

## UPNDO iOS – Data is not updating in the App

Below you can find 6 steps that will solve the data synchronization problem. Steps should be followed sequentially, that is, you should only go to the next step if you have completed all the previous ones.

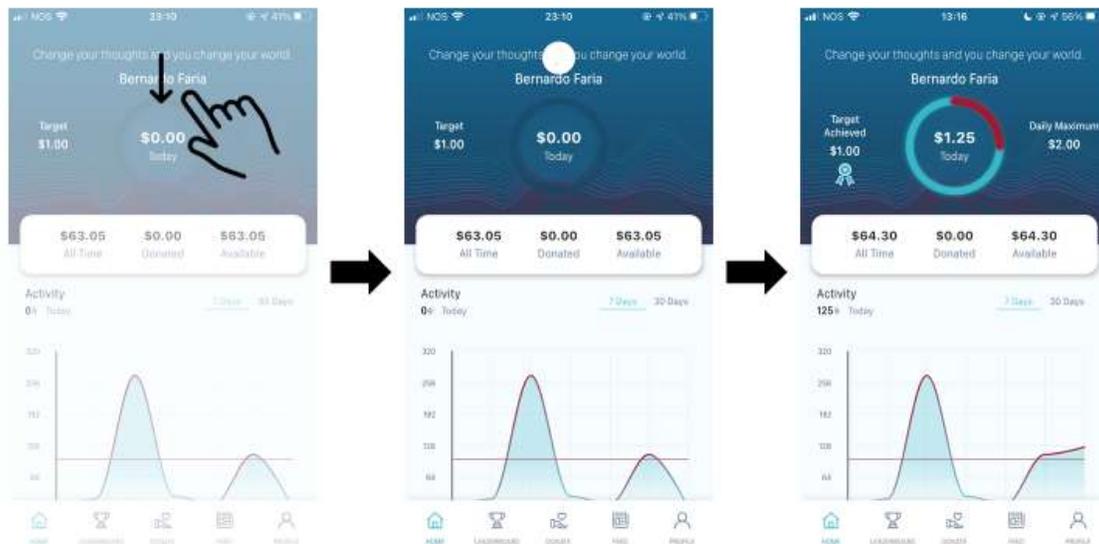
### 1. Make sure you have Apple Health installed

For UPNDO app to work, it needs to be connected to your local Health app, which in this case is Apple Health. Make sure it is installed.



### 2. Refresh the App

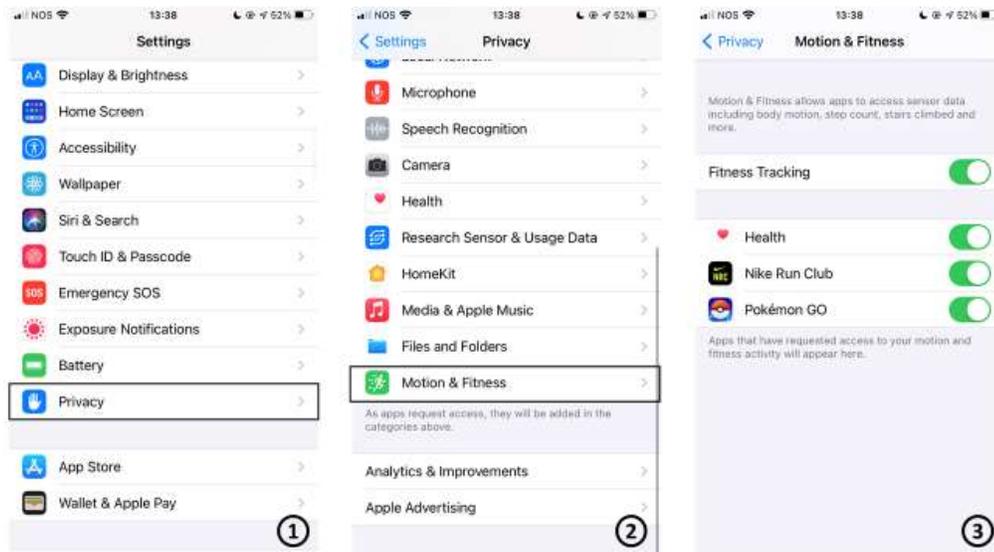
**Open UPNDO**, log in to your account and **swipe down**, to force data to synchronize between Apple Health and UPNDO.



### 3. Apple Health has permission to collect and store data

To check whether Apple Health has the required permissions to collect and store your data, please follow the steps below:

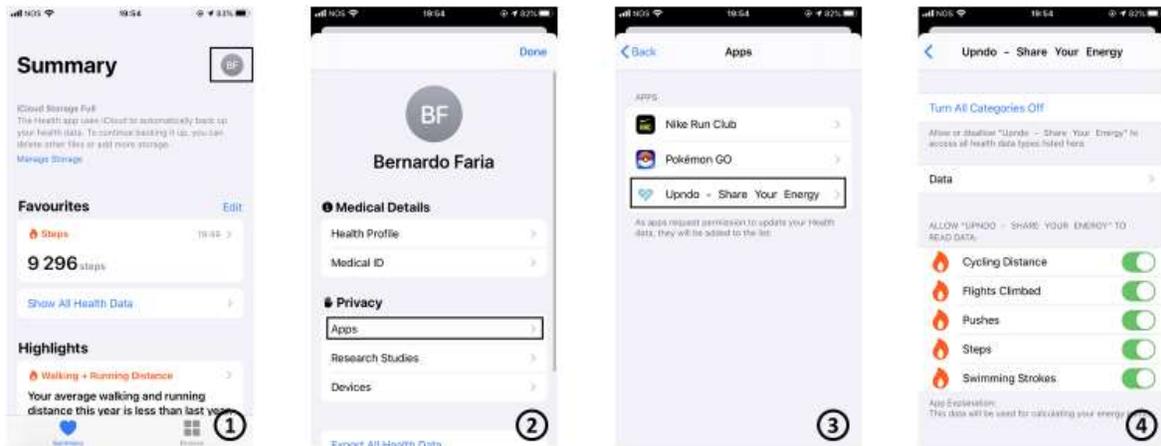
1. Access your phone's **Settings** and select **Privacy**;
2. In the Privacy menu, click on **Motion & Fitness**;
3. Make sure that the option for Health is turned on



### 4. UPNDO has permission to connect to Apple Health

For UPNDO to correctly function, it needs to connect to Apple Health and share data with it. To make sure UPNDO has the right permissions, please follow the steps below:

1. Open **Apple Health** and click on the **profile icon**, on the top right corner.
2. Select **Apps** under the Privacy section.
3. Select **UPNDO** in the list of apps that are shown.
4. Make sure that all categories are turned on.

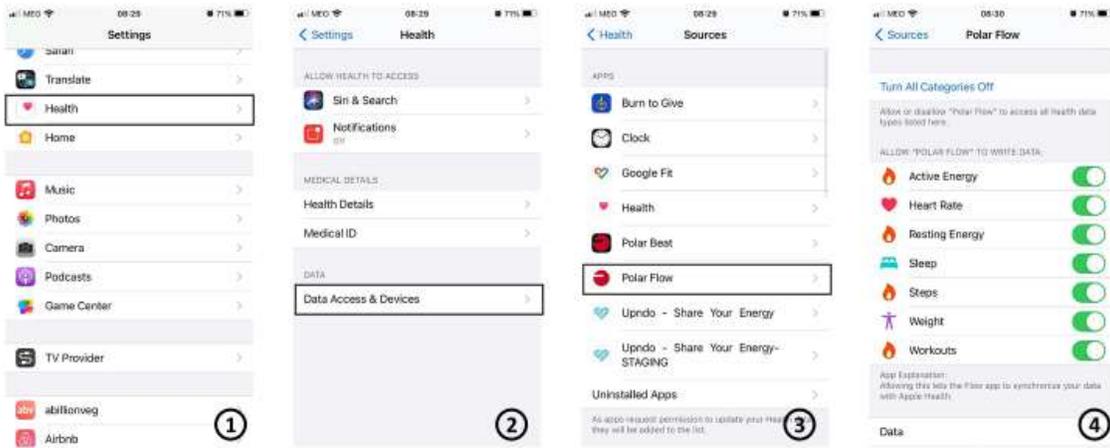


## 5. Apple Health has permission to collect data from your sports App

In case you use a wearable to track your physical activity, then you must synchronize your wearable with a sports App in your phone, for that data to be available to be collected by other Apps in your phone. Additionally, you must guarantee that Apple Health has the required permissions to collect the information from your sports App, so that it can then share it with UPNDO.

The process to make sure all permissions for your sports App are in place is similar, independently of the App you are using. In this example below, we demonstrate it using Polar APP.

1. Open the **Settings** and select the option **Health**.
2. In the health menu, choose **Data Access & Devices**.
3. From the list of Apps that are displayed, choose the **Sports App** in which your physical activity is being registered.
4. Make sure the options under “Allow [Sports App] to write data” are turned on.



## 6. [Last Resort] Uninstall and re-install UPNDO

In case all other options fail to make data synchronize, please consider uninstalling and re-installing UPNDO.