

Connecting Your Apple Watch to CaféWell

This guide provides step-by-step instructions on how you can connect and sync up your Apple Watch with the CaféWell Physical Activity Tracking program, by using the Apple Health app on your iPhone (the app with the red heart). **When connecting to Apple Health for the first time, you must perform the steps on your iPhone via the CaféWell mobile app.** You need to use the iPhone that's paired with your Apple Watch and install the CaféWell mobile app from the App Store before you begin the instructions below.

[Instructions on how to pair Apple Watch with iPhone](#)

Important information about syncing your steps to CaféWell – PLEASE READ ALL OF THIS SECTION

When you first sync your Apple Watch to CaféWell, it will bring over your Apple Health steps data from the start of the Physical Activity Program on 1/1/17. Data feeds from Apple Health to CaféWell generally update many times per day, but it also could take a few days to fully sync all your steps to your CaféWell app.

In order for CaféWell to sync with Apple Health on a regular basis, either 1) keep the CaféWell app running on your iPhone (keep it open) AND log in to the CaféWell app at least every two weeks so the data will be sent or 2) log into your CaféWell app at least every two weeks. ***If you haven't logged into the CaféWell mobile app for 28 days or more, once you log in it will only send up to the past 28 days of data. You will need to manually track for any steps that don't get sent over.***

Once you have synced up your Watch, you can check to make sure the steps are coming over correctly by reviewing your steps within your itinerary (remember it may take a few hours to sync). You can click "More" on the program/View Program Details/Activity tab to see your weekly progress.

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Sign Out

Menu

Home

Chapter 1 of 1: Self Paced

Activity Progress: [SHOW ALL](#) [MORE...](#)

Physical Activity Tracking:
Week 1: Your Weekly
Goal is 35,000 Steps
Chapter 1 of 52: Ended 3 days
ago

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Activity Progress: [SHOW ALL](#) [MORE...](#)

your assessment by December 31,
2017 to receive any earned
incentives.

Take Now

VIEW PROGRAM DETAILS

LEAVE PROGRAM

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Itinerary Items

Program Overview

Settings

What's on your mind?

☐ Post anonymously

Comment

Everyone

Itinerary

Activity

Progress

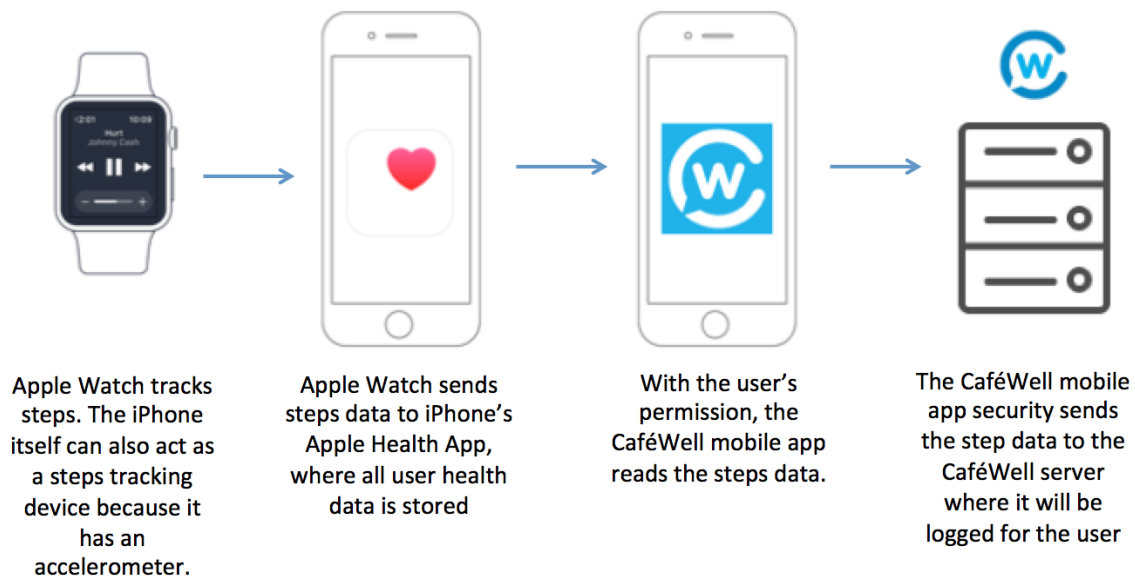
Leaderboard

Log your activity

1/11/17

Employee Physical Activity

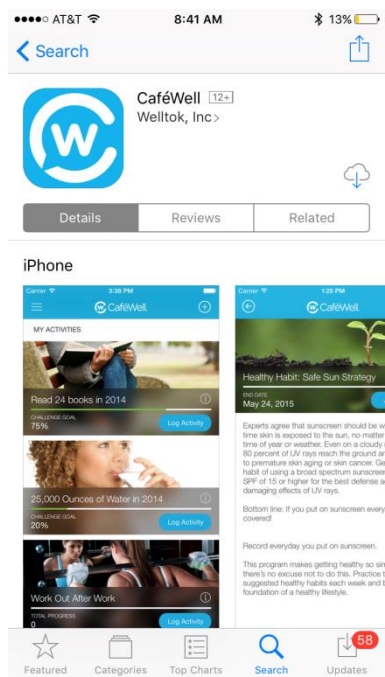
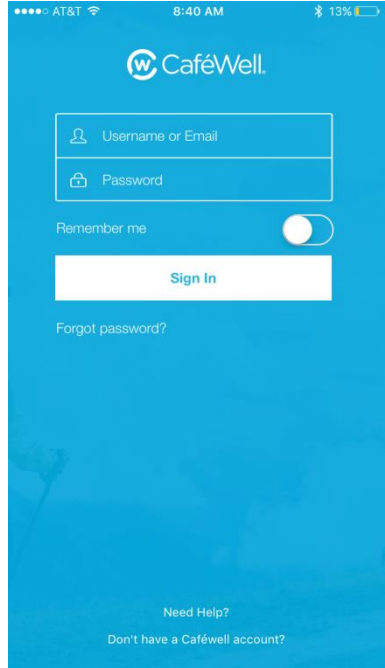
How does it work?



Instructions Index

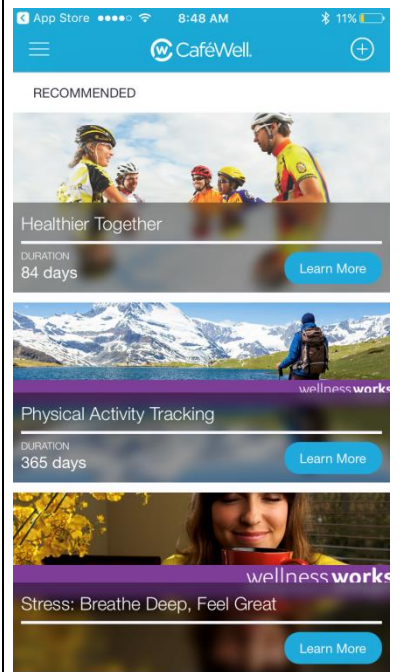
- **Scenario 1:** You have NOT yet joined the Physical Activity Tracking program in CaféWell for 2017
- **Scenario 2:** You have ALREADY joined the Physical Activity Tracking program in CaféWell for 2017
- **Scenario 3:** Disconnecting Apple Health from the existing Physical Activity Tracking program on Mobile
- **Scenario 4:** Disconnecting Apple Health from the existing Physical Activity Tracking program on the Web

Scenario 1: You have NOT yet joined the Physical Activity Tracking program in CaféWell for 2017

Step	Instructions	Screenshot
1	Download or update to the latest version of the CaféWell mobile app from the iTunes app store on your iPhone.	
2	Once downloaded, launch and sign into CaféWell using your user name and password. Your user name is the name that displays on the upper right side of the CaféWell website.	

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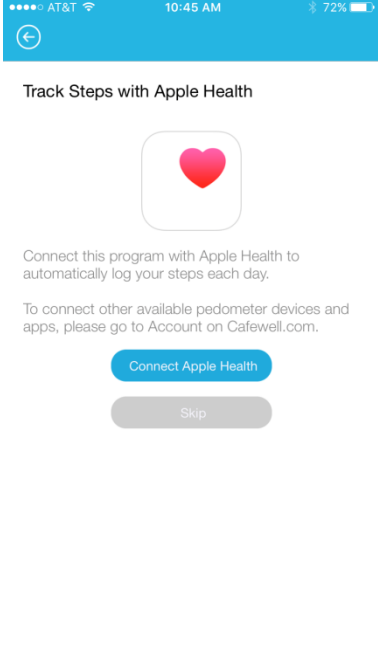
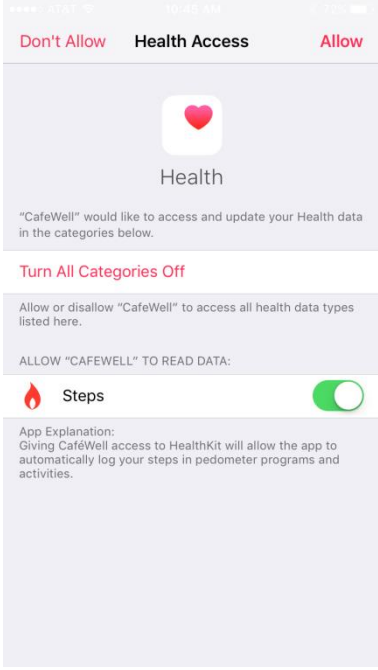
On the home screen, scroll to the "Recommended" section and look for the Physical Activity Tracking program. Once you find it, tap on "Learn More".



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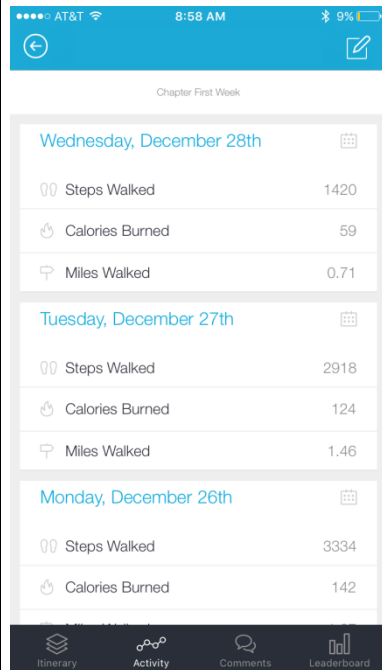
In the program detail screen, tap on “Join Now” to start the Setup Wizard where you will enter your biometrics info.

A screenshot of a mobile app interface. At the top, there's a status bar with 'AT&T', '8:56 AM', and '10%' battery. Below is a blue header with a back arrow. The main content area is titled 'Biometric Info'. It contains two paragraphs of text explaining the use of biometric information for calorie estimation and privacy assurance. Below the text are three input sections: 'Gender' with 'Male' and 'Female' radio buttons, 'Height' with 'ft' and 'in' input fields, and 'Weight' with a 'lbs' input field. A blue 'Save & Continue' button is at the bottom.

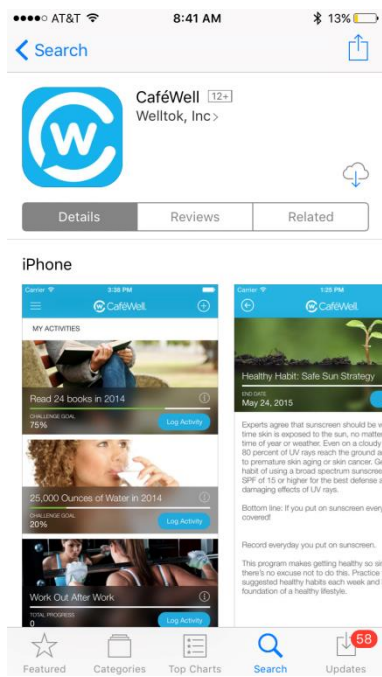
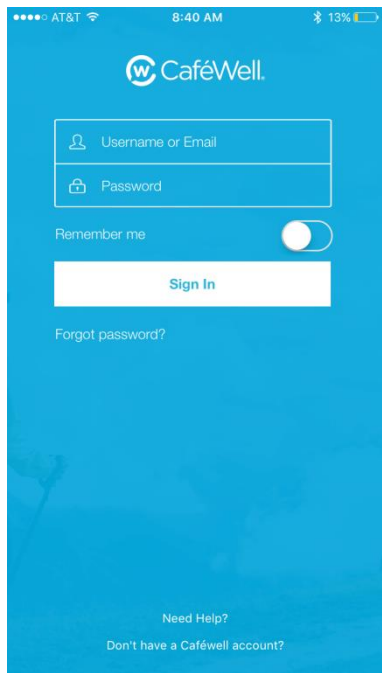
5	<p>As the last step of the wizard, you have the opportunity to connect Apple Health (which stores all your steps activity from your iPhone and Apple Watch) to the current Physical Activity Tracking program. Simply tap on "Connect Apple Health" to connect.</p>	
6	<p>A new screen will open up, asking whether you will allow the CaféWell mobile app to access your steps data. Tap on the switch until it turns green, then tap on "Allow" in the upper-right.</p>	


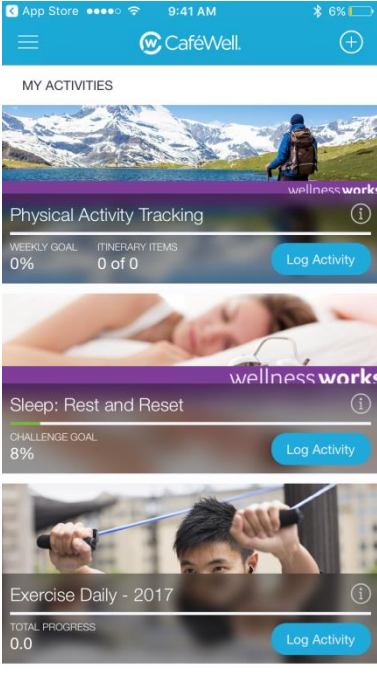

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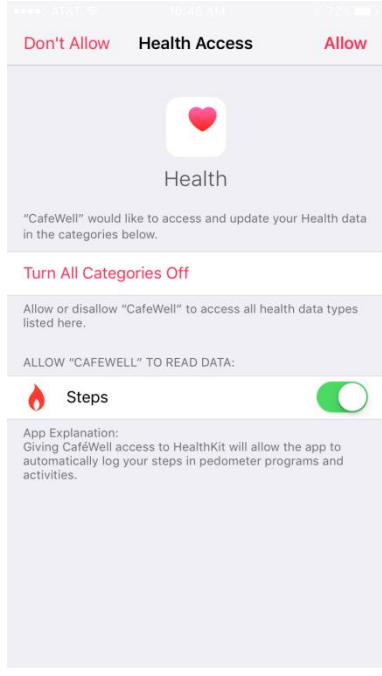
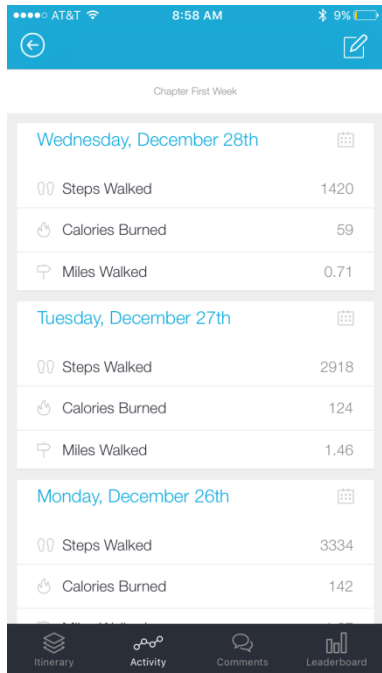
At this point, your Apple Health is now connected to the CaféWell mobile app and it will soon transfer over Activity steps since 1/1/2017 retroactively. If you have steps that don't come over automatically you can enter them manually. As your steps get logged from your iPhone and Apple Watch to Apple Health, it will automatically be logged to the program on a regular basis if you keep the CaféWell app running in the background (open on your iPhone) and log in to the CaféWell app at least once every two weeks.



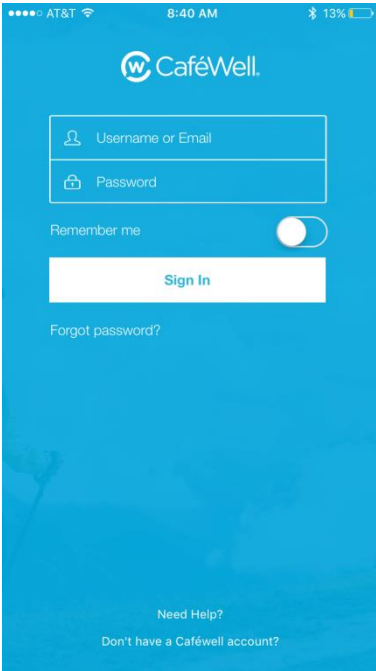

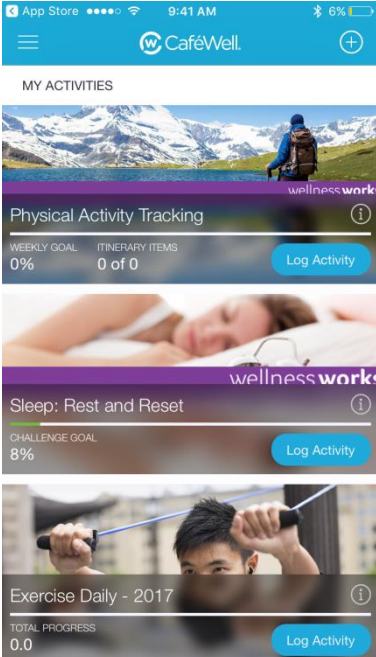
Scenario 2: You have already joined the Physical Activity Tracking program in CaféWell for 2017

Step	Instructions	Screenshot
1	Download or update to the latest version of the CaféWell mobile app from the iTunes app store on your iPhone.	
2	Once downloaded, launch and sign into CaféWell using your user name and password. Your user name is the name that displays on the upper right side of the CaféWell website.	

3	<p>On the home screen, look for the Physical Activity Tracking program you have already joined. Tap on the  icon next to the program title to get to the program details.</p>	 <p>The screenshot shows the CaféWell app home screen. At the top, there's a status bar with 'App Store', signal strength, time '9:41 AM', and battery level '6%'. Below the header, there's a 'MY ACTIVITIES' section. It lists three programs: 'Physical Activity Tracking' (with a weekly goal of 0% and 0 of 0 itinerary items), 'Sleep: Rest and Reset' (with a challenge goal of 8%), and 'Exercise Daily - 2017' (with a total progress of 0.0). Each program has a 'Log Activity' button and an information icon.</p>
4	<p>In the program detail screen, tap on "Connect Apple Health" to connect it with the current Physical Activity Tracking program. Once connected, Apple Health will replace any other existing device that's connected to this program.</p>	 <p>The screenshot shows the 'Physical Activity Tracking' program detail screen. It has a back arrow, the CaféWell logo, and a 'Join Now' button. Below this, it says 'Track Steps with Apple Health' and 'Connect this program with Apple Health to automatically log your steps each day.' There is a 'Connect Apple Health' button at the bottom.</p>

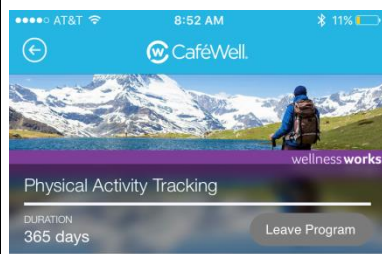
5	<p>A new screen will open up, asking whether you will allow the CaféWell mobile app to access your steps data. Tap on the switch until it turns green, then tap on "Allow" in the upper-right.</p>	
6	<p>At this point, your Apple Health is now connected to the CaféWell mobile app and it will soon transfer over Activity steps from 1/1/2017. As your steps get logged from your iPhone and Apple Watch to Apple Health, it will automatically be logged to the program on a regular basis if you keep the CaféWell app running in the background (open on your iPhone) and log in at least once every 2 weeks. If you have steps that don't come over automatically, you can enter them manually.</p>	

Scenario 3: Disconnecting Apple Health from Existing Physical Activity Tracking Program on Mobile

Step	Instructions	Screenshot
1	Sign into the CaféWell mobile app using your user name and password.	
2	On the home screen, look for the Physical Activity Tracking program you have already joined. Tap on the  icon next to the program title to get to the program details.	

3

In the program detail screen, tap on “Disconnect Apple Health”. Once the button turns blue with the option to "Connect Apple Health", then that means you have successfully disconnected. To connect another supported device such as Fitbit or MapMyFitness, you must go to www.cafewell.com or use the links available on the Wellness Works page on e.Service or the www.aetnawellnessworks.com home page.

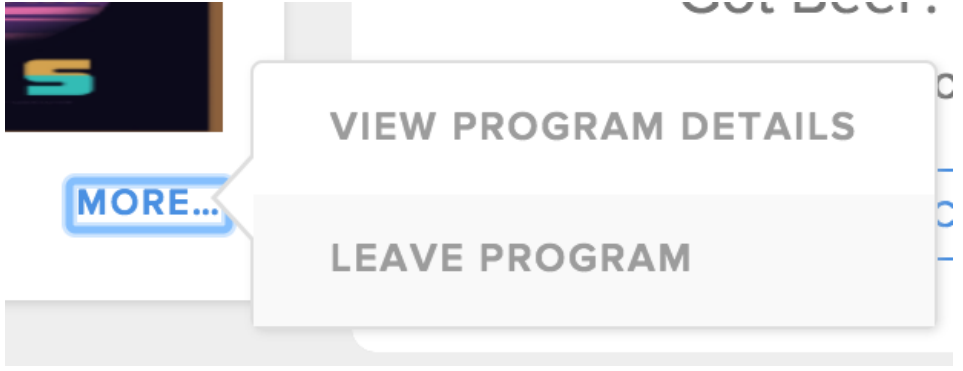
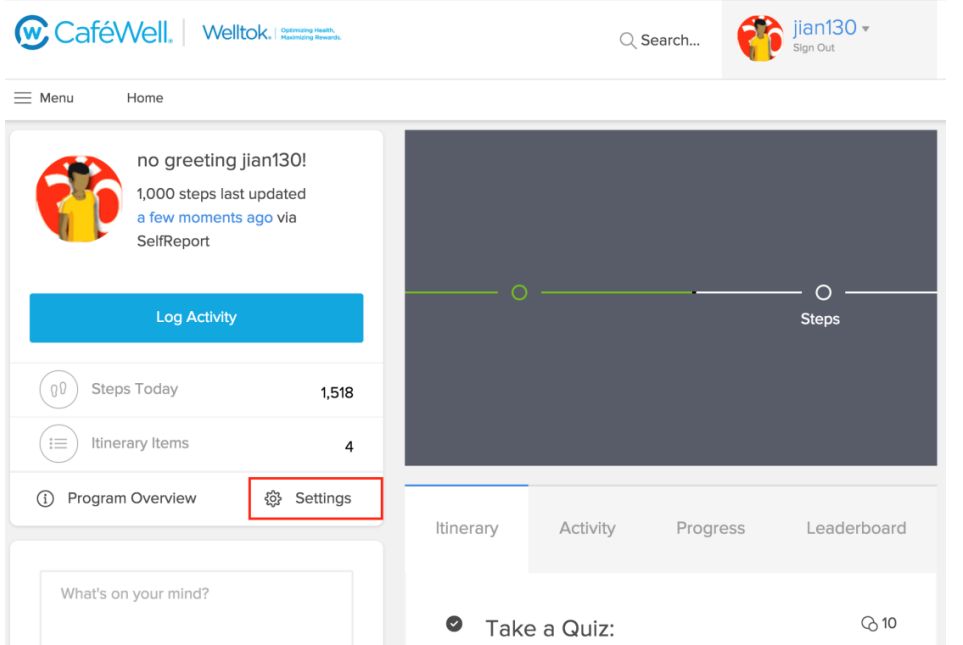


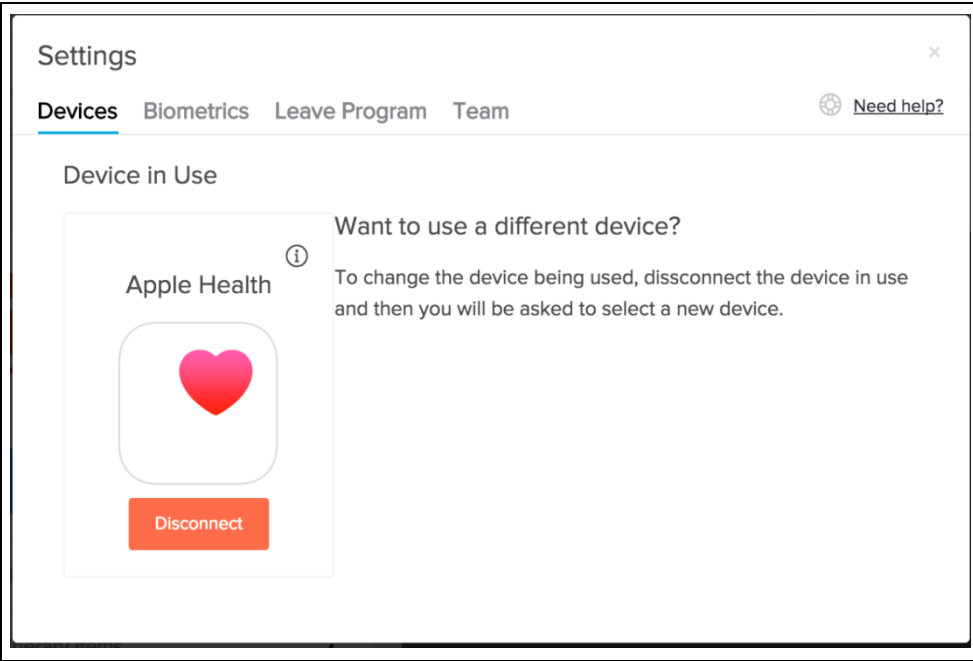
Track Steps with Apple Health

Connect this program with Apple Health to automatically log your steps each day.

Disconnect Apple Health

Scenario 4: Disconnecting Apple Health from Existing Physical Activity Tracking Program on Web

Step	Instructions	Screenshot
1	Go to cafewell.com and sign in using your user name and password or use the links available on the Wellness Works page on e.Service or on the www.aetnawellnessworks.com home page.	
2	On the home page, look for the Physical Activity Tracking program you have already joined. Click on the "More..." button and click on view "Program Details".	
3	Once inside the Physical Activity tracking program main page, click on "Settings".	

4	<p>The Settings pop up will appear. Click on the “Devices” tab. You will then see the device you are currently using for the program. Simply tap on "Disconnect" to disconnect the device and to choose a new one.</p>	 <p>The screenshot shows the 'Settings' application with the 'Devices' tab selected. Under 'Device in Use', 'Apple Health' is listed with a red heart icon and a 'Disconnect' button. To the right, a message asks 'Want to use a different device?' and provides instructions on how to change the device.</p>
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