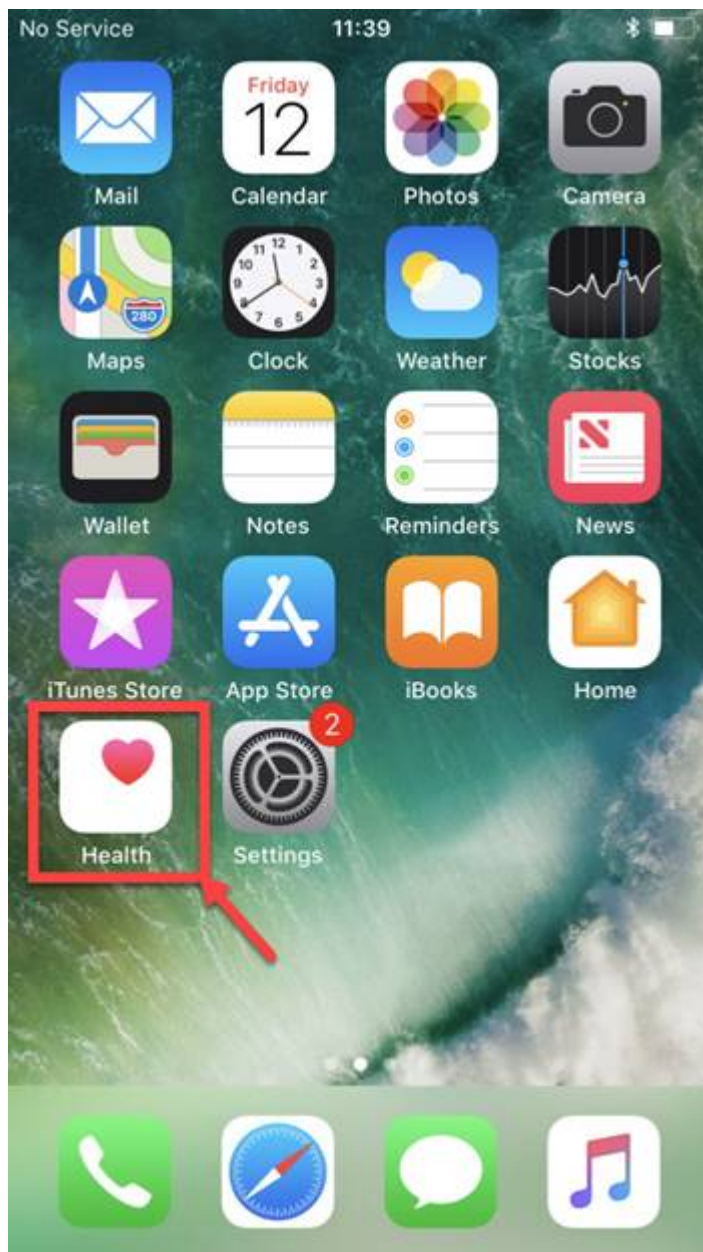


## **Fan Fit – Tracking steps on iOS**

When the app is first launched on iOS it asks the user to grant health access to it. If this is not done for any reason, the app will not track step data. It's also worth noting that if it's the first time the phone has been authorised to collect health data, there's sometimes a delay within iOS before the data is available to the app.

So the first thing to do here is confirm with the people affected that they have given permissions to the app to access their health data. To do this could you ask affected users to:

1. Open the "Health" app



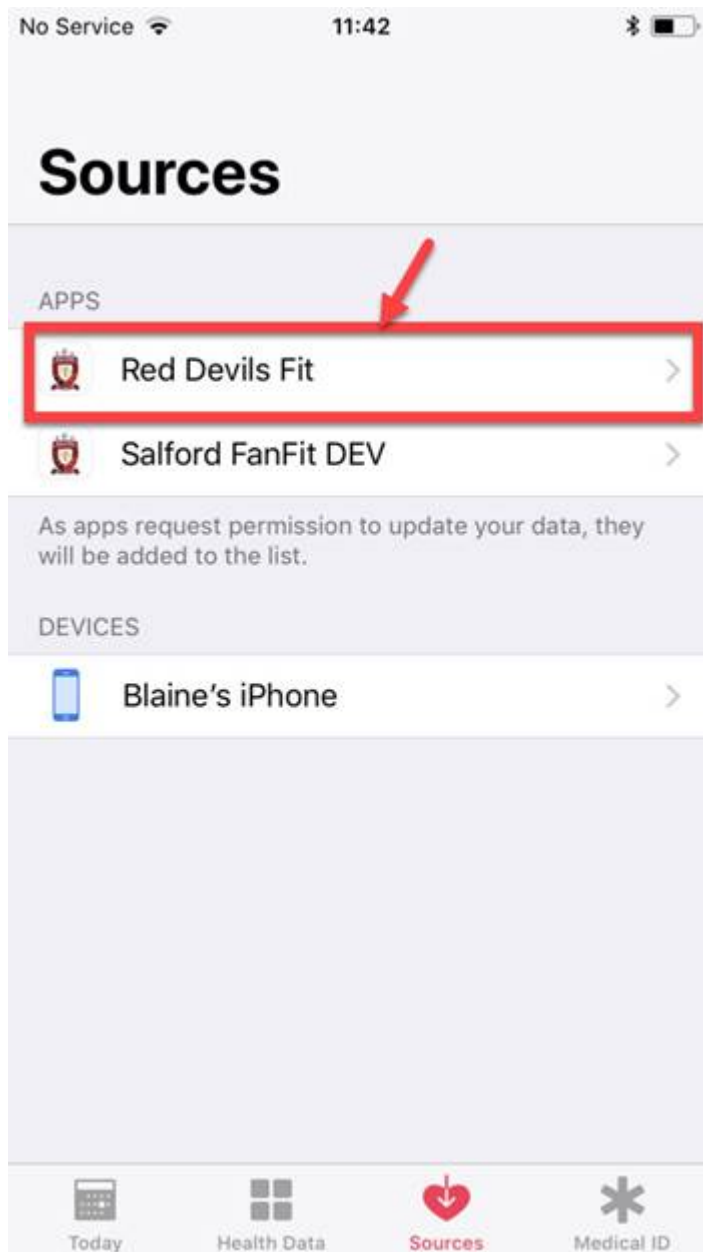
2. Tap on sources at the bottom of the screen



**No Data**  
No data recorded for this day.



3. Tap on "Red Devils Fit" within the source list



4. Press "Turn All Categories On"



5. Close and relaunch "Red Devils Fit" (double tap home button, and swipe upwards on the app in the list, then open the app again).