

Frequently asked questions



FAQs

Supported Devices & Apps

Full list of supported tracking devices and apps

- <https://mylife.irishlife.ie/supported-devices-and-apps>

I don't have a wearable device, how do I track steps?

- **Android** If your phone has a pedometer, go to: [MyLife Settings > Help & Content > Activate Automatic Step Counter](#)
Your phone will track steps while in your pocket and relay these to MyLife. **iOS**
- Connect Apple Health to MyLife. Ensure your Apple privacy settings allow steps to be sent across. Your iPhone will track steps while in your pocket and relay this to MyLife.

My device isn't supported

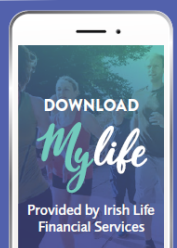
- Not all wearable devices can connect directly to MyLife. If you have one of these devices, you can connect them to MyLife via Apple Health for iPhone users & Google Fit for Android users.

How do I ensure distance is tracked?

- Please be aware that not all trackers have an inbuilt GPS. For distance to be tracked by your respective tracking app, you may need to have your phone with you when out for a walk or run. Please check the specifications of your tracking device on their respective websites. If you are tracking an activity within the MyLife app, ensure the location settings are set to **Always On**.

Can I add steps manually?

- No, steps cannot be added manually to MyLife.



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My steps aren't updating immediately

- Some external devices/apps transfer data to MyLife via their connection multiple times a day. Other external devices/apps only provide MyLife with one daily transfer of data via their connection. Because of this, at certain times throughout the day MyLife may appear to have fewer steps than your tracker/app. **It is recommended to wait up to 24 hours for syncing of data to occur.**

Why is some of the data from my Tracker/App missing on MyLife?

- We recommend that you **do not** disconnect your tracker as steps already captured will be lost.
- We're reliant on the data your tracker/app sends across to us so if this information is not included, it cannot be displayed in our app.
- **Android** We commonly see two step trackers connected (usually a wearable device and the automatic step tracker). MyLife will not count duplicate steps. To deactivate the auto step tracker, go to [Settings > Help & Content](#). Only steps from the wearable device will show.
- **iOS** Apple Watch and iPhone pedometer are two separate step trackers. If you only wish to track steps with your Apple Watch, go to your phone's [Settings > Privacy > Motion & Fitness > Deactivate for Irish Life & Health](#). This will turn off your iPhone's pedometer. After a workout, refresh the Track page in MyLife to pull the info from Apple sooner.

Safety

- Please ensure whilst participating in any MyLife Challenge that you are adhering to government guidelines. As the situation is rapidly changing please only rely on information from trusted sources such as the **HSE** or **PHA**.

General

- To register for the MyLife you must be 18 years of age or older

Queries

- For technical queries on the MyLife app go to [Settings > MyLife Support > FAQs](#) or [Tracking Devices/App](#) or [Contact Us](#) at support@mylife.irishlife.ie