FAQ

What happens if I want to sync a wearable device? How does it work?

On the right-hand side menu, click on the device you want to sync and follow the easy instructions to connect your device. Once you start using a tracker, it will be added to your shortlist for easy daily access.

My wearable device isn't working with the Balance site.

In order for Balance to recognize the steps (or sleep if applicable) logged with your connected wearable, please ensure you sync your device to its online account in order for your data to be shared and points awarded. Activity and sleep points are awarded one to two days after the activity was recorded. For example, you will see Monday's sleep and steps activity points when you log into your Balance account on Tuesday or Wednesday.

If your points are still not accumulating properly, Alberta Blue Cross customer service will log a ticket and work to resolve the issue using the above notes and Balance FAQ. If an issue cannot be resolved, Alberta Blue Cross CSR will contact BLR at Customer Services Feedback <CustomerServicesFeedback@ab.bluecross.ca> describing the issue and making a request for resolution.

Which wearable devices can connect with Balance?

The following wearable devices and operating systems are currently supported and able to sync to Balance: Fitbit, Garmin, Misfit and devices that utilize Wear OS by Google.

In order to connect your wearable device, select your device or operating system logo and follow the connect prompts. Once you have arrived at your wearable device login and permissions page, you will need to provide permission to connect and sync your data with Balance.

How do I grant permission to track?

On the wearable device login and permissions page, users will be prompted to enable permissions to connect and sync data with Balance.

Fitbit requires users to manually select the data they wish to track and sync with Balance. In order to enable tracking of steps (activity) and sleep data, users must check the desired tracking boxes, as well as 'profile', within the login and permissions page and click 'allow'. Once complete, you will be redirected back to your Balance account. You will only have to complete this step once. If the individual tracking boxes are left unchecked, Balance will not track that data, and rewards points will not be earned.

Garmin, Misfit and devices that utilize Wear OS by Google do not require manual data to be selected as tracking and syncing permissions are global.

The following wearable devices and operating systems support steps (activity) tracking: Fitbit, Garmin, Misfit, Wear OS by Google

The following wearable devices and operating systems support sleep tracking: Fitbit, Garmin, Misfit.

How do I earn Balance points with my wearable device?

Balance keeps track of your activity and awards points based on milestones reached or login activity. In order to ensure that you are eligible for maximum points, log in to Balance daily.

How can I tell if I received my wearables rewards points?

Each time you hit a tracking goal, you will earn points even if you are not logged in to Balance. Check your 'History' page to view a record of your points earned to date.

What if I forget to log in to Balance for a few days—will I still earn points for using my device?

Your Balance account registers your tracking data even if you are not logged in. Your account is automatically updated upon login, and your points earned are viewable in your 'History' page.

My wearable device appears connected but I'm not earning points.

Fitbit devices require users to manually select the data they wish to track and sync with Balance. Please visit the www.fitbit.com settings page, then navigate to 'applications' in order to ensure that the desired activity you wish to have tracked is checked and permission is granted.

For other wearable devices, ensure that you have granted sharing permissions between your wearable device and Balance.

When does data collection begin?

Data collection begins at point of first connection and between seven to 90 days of data (depending on the wearable device) is stored in the Balance database. If a wearable device is accidentally disconnected and reconnected, your tracking data begins at the point of reconnection.

What happens if I don't log in to Balance for a long period of time?

When a user does not log in to their Balance account for a period of 90 days or longer, their tracking data stops syncing with Balance. Tracking resumes with first return log in.

How do I add or remove wearable devices?

Balance supports the connection of one wearable device at a time. In order to add a new wearable device, the existing connected device will need to be disconnected.

To add a new device, select your device or operating system logo and follow the connection prompts. Once you have arrived at your wearable device login and permissions page, you will need to provide permission to connect and sync your data with Balance.

My wearable device appears to be tracking differently than my Balance account.

The data from your wearable device is shared with Balance once per day. The data visible within your account may differ from your device based on the time of log in. Once a day has completed, your account will be updated.

I no longer want to connect my Fitbit to Balance. Can I revoke access?

Yes, you may revoke access at any time to stop earning Balance reward points. To revoke access, log in to your fitbit.com account and navigate to "Settings" and then select "Applications". Look for the "Balance" permission and select "Revoke Access" to terminate the link.

I tried to connect my Fitbit to Balance but received an error message?

If you are using a shared computer with another Fitbit user, make sure they have logged out of Fitbit.com first so that you can login to your Fitbit.com account to sync with Balance. A Fitbit.com account can only be linked to one Balance member account.