

# SleepFix

User Manual Version 1.0



# Table of Contents

Table of Contents .....	2
Downloading & Setting up SleepFix .....	3
Setting up & Syncing Fitbit with SleepFix.....	8
Bugs and Known Issues.....	12

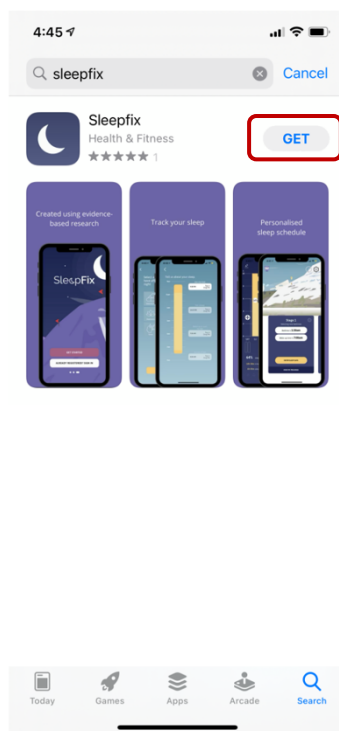
# Downloading & Setting up SleepFix

Welcome to SleepFix, the mobile application that aims to improve your sleep. This manual will help you get started with the program.

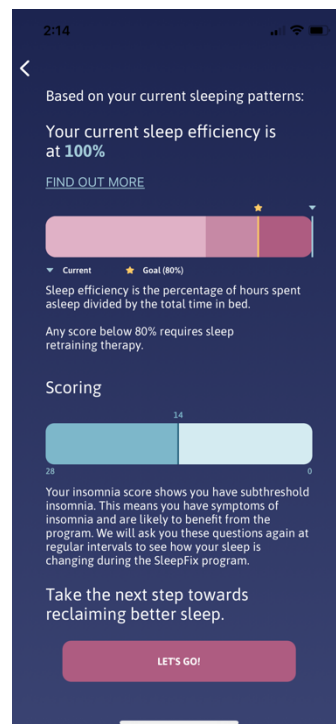
1. Open the Google Play Store (Android) or Apple App Store (iOS) on your mobile phone. Or follow the download link provided to you by the SleepFix team.



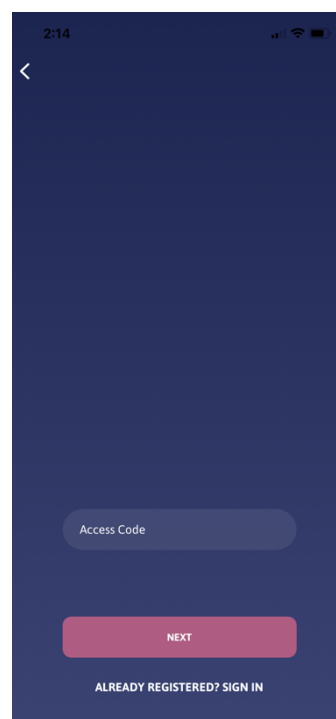
2. Search for 'SleepFix' and select "GET" or "INSTALL"
3. Once you have installed SleepFix, open the app, swipe through the introduction and select 'Get Started'.



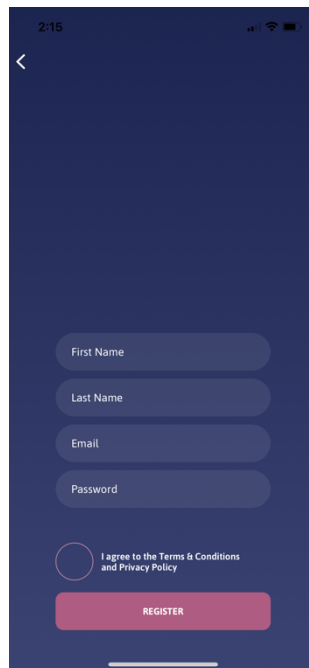
4. You will then need to answer some questions about your sleep which will allow the app to calculate your sleep window.



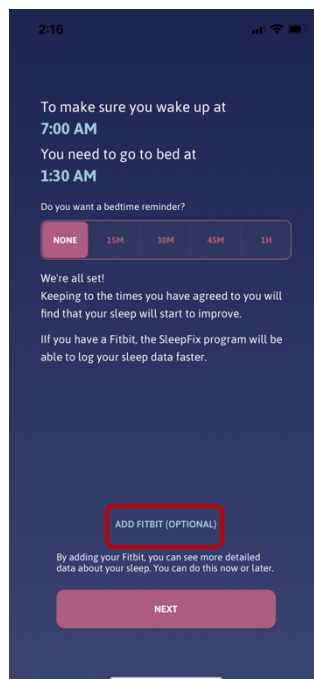
5. Then enter your access code which was provided to you following registration into the study. If you haven't received this email or text message, please check your junk folder or contact the SleepFix team on 02 9114 0481 or [SleepFix@Woolcock.org.au](mailto:SleepFix@Woolcock.org.au)



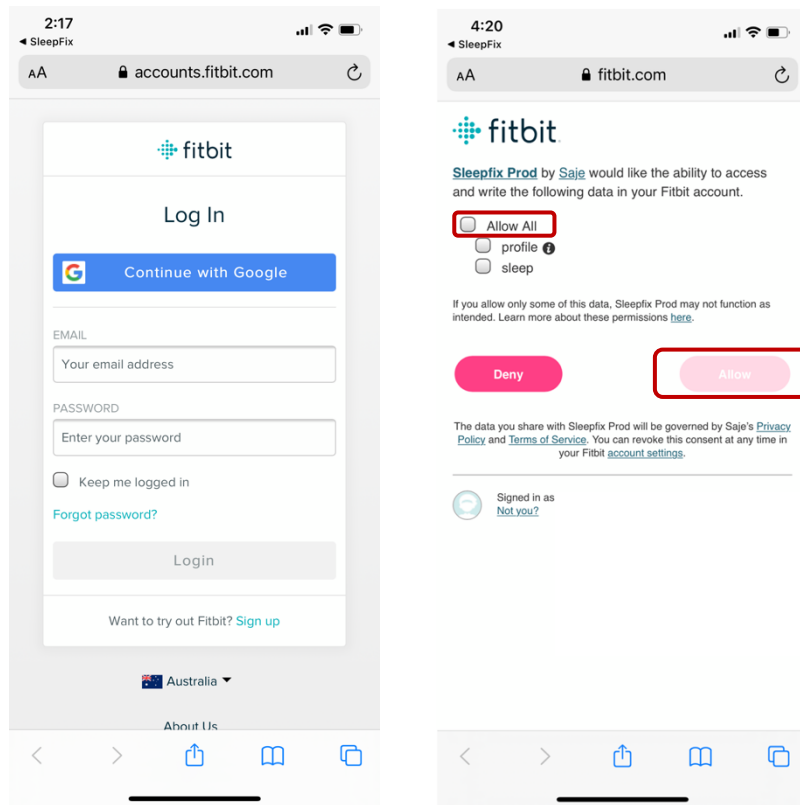
6. After entering your access code you will be asked to enter your personal details to create an account.

A mobile app registration screen with a dark blue background. At the top, the time is 2:15. Below a back arrow, there are four rounded rectangular input fields for 'First Name', 'Last Name', 'Email', and 'Password'. Below these fields is a checkbox with the text 'I agree to the Terms & Conditions and Privacy Policy'. At the bottom is a red 'REGISTER' button.

7. Once you have created an account and are ready to begin, follow the prompts to 'Start tonight' and set a bedtime reminder notification.
8. If you already have a Fitbit device and Fitbit account set up select 'Add Fitbit' now. If you don't have a Fitbit yet skip to step 10 (you can add your Fitbit later).

A mobile app screen for setting a bedtime reminder. The time is 2:16. It displays 'To make sure you wake up at 7:00 AM' and 'You need to go to bed at 1:30 AM'. Below this is the question 'Do you want a bedtime reminder?' with a row of buttons: 'NONE' (highlighted in red), '15M', '30M', '45M', and '1H'. Below the buttons, it says 'We're all set! Keeping to the times you have agreed to you will find that your sleep will start to improve.' and 'If you have a Fitbit, the SleepFix program will be able to log your sleep data faster.' At the bottom, there is a red 'ADD FITBIT (OPTIONAL)' button (highlighted with a red box) and a red 'NEXT' button. Small text below the 'ADD FITBIT' button says 'By adding your Fitbit, you can see more detailed data about your sleep. You can do this now or later.'

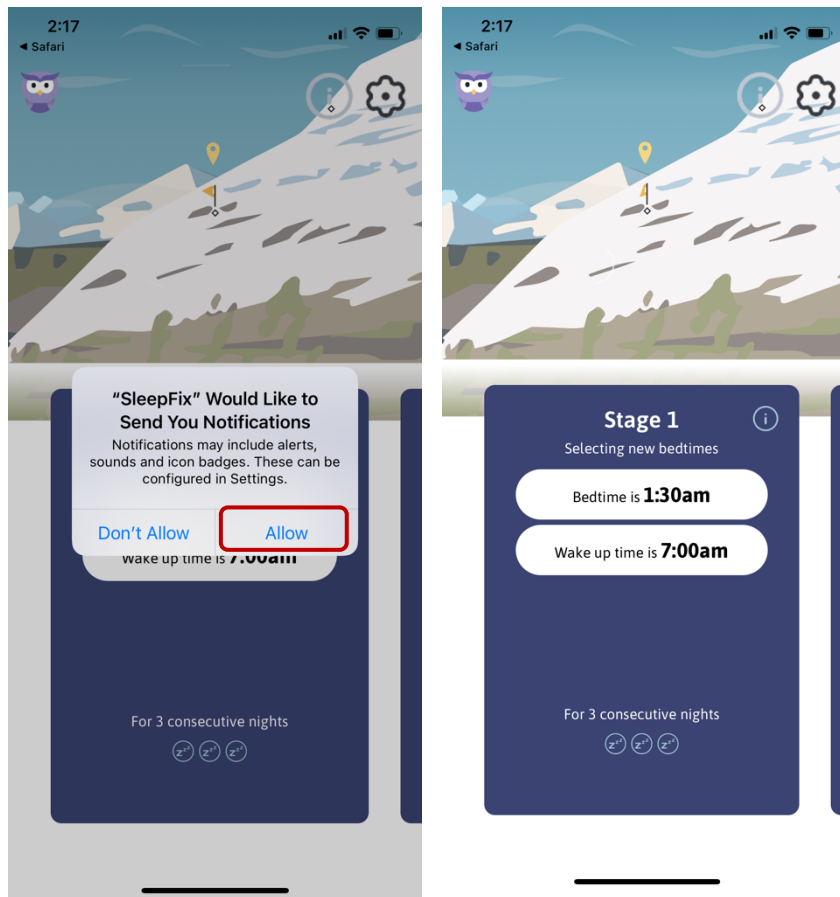
9. Log into your Fitbit account on the browser and allow SleepFix access to all data. You will then be returned to the SleepFix app to finish set up.



10. You now have the option to enter personal details of a supporter to help you through the therapy.

The image is a screenshot of the 'Supporter' form in the SleepFix app. The form is titled 'Supporter' and includes a back arrow. The text explains the purpose of having a supporter: 'Having support when undertaking sleep retraining helps to keep you motivated and more likely to complete a challenge. You can nominate a sleep support person for you over the next few weeks. This might be a partner, friend or relative; someone who will provide encouragement along the way. We will email your supporter where you are at in the SleepFix program so they can check in with you.' Below the text are three input fields for 'First Name', 'Last Name', and 'Email'. At the bottom are two buttons: 'ADD' (highlighted in pink) and 'SKIP'.

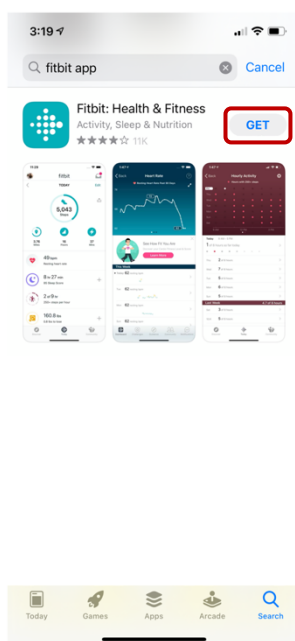
11. Make sure to enable notifications from SleepFix and then you're ready to start!



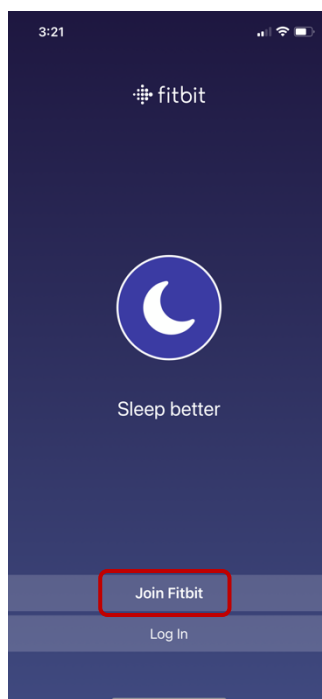
# Setting up & Syncing Fitbit with SleepFix

To set up your Fitbit and sync your device after already setting up SleepFix follow the steps below:

1. You will first need to set up your Fitbit device. You do this by downloading the Fitbit app on your phone for iOS on the App Store or Android on the Google Play store.

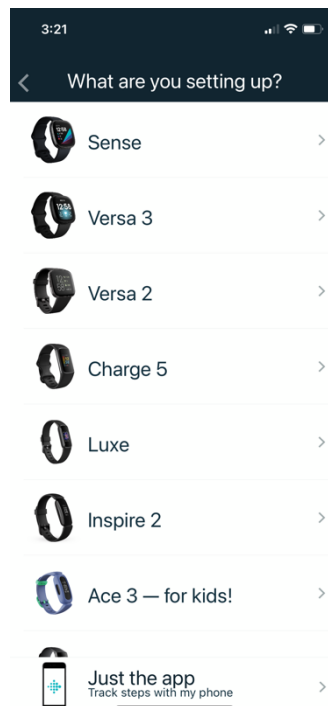


2. Once installed, open the Fitbit app and select 'Join Fitbit' if you don't have an account.





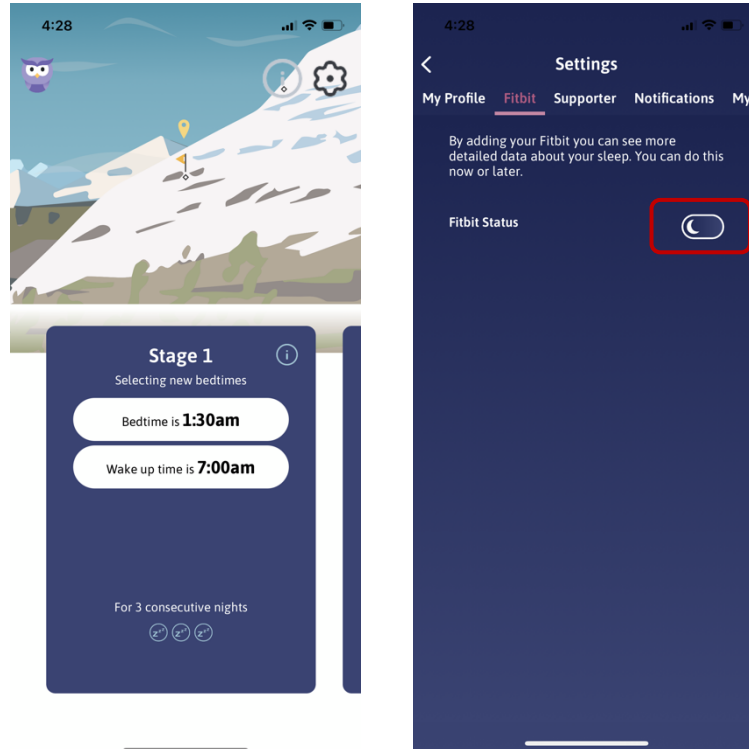
3. Select your Fitbit to set up (if you have received a Fitbit from us, scroll down and select Charge 2, or as otherwise indicated on the box).



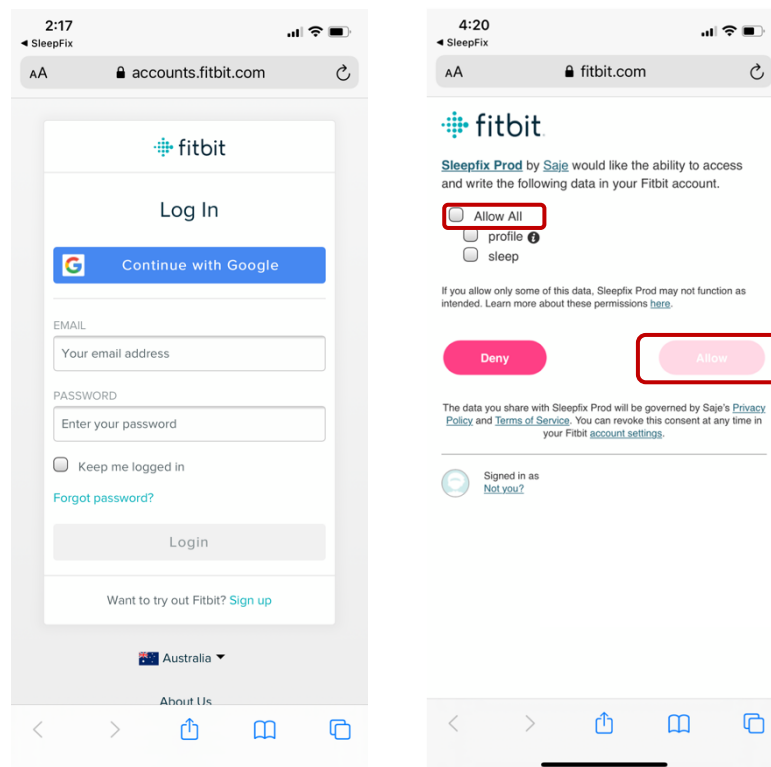
4. Select 'Set Up' for your Fitbit Charge 2 and follow the prompts on the phone and your Fitbit device.



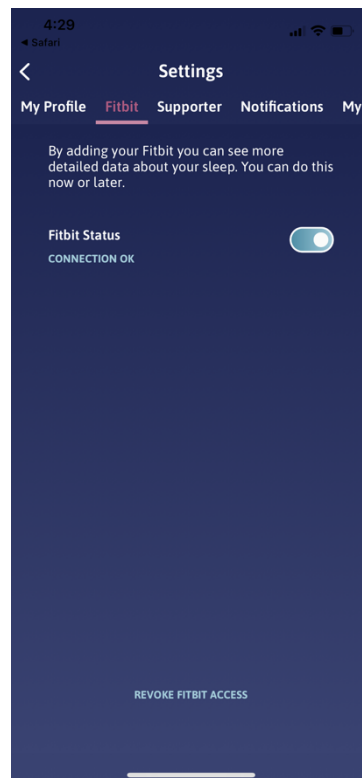
- Once Fitbit has synced your device with your Fitbit account, go back to the SleepFix app.
- Click the settings menu in the top right-hand corner and select 'Fitbit'. Click the "Fitbit Status" toggle to connect.



- Log into your Fitbit account on the browser and allow SleepFix access to all data.



8. You have now connected your Fitbit and will be returned to the SleepFix app. Remember to wear your Fitbit to bed each night.



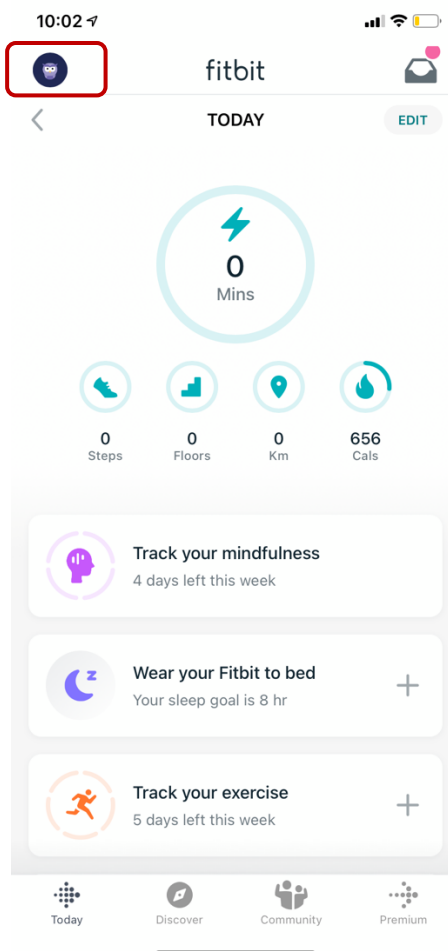
# Bugs and Known Issues

## 1) Timezones

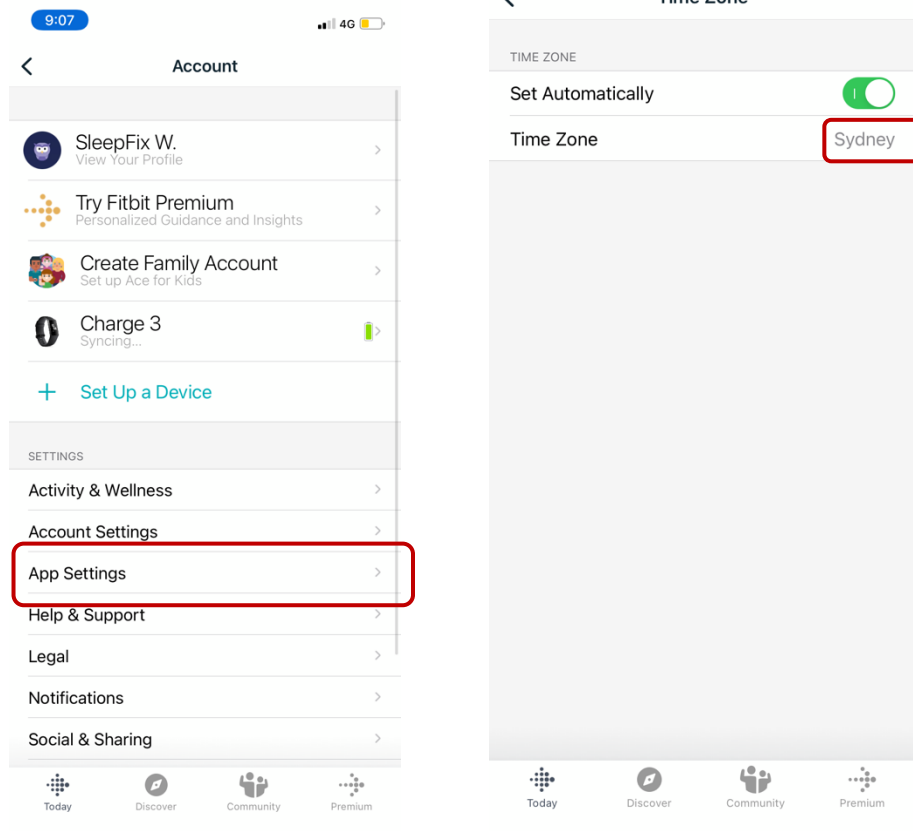
Before you create an account on SleepFix, check that your Fitbit app and mobile phone timezone settings are set to the same timezone.

To do this, you will need to:

1. Open the Fitbit mobile app and select the identification card icon on the top left-hand corner.



2. Scroll down and select 'App Settings'; Select Time Zone and ensure it is set to your correct time zone



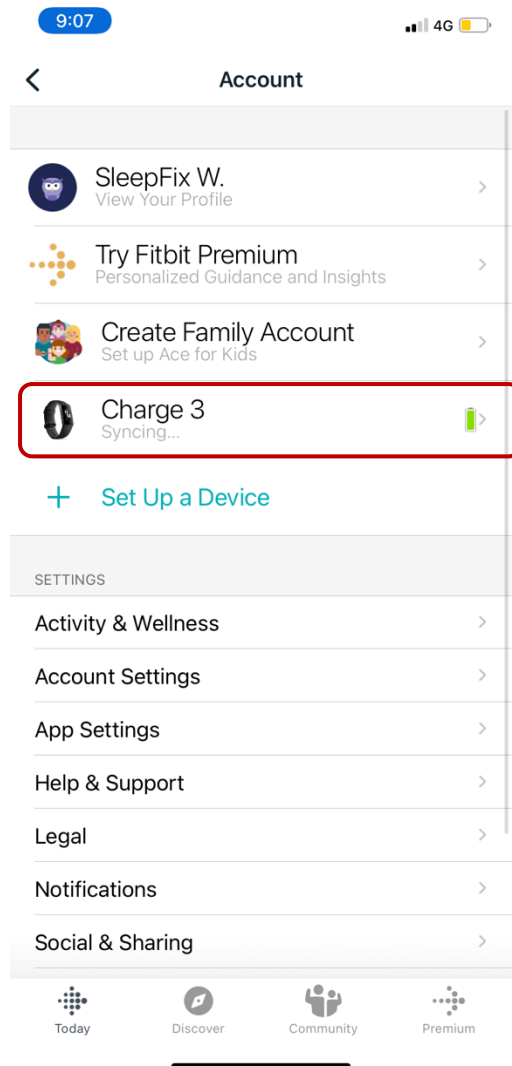
Please note that travelling between timezones has not been accommodated for the SleepFix app, so any entries made in a different timezone (e.g. while travelling) will be imported into SleepFix incorrectly. If you anticipate on traveling, please contact the SleepFix team.

## 2) Fitbit account and device

Please ensure the Fitbit wearable device is paired to your Fitbit account. You will have done this following the 'Setting up SleepFix Manual' found earlier in this user manual.

If you have multiple Fitbit accounts and you are not sure, please follow these instructions:

1. Open the Fitbit mobile app and ensure the Fitbit is connected to the app. To do this go to your profile in the top left-hand corner of the Fitbit app and you should see your Fitbit device listed with either "syncing" or "connected" status.



2. To check what the account email address is, scroll down and select account settings on this menu.
3. Select 'Change Email'
4. Under 'Current Email' you will see the email address that has been registered.
5. Go to the SleepFix app and click the settings icon. Select 'Fitbit'.
6. Ensure that the email address is the same one you registered on Fitbit.

If you disconnect the Fitbit device from Fitbit account, then Sleepfix will also lose this connection.

### 3) “Oops! Your network connection is not stable. Please try again” OR ““An error occurred while uploading. Would you like to upload in the background?”

SleepFix requires internet connection to function. This can be either through Wi-Fi or mobile data. If you have a slow and weak connection to the internet or if the internet drops out, then

SleepFix will not be able to connect to the internet. This may also cause momentary blank screens or require you to re-enter data. If this occurs, try exiting the app and re-entering 5 minutes later to see if the data was entered. Please contact us if this problem persists despite a stable internet connection.

#### **4) Buttons in the app not working**

Some buttons in the app might appear like they are not doing anything when you click them - if you experience this, please wait a few seconds. If this doesn't work, try exiting the app and then re-entering and pressing the button again.

Possible button issues that you may come across:

- Save Sleep Diary: may need to be clicked twice or given some time to load. Try coming back into the app to see if the data saved.
- Save Supporter: needs to be clicked once. Please wait a few seconds and if it doesn't work, try clicking it again. Clicking it multiple times may trigger multiple emails to be sent to your supporter.