# UPNDO Android – 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.

Note: in case you have a Huawei device that does not support Google services, unfortunately it will not be possible to use UPNDO.

## 1. Refresh the App

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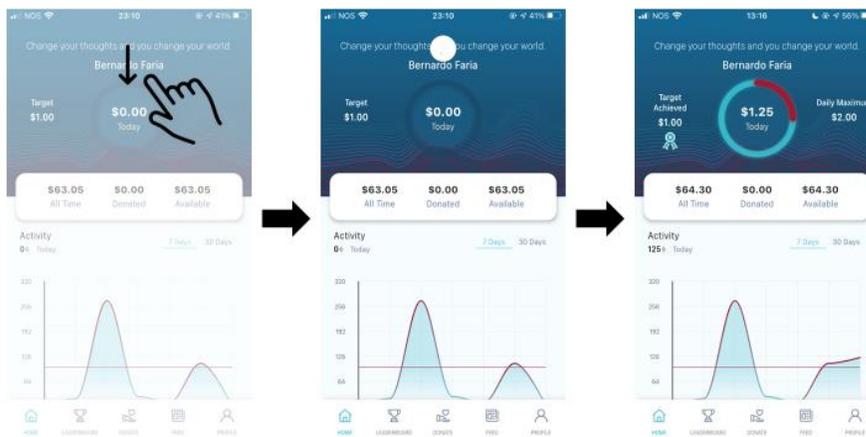


## 2. Make sure you are using the right Google Fit account

In order for UPNDO to correctly gather your fitness information, you need to make sure that you select the Google Fit account which is tracking your data, when you log in to UPNDO.

Logging in to UPNDO you will be asked to select your Google Fit account, make sure you select the one that is currently at use in Google Fit (to check this: open Google Fit > click on the top right corner > check which account is at use).
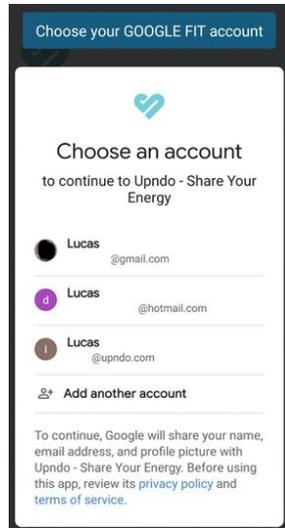
If you suspect you are not using the right Google Fit account in UPNDO, you can simply sign out from UPNDO and log in again (profile tap > click on the top right corner > sign out).

### 3. Google Fit has permission to collect and store data

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

1. Open **Google Fit** and open the **Profile** tab.
2. Select the **Settings**.
3. In the Settings menu, make sure the option **Track your activity** is enabled;
4. In the Settings menu, click on the **option Manage your data**.
5. Guarantee that **Steps** is in the list of indicators that are being collected.
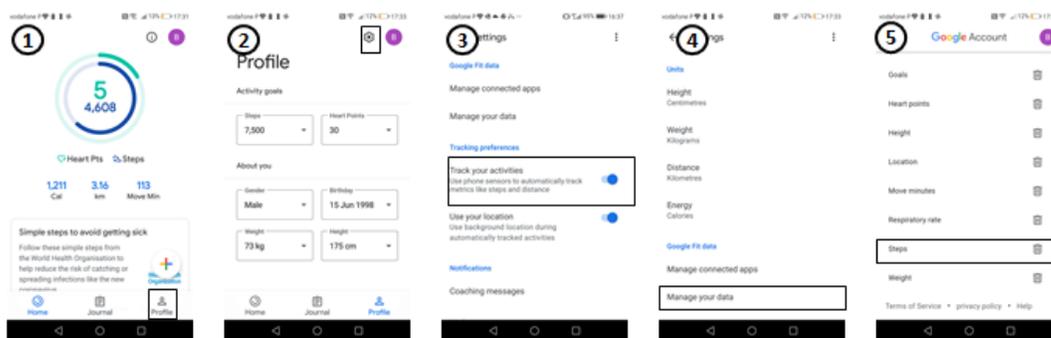


### 4. UPNDO has permission to connect to Google Fit

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

1. Open **Google Fit** and select the **Settings** on the Profile tab.

2. In the settings menu, click on the option **Manage connected apps**.
3. Select **UPNDO** in the list of apps that are shown.
4. Make sure UPNDO can Read Fitness Location Data and Read Fitness Activity Data.
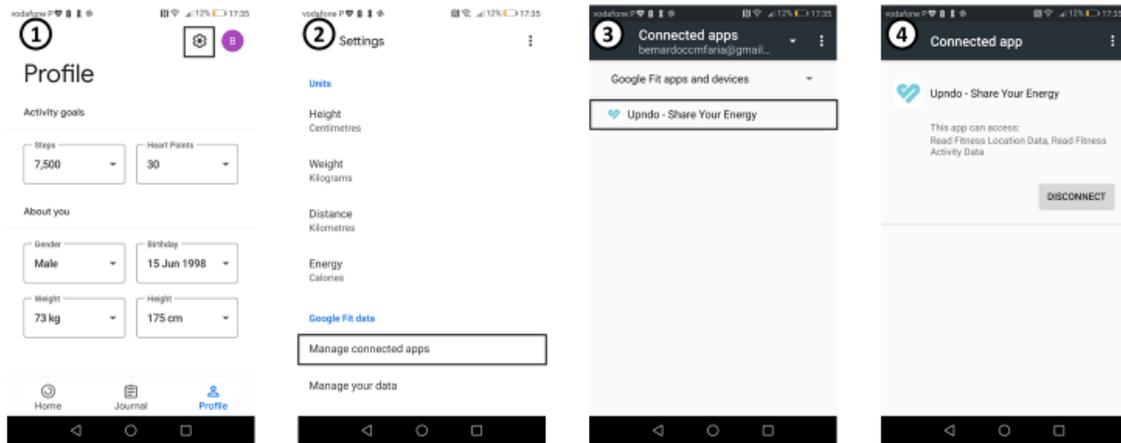


## 5.  Google Fit has permission to collect data from your sports App

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 Google Fit 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 Google Fit and select the **Settings** on the Profile tab.
2. In the settings menu, click on the option **Manage connected apps**.
3. Select the **Sports App** in the list of apps that are shown.
4. Make sure the Sports App can Read Fitness Location Data and Read Fitness Activity Data.
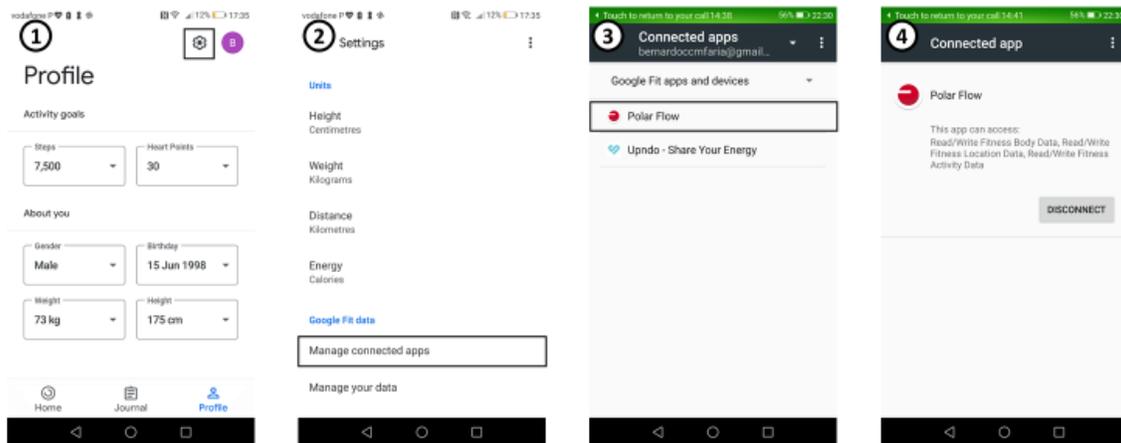
Note: some wearables may require a third-party app in order to guarantee the synchronization between the wearable's app and Google Fit. Samsung wearable users will gather information on Samsung Heatlh, which is not prepared to sync data with Google Fit. So, in order to correct this issue, users may have to use Health Sync to guarantee connection (here you have a full guide on how to setup the information transmission between Samsung Health and Google Fit).

## 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.