



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 check your timezone on Fitbit, you will need to:

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



2. Scroll down and select 'Advanced Settings';
3. 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 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.



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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 on the study homepage.

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. You will see a Fitbit icon on the top left-hand corner of the homepage (see red circle). To check what the account email address, select the identification card icon on the top right-hand corner.

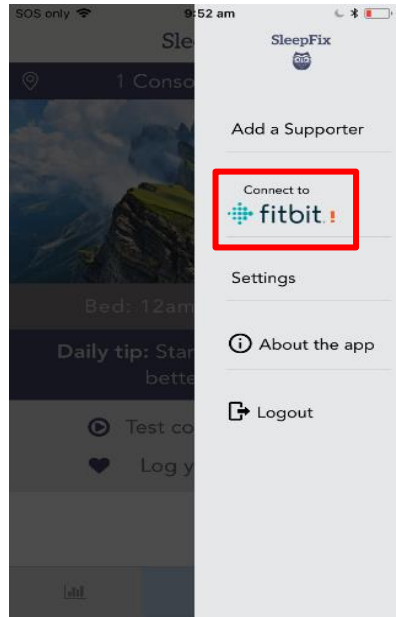


2. Scroll down and select 'Security and Login'
3. Under 'Login' you will see the email address that has been registered.

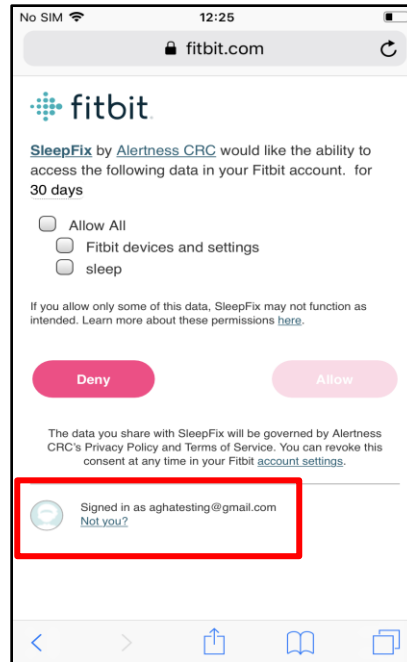


SleepFix

4. Go to the SleepFix app and click the menu icon. Select 'Connect to Fitbit'.



5. Ensure that the email address is the same one you registered on Fitbit (see red box).



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



3) App is stuck on a blank white page

OR

App has brought you back to the 'Start the Program page'

Force quit the app and open it again. Please see instructions below.

For iOS

1. Double click the home button on your iPhone (the circle button on the bottom center) to bring up the fast app switch.
2. Navigate to the SleepFix app screen
3. Swipe up on SleepFix by flick it up and off the screen.

For Android

1. Open Settings and choose Apps
2. Find the SleepFix app and click stop or Force stop

If this problem persists, it may be due to a weak internet connection. Please see below.

4) "Oops! Your network connection is not stable. Please try again".

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, 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. Please contact us if this problem persists despite a stable internet connection.

5) Buttons in the app

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 pressing the button again.

Known button issues:

- Save to Diary: may need to be clicked twice for the 'Save successful' message to appear
- 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.



6) Triggering Morning Dialogue – speech bubbles

You may find that some mornings, you can only see the home page and not the speech bubbles from the SleepFix Owl asking how your sleep went even though it is your wake time. To prompt the dialogue to appear, navigate to any page (for example, the sleep diary entries) and then navigate back to the home page. You should then see the speech bubbles appear.