

# Heart Foundation Walking App User Guide (iOS)

The Heart Foundation Walking app is a joint venture between the Australian Government and the National Heart Foundation Australia, looking to improve the overall health of Australians through the promotion of the benefits of walking.

The free app gives you the ability to integrate with Apple Health or Fitbit to track activity, predominantly steps. These are shown within a profile area displaying recent activity.

A 'Reward' element is used to motivate users as they record steps within the app. Rewards are unlocked as steps are recorded and particular milestones are met, for example, 25,000 steps.

Campaigns are periodically run through the app. The first campaign - the Prime Minister's One million steps - launched on 25 March 2018. Users who take part in this campaign will track their steps and achieve rewards as they move towards the goal of walking 1 Million steps within a 20-week period.

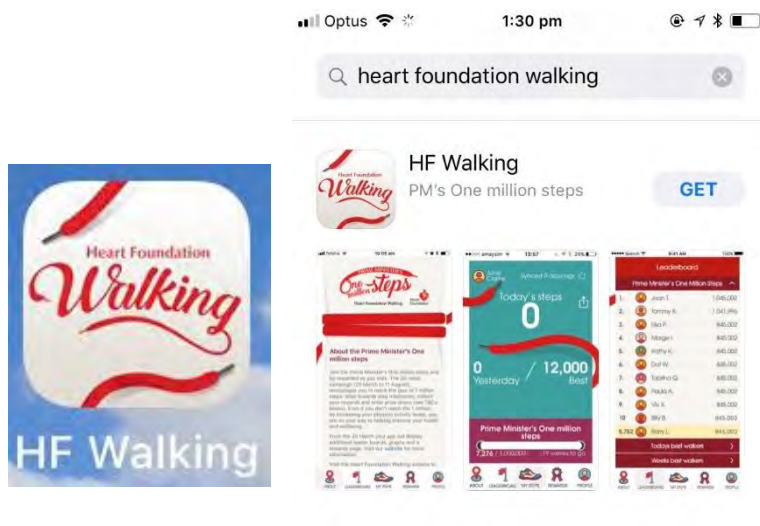
## Downloading the app

The app can be downloaded from the Apple App Store. The App Store icon on your phone looks like this:

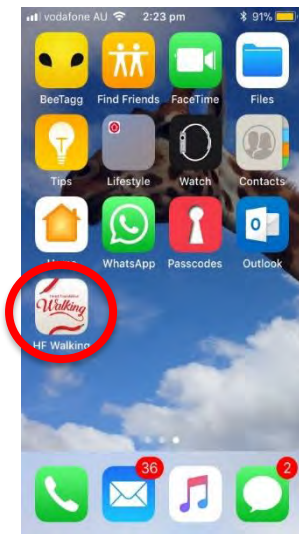


To download the app follow the steps below:

1. Open the App Store and search for “HF Walking” or “Heart Foundation Walking”
2. Tap the Heart Foundation Walking app icon.
3. Tap ‘Get’ (note the app is free of charge)
4. If prompted, enter your password (or fingerprint ID) – this will be the same password used when downloading other apps from the App Store. Wait for the download to finish.



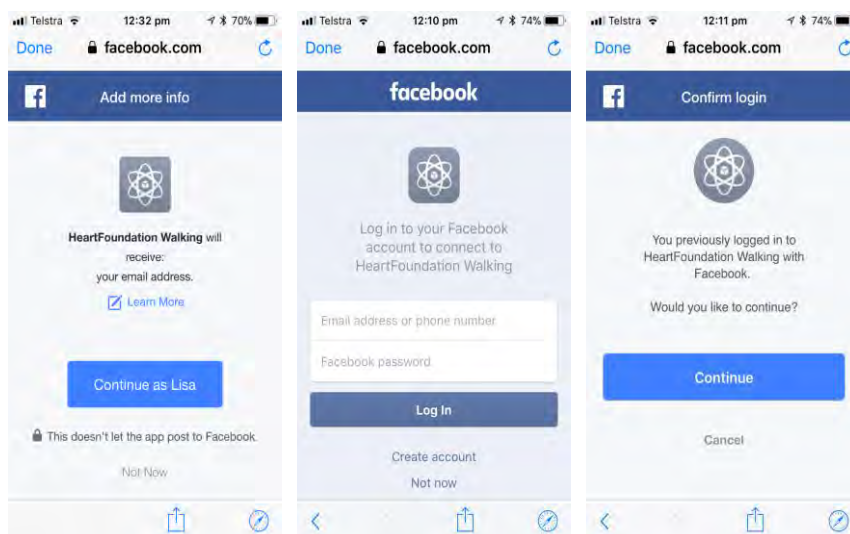
5. The app icon should appear on your phone home screen or app list.



6. For more information on how to download an app for your phone please visit:  
<https://support.apple.com/en-au/HT204266>

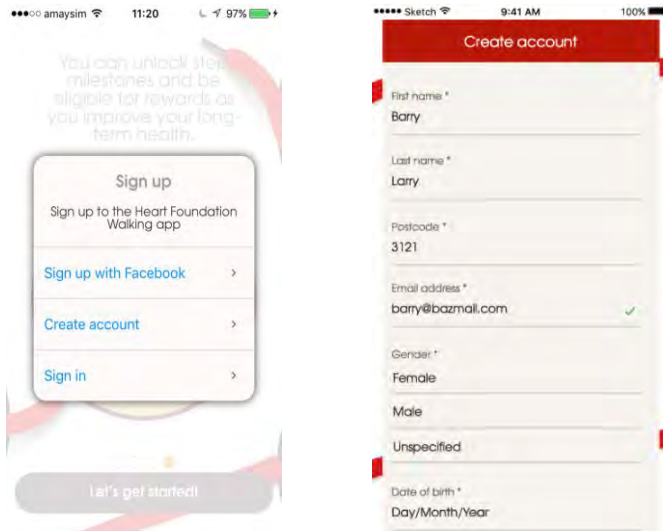
## How to register for the Heart Foundation Walking app

1. Tap on the HF Walking icon to open the app. The app will provide prompts to complete registration.
2. When the app is opened, tap 'Register', then:
  - a. Sign up with Facebook
    - If you choose this option, Facebook will launch on your phone and prompt you to log in to your Facebook account to connect to Heart Foundation Walking.
    - Log in then tap 'Continue as [your given name as featured on your Facebook profile]'. In order to register with the app, Heart Foundation Walking will receive your public profile and email address. This does not let the app post to Facebook.
    - Tap 'Continue'. The app will then relaunch and take you into the registration form where some information will be pre-filled.



## b. Create Account

- If you choose this option, you will be directed to the registration form.
- There are two screens you will be required to complete to register for the app. Select 'Next' once the first screen is completed and 'Finish' once the final screen is completed.



3. After your personal details have been filled in you will be asked several questions regarding your health and current levels of physical activity.

*Please note only questions marked with an asterisk (\*) are mandatory.*

4. The app will then ask you to connect the Heart Foundation Walking App with either:
- a. Apple Health, or
  - b. Fitbit

If you choose Fitbit, the Fitbit app may need to be downloaded to your device for Heart Foundation Walking to accurately record your steps.



- **Apple Health**

The Apple Health app makes it easy to learn about your health and start reaching your goals. It uses the sensors built into your device to automatically track activities like walking, biking and running. You can also use it to keep track of your fitness goals and weight-loss progress over the past day, week and month.

If you choose Apple Health, your phone will need to be carried with you to record your steps unless you have a wearable device (e.g. Apple Watch).

You can find more information [here](#).

- **Fitbit**

The Fitbit app tracks all-day activity, workouts, sleep and more. You can use the app on its own to track basic activity and walks on your phone, or connect with one of Fitbit's activity trackers.

You can find more information [here](#).

5. Once you have completed registration, you will be taken to the home page for the app.
6. The app should sync with your preferred health app to automatically update your step totals throughout the day.
7. You should not need to log in again unless you have signed out/ been signed out of the app.

## How to sign in to the app

If you are logged out, open the app and choose 'Sign in'.

- a. Login with Facebook
  - This will open a Facebook screen. If you have signed in with Facebook previously, or are currently signed in, you will have the option to continue.
  - If you are signing in using Facebook for the first time, you will be prompted to authenticate your wish to link with Heart Foundation Walking. It is important to ensure the email address you use to log into Facebook is the same as your initial registration so your previous steps are still recorded.
- b. Login with email
  - You will be taken to a login screen where you can enter your email and password details

## Forgot your password?

If you have forgotten your password, select the 'Forgot your password?' on the login page of the app. You will be prompted to enter the email address you used to register with the app. After selecting 'Continue', instructions to reset your password will be sent to you via email.

## About the app

At the bottom of your screen you will see five icons:




## About

About Heart Foundation Walking and the app, with links to Terms and Conditions and privacy information.


## Leaderboard

Displays your position compared with others for the day ('Today's best walkers') and the week ('Week's best walkers'), as well as your progress in the campaign. Your steps are compared to the top 10 walkers and listed in each section.

Tap this symbol  to unlock a pop-up which enables you to share your progress via a message, email, Facebook etc. Before sharing, you can select which leader board position you'd like to share.

## My steps

This page displays your steps for that day, the day before, and your best steps. You will find a progress bar at the bottom of the screen displaying your step count for the campaign and the time remaining. You can also sync to your health provider app and see the time when the last sync occurred.

Tap this symbol  to unlock a pop-up which enables you to share your progress via a message, email, Facebook etc.

## Rewards

This page displays rewards as they are achieved. As you reach each milestone, the reward icon turns from grey to colour and displays a congratulations page if tapped. To exit the congratulations page, click on the X on the top left-hand corner of the page.

On the specific rewards page, tap this symbol  to unlock a pop-up which enables you to share your reward via a message, email, Facebook etc.

## Profile

This page displays interesting statistics, such as steps, highest steps and active minutes, as well as your progress in a campaign, including your ranking on the leaderboard. You can also keep track of personal physical statistics, such as weight, heart rate and cholesterol reading.

If you scroll to the bottom of the page you can logout of the app. If you choose to log out, you will need to log back in the next time you open the app.

The pencil icon in the top right-hand corner can be selected to edit your profile data.

## Editing your profile

If you need to edit your profile, select the 'Profile' icon on the app screen then tap the pencil icon. This will take you to the 'Edit' screen where you can update your profile details.



The profile details that you can edit include:

- name
- postcode
- gender
- date of birth
- password
- health provider

To update each of these details, tap the pencil icon on the right-hand side of each item. Tap the pencil icon again to save any changes.

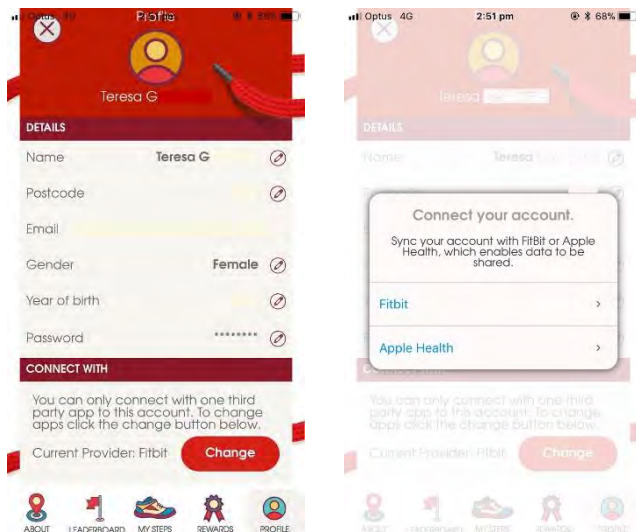
To exit the 'Profile' page, tap the 'X' icon on the top left-hand side of the screen.

To change your email address, contact the Heart Foundation Walking team at [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au).

## Changing health providers

If you choose to switch health providers, you can do this through the 'Profile' area of the app highlighted in the screenshots below. To change health provider, select the pencil icon in the top right of the app which will take you to the 'Edit' screen. Navigate to the bottom of the screen which highlights the current integrated health provider.

To change providers select 'Change' which will launch a screen that will present the available health providers. Select the new provider and allow the permissions requested.



## Registered Heart Foundation Walking group walkers

Group walkers are welcome to download and use the Heart Foundation Walking app.

If you are a registered group walker, you will not be able to log in to the Heart Foundation Walking app with the details that you use on the Heart Foundation website. You will need to register again with the app, even if you have an existing Heart Foundation Walking account.

If you are registering to use the Heart Foundation Walking app, we suggest registering with the same email address and password that you use to login to your current Heart

Foundation Walking account at [walking.heartfoundation.org.au](http://walking.heartfoundation.org.au), as it will make it easier to remember. Please note, this does not mean you will receive email communications from Heart Foundation Walking twice, our system will recognise that you have registered to use the app with the same email used to register with the program.



# Trouble Shooting

## I can't sign into the app with my usual login details

If you are a registered group walker, you will not be able to log in to the Heart Foundation Walking app with the details that you use on the Heart Foundation website. You will need to register with the app separately, even if you have an existing Heart Foundation Walking account.

## I can't log in to the website with my app login details

App and website logins are different and require separate registrations. Currently app data cannot be synced to the Heart Foundation Walking website.

## I've forgotten my password

If you have forgotten your password, select the 'Forgot your password?' on the login page of the app. You will be prompted to enter the email address you used to register with the app. After selecting 'Continue', instructions to reset your password will be sent to you via email.

## I use a fitness tracker that is not listed

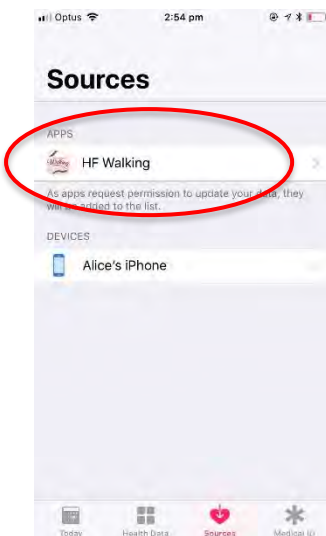
The Heart Foundation Walking app gives you the ability to connect with Apple Health or Fitbit, which allow you to track your steps. The app does not currently sync with other health apps or trackers, such as Garmin, Samsung, etc. Other devices may be included in further updates.

## My steps are not syncing with the app

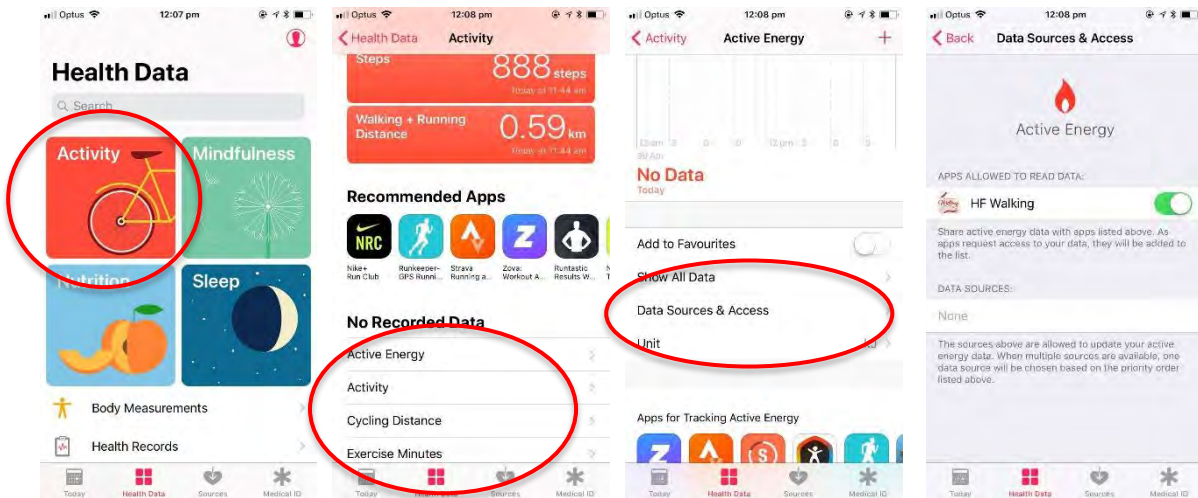
If your health app and your HF Walking app have recorded a different number of steps, try opening your health app and wait for the step count to update. Once this has updated, you can revisit the HF Walking app and your steps should update within a few moments.

- **Apple Health**

Check 'Sources' to ensure the Heart Foundation Walking app is connected to Apple Health.



Ensure you have enabled steps, active minutes and active energy in the 'Activity' section of your app. Ensure HF Walking is allowed to read your data in 'Data Sources and Access' (see screenshots below).



- **Fitbit**

Make sure in your Settings in your Fitbit app, you have turned on 'All-Day Sync'. This will ensure your Heart Foundation Walking app will sync throughout the day.

Your Fitbit will sync with our Heart Foundation Walking App 13 times automatically. You can manually sync your Fitbit an additional 16 times per hour by pressing the 2 small arrows which form a circle in the top right-hand corner of the Steps screen.

Check the Fitbit app is recording steps properly. If not, try removing and re-installing the app, or your fitness tracking device from the app.

Fitbit have a trouble shooting guide on their website that may help with syncing issues. Click [here](#) for more information.

