Once you have received the tracker, download and install the software from www.fitbit.com/start.

1. Follow the instructions for pairing the device to your account. If you already have a Fitbit account, sign in as an existing user. If not, create an account by selecting “New to Fitbit”.

2. Already set up your device once? Your tracker will now sync with this computer. Close this window.
After pairing your device, you will see an invitation to join your company’s wellness program. Click on “Get Started Now” for more details about your company’s wellness program and how your data will be shared. Below is an example invitation:

You’re invited to join Healthy Fitbit!

Join your fellow Fitbit employees in our Healthy Fitbit Program to stay engaged and motivated in wellness activities while helping us test the tools we promote with partners.

To join your company’s program, fill in the requested information and select a group from the dropdown menu, when applicable. Click the “Join Program” button to be enrolled.
If you did not receive an invitation or declined to join your company’s wellness program during the setup process, you can join the program from your Fitbit dashboard. First, log in to your account on www.fitbit.com/login.

Once logged in, you should see a banner at the top of the page notifying you that you have been invited to join the program. Clicking on “Get Started Now” will take you to the screen to join the program.
You can join the program from the settings page of your personal dashboard at any time. Click on the gear icon and then the “Settings” tab.

Select the “Fitbit Wellness” tab on the left, then click “Join” to be taken to the program invitation screen.

When you join, a tile will appear on your personal dashboard, which will give you insight into how you compare to your fellow team members.
You can leave your company’s program at any time. To leave the reporting program, go to your account settings, then the Fitbit Wellness tab, then select “Leave Program”.

After leaving the program you can re-join later from your account settings.
If you have any questions about the device or are experiencing any difficulty setting up, please check out our help resources at help.fitbit.com or contact our customer support using the web form at contact.fitbit.com.