

## Troubleshooting

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### **Problem: Steps not syncing from a device to Step Forward.**

**Solution - Part 1:** Disconnect device and reconnect device. Please refer to our [User Guides](#).

**Solution - Part 2:** Please see the section below that is specific to the device you are using.

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### **Problem: Steps not syncing (GoogleFit specific)**

#### **Solution:**

If disconnecting the device (GoogleFit) and reconnecting to that device doesn't work, the next step is to check that your Google Fit account is enabled to send data to your Google Cloud account. This needs to happen for Step Forward to be able to retrieve the data. To ensure that data syncing for Google Fit is enabled, please follow the steps below:

Navigate to: Settings > Accounts

Then: Select your Google account being used for Google Fit > Account sync > Google Fit data.

From here, you can confirm that data syncing is enabled for Google Fit, or enable it if it is disabled.

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### **Problem: Steps not syncing (Fitbit specific)**

**Solution - Part 1:** If disconnecting the device (Fitbit) and reconnecting to that device doesn't work, please check if your steps are being recorded correctly in the Fitbit app. If your steps are not being recorded correctly in the Fitbit app, please click the link below for some Fitbit troubleshooting steps:

<https://help.itrackbites.com/support/solutions/articles/13000050754-i-connecte-d-my-fitbit-why-isn-t-it-showing-any-steps-#:~:text=To%20verify%20your%20Fitbit%20device,syncing%20correctly%20with%20the%20app>

**Solution - Part 2:** If steps are showing correctly in the Fitbit app, please check if steps are showing correctly on Fitbit.com. Step Forward will pull step data from Fitbit.com. There may be an issue with the Fitbit mobile app syncing to the Fitbit website which needs to be resolved.

To verify this issue, login to the following page on Fitbit.com and select 'Week & Steps' which should show your daily steps for the past week:  
<https://www.fitbit.com/activities>

If your steps are not being recorded correctly on Fitbit.com, please see the link below with some fixes depending on the Fitbit device you are using:

[Why won't my Fitbit device sync?](#)

**Solution - Part 3:** Your Fitbit account might not have Step Forward as an authorised 3rd party app. Please follow the instructions below to check if Step Forward is set as an authorised 3rd party app, and how to update this setting.


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#### ^ [How do I manage apps connected to my Fitbit account?](#)

Manage the apps connected to your Fitbit account:


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##### ^ Fitbit app

- 1 Tap the Today tab , and tap your profile picture.
- 2 Scroll down and tap or click **Manage Data > Manage 3rd Party Apps**.
- 3 Log in to your Fitbit account.
- 4 Tap **Revoke Access** to disconnect an app from your Fitbit account.

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##### ^ fitbit.com dashboard

- 1 From the fitbit.com dashboard, click the gear icon  > **Settings > Applications**.
  - 2 Click **Revoke Access** to disconnect an app from your Fitbit account.
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## **Problem: Steps not syncing (Garmin specific)**

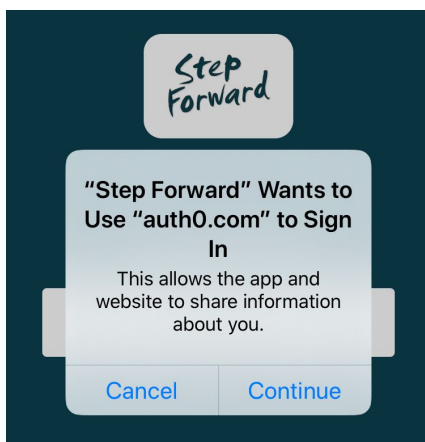
### **Solution:**

If disconnecting the device (Garmin) and reconnecting to that device doesn't work, please check if your steps on your Garmin device are being correctly recorded in the Garmin Connect app. Step Forward will pull data from the Garmin Connect app. If your steps aren't showing correctly in the Garmin Connect app, please click the link below for some Garmin troubleshooting steps:

<https://support.garmin.com/en-AU/?faq=reHBOSC1bt83UTDHqYJZG8>

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**Problem:** You receive the below notification from Auth0 upon login:



### **Solution:**

Auth0 is the platform that Step Forward integrates with for user management. It is the platform that stores the user details, allows users to reset passwords, and allows me to block or delete users.

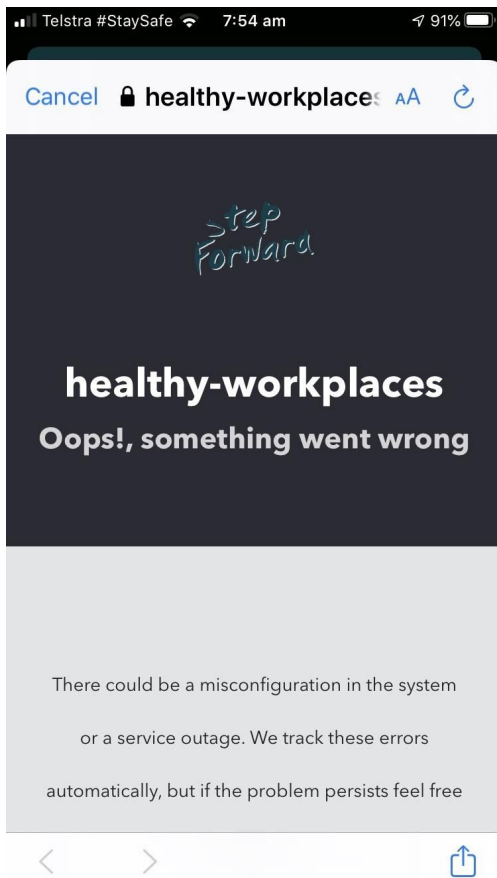
The notification will appear for all iPhone users to notify them that the user information you enter into Step Forward is shared with Auth0.

If you would like to use the app, you will need to press 'Continue' to allow Step Forward to send and receive information from Auth0.

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**Problem:**

Receiving the below screen after clicking 'Get Started' when using the app for the first time:



**Solution 1:** Set Chrome as the default browser. Here are some instructions about how to set Chrome as your default browser:

<https://support.google.com/chrome/answer/95417?co=GENIE.Platform%3DAndroid&hl=en-GB>.

**Solution 2:** Please check that you have cookies enabled on your device. To do this:

1. Open your Settings.
2. Scroll down and select Safari.
3. Under Privacy & Security, turn off "Block All Cookies".  
(Please see screenshot below)

