

Sonic Boom FAQ's



How do I register for Sonic Boom?

To register for the first time, follow these steps: Log into the Sonic Boom mobile app using your Sonic Boom login credentials

1. Log in as a “New User”
2. Enter in your organization – BMC
3. Follow the prompts to continue the registration process

Once you have created a username and password, you are registered! When you go to log in after registering for the first time, you can log in as an “Existing User”.

What if I forget my username or password?

- If your e-mail address is in your profile, you can click the “Forgot username or password?” link on the login page and a temporary username/password will be sent to your e-mail.
- If you do not have an e-mail in your profile, please reach out to our Sonic Boom support team to reset your login credentials – info@sonicboomwellness.com or call toll free at 1-877-766-4208.

Once your username and/or password has been reset, and you login successfully, you can change your username/password by choosing “Profile” from the drop-down menu in the upper right-hand corner of your Sonic Boom portal next to the search bar.

What if I lose my Boomerang?

You can purchase a replacement device at full cost (\$60) (as well as other device accessories) using the Sonic Store tab in your Sonic Boom account.

How do I know if my Boomerang is tracking my steps?

Click on the Stats icon in the header of your profile. If your activity is up-to-date on your Stats page, your Boomerang has offloaded!

I already have a device. Can I use that instead of the Boomerang? How do I register my device?

Sonic Boom is compatible with Fitbit, Garmin, Jawbone, Misfit and Strava activity trackers. To register your device, click on your Stats icon in the header of your Sonic Boom profile and select ‘Other Devices’ for the Garmin, Jawbone, Misfit and Strava or select ‘Fitbit’ for your Fitbit device. You will then click on the link that pertains to your device, and enter your login credentials for your account you’ve already set up with your specified device. Once this is complete, you will be able to offload the data to your Fitbit, Garmin, Jawbone, Misfit or Strava app and your activity will automatically be reflected on your Sonic Boom profile!

How do I sign-up for a contest?

Select the ‘Contests’ tab and there will be a variety of contests you can join – or you can create your own! You can hover over each contest to view the details and if you want to sign up, click the green ‘Join’ button while you are hovering over the contest.

What if I have questions about Sonic Boom?

Your fellow Health Builders are savvy to all things Sonic Boom, but if there’s ever a question that they can’t answer, you can reach out to our Sonic Boom support team by e-mail at info@sonicboomwellness.com or by phone toll-free 877-766-4208.