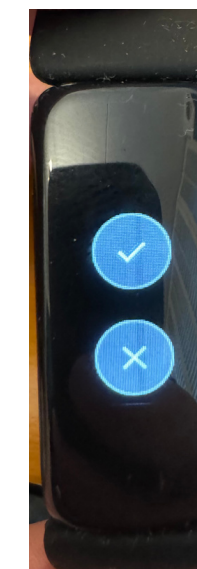
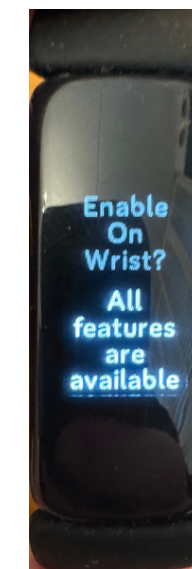
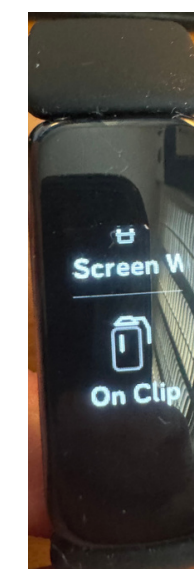
## Fitbit Inspire 2 (A):

If you hold the Fitbit on either side for a few seconds, so-called "quick settings" appear. If you scroll through those, you'll find the status "On clip" or "On wrist." If it is set to "On clip," you need to adjust that. You can see how to do that in the pictures on the right.

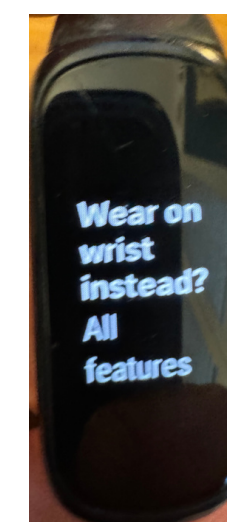
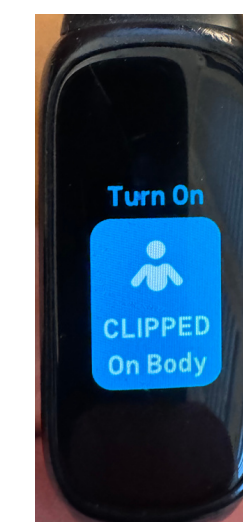
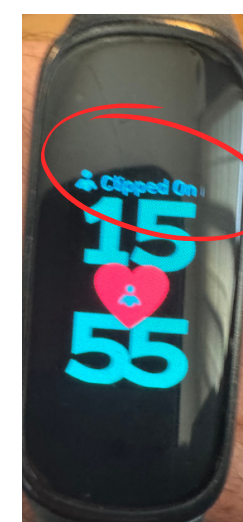
## Fitbit Inspire 3 (B):

With the Inspire 3, the clip mode, if active, is explicitly displayed in the main screen. So you can immediately diagnose it. Now scroll down the main screen and you will automatically see the "On clip" mode appear. Next, set it back to "Worn on wrist"- see images on the right.

A



B

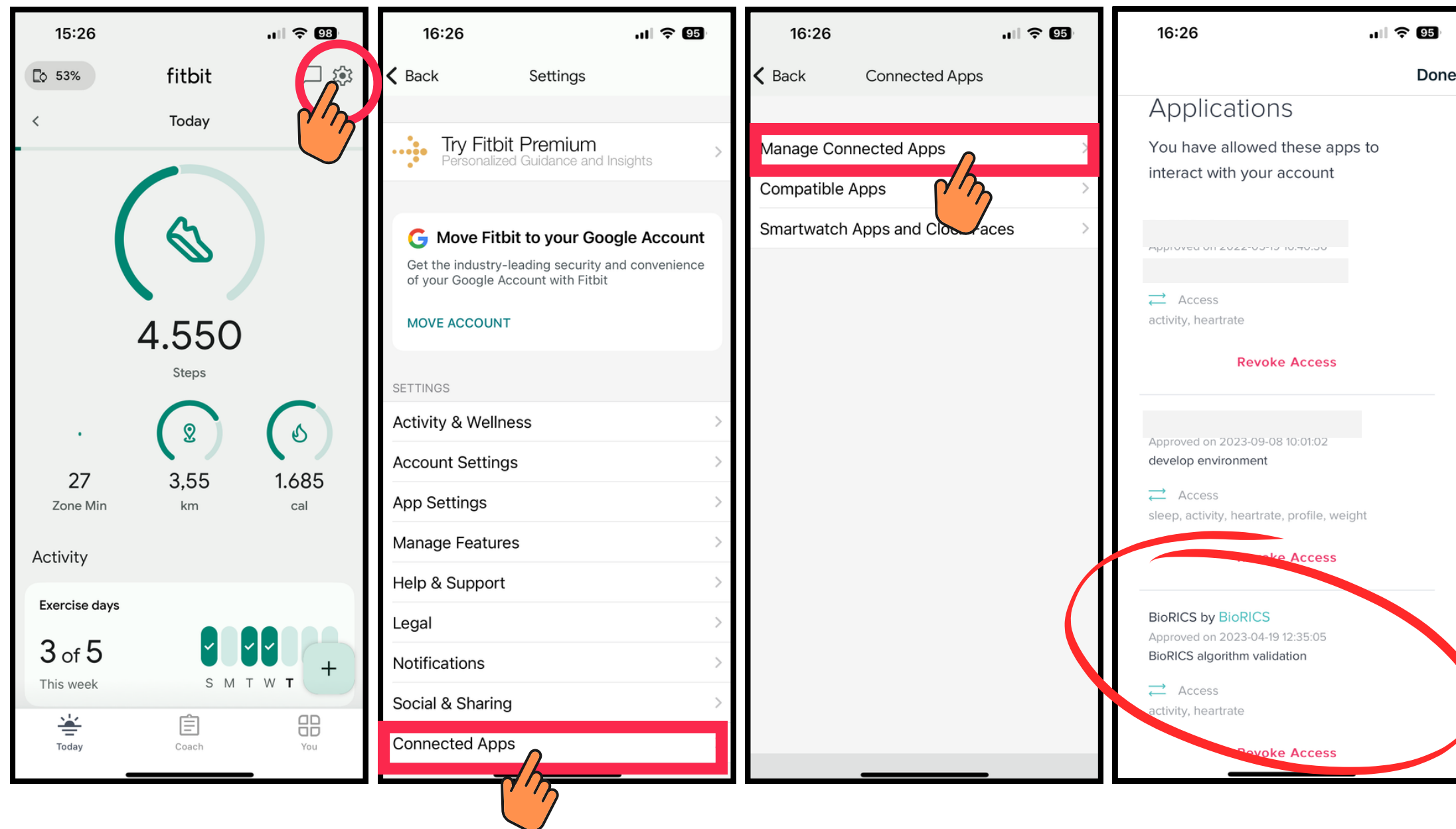




# Help with data problems Mindstretch: linking Fitbit with Mindstretch



Your Mindstretch account is linked with your Fitbit (Google) account. It frequently happens that Mindstretch users are linked with the wrong Fitbit or Google account. This then relates to a Fitbit account which the Fitbit is not linked to. You can easily verify if the Fitbit account you are logged in to the Fitbit app is linked to Mindstretch. To do this, open your Fitbit app.



Check here if the link to Mindstretch is visible. To do so, follow the instructions on the left. The Mindstretch link can be recognized by "BioRICS by BioRICS". If this link is not visible here, it means that Mindstretch is not linked to the Fitbit account you are currently logged into in your Fitbit app.

At times it may be useful to cancel the link between your Fitbit account and your Mindstretch account ("Revoke Access"). You will then be prompted in the Mindstretch app to re-establish this link. In some cases, this restarts the flow of data.

So even if your Mindstretch account is connected to the wrong Fitbit (Google) account, it is possible to disconnect via this route.