

# Polar, Android/iOS



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***! If you are already using a Polar tracker, proceed directly to Step 3.***

## Step 1: Installing the Polar Flow app

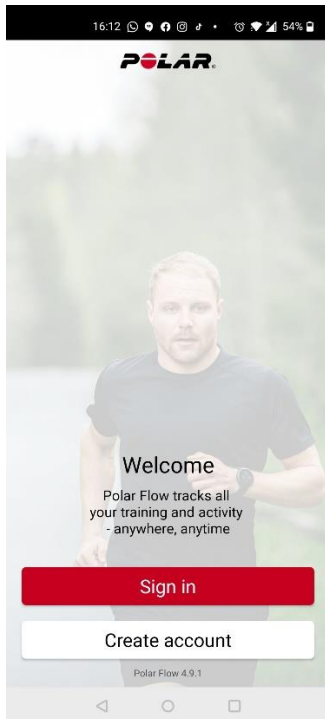
Go to the Apple App Store/Google Play Store and install the Polar Flow app.



Apple App Store	Google Play Store
	

## Step 2: Creating a Polar account and pairing your sensor

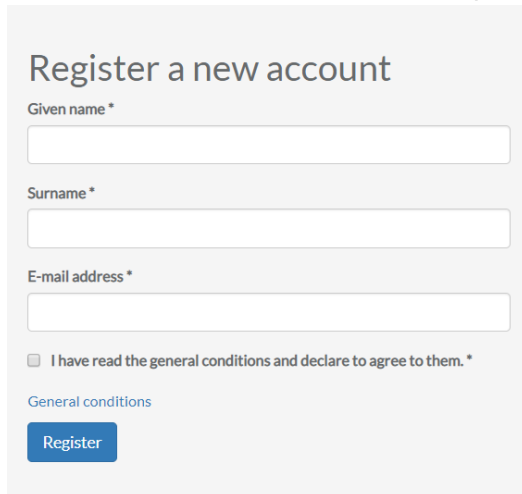
1. Open the Polar Flow app.
2. Tap 'Get started'
3. Tap 'Create account' and enter your details.



4. Tap the verification link that was sent to you.
5. Follow the instructions to pair your sensor with the app.

## Step 3: Creating an account on the Improver Platform

1. Create an account on the Improver Platform with the link from your company.



Register a new account

Given name \*

Surname \*

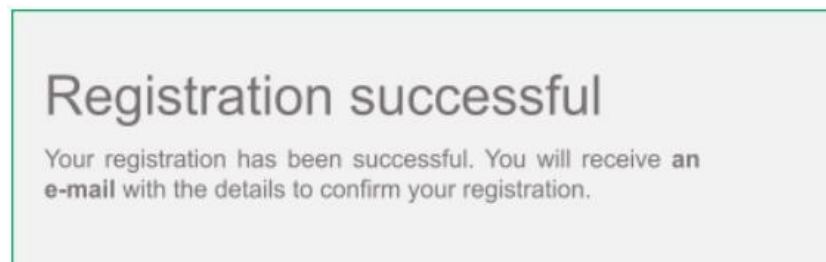
E-mail address \*

I have read the general conditions and declare to agree to them. \*

[General conditions](#)

Register

2. Register. Enter your first name, surname, and email address, and then indicate that you agree to the general terms and conditions. Tap 'Register'. Once everything has been filled in correctly, there will be a visual confirmation. Meanwhile, an activation link will have been sent to your email address. It may take a few minutes before you receive it.



3. Open the activation email. This email contains a link to finish registration. Tap the link to complete your registration.  
**If you did not receive a registration email, please check whether you were sent a 'Quarantined' notification. If the email did end up in 'Quarantine', please restore the file.**



4. Now that registration is complete, all you have to do is request an initial password. Tap 'request password' to generate an initial password. Once you have this password, you can log in. **Tip: jot down the newly generated password and change it as soon as you log in to something you can remember. You will need**

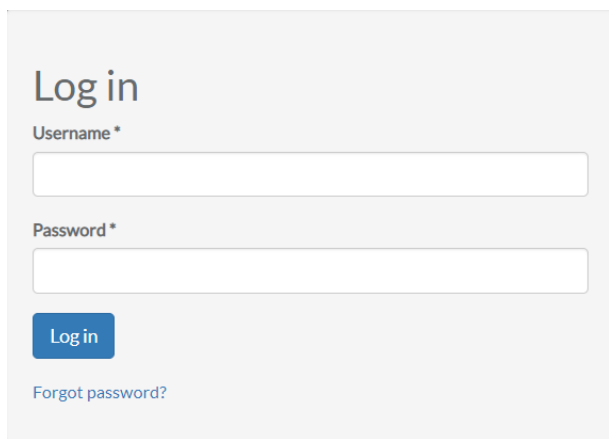
it to install the app later.

**Please note!**

- Always use a valid email address.
- If anything goes wrong, please contact an admin at [coach@fitstebedrijf.com](mailto:coach@fitstebedrijf.com). **Do NOT create a new account.**

## Step 4: Pairing your Polar device with the Improver App

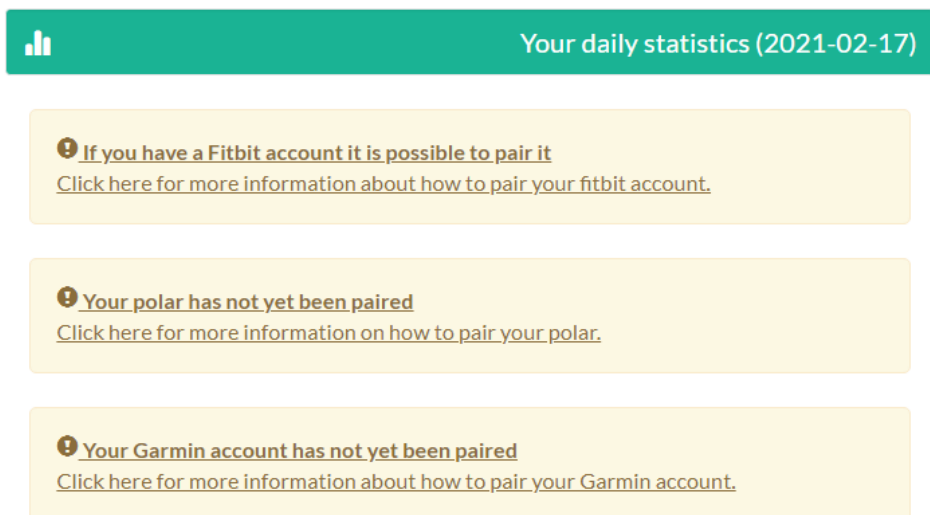
Log on to the [Improver Platform](#) with your email address and password. Then tap Log in. If your login name and password are correct, you will be taken to your dashboard.



The screenshot shows a login form with the following elements:

- Title: "Log in"
- Label: "Username \*"
- Input field: A white rectangular box for entering the username.
- Label: "Password \*"
- Input field: A white rectangular box for entering the password.
- Button: A blue button labeled "Log in".
- Link: A blue link labeled "Forgot password?" located below the password field.

Go to profile ('your name')> paired devices and tap Polar.



The screenshot shows a dashboard header with a bar chart icon and the text "Your daily statistics (2021-02-17)". Below the header are three yellow notification boxes:

- 🔔 If you have a Fitbit account it is possible to pair it**  
[Click here for more information about how to pair your fitbit account.](#)
- 🔔 Your polar has not yet been paired**  
[Click here for more information on how to pair your polar.](#)
- 🔔 Your Garmin account has not yet been paired**  
[Click here for more information about how to pair your Garmin account.](#)

- Profile
- Remove account
- Couplings
- Calendar
- Communication preferences
- Change password
- Logout

Coaches

Companies

Seppe test NV (Code: seppenv)

PT Consulting (Code: PTConsulting)

Teams

Fitbit

**⚠ If you have a Fitbit account it is possible to pair it**  
Click here for more information about how to pair your fitbit account.

Garmin

**⚠ Your Garmin account has not yet been paired**  
Click here for more information about how to pair your Garmin account.

Polar

**⚠ Your polar has not yet been paired**  
Click here for more information on how to pair your polar.

Tap 'Pair Polar' and follow the instructions.

## Step 5: Installing the Improver App

1. Visit the Apple App Store/Google Play Store and install the Improver app.



2. Open the app and log in with your Improver account.  
**Please note! In exceptional cases, the Improver app may take a long time to open. When that happens, you should force close the app:**
  - **iPhone: double tap the home button. When you see the Improver app, swipe to close.**
  - **Androids without physical buttons: tap the square in the lower right corner. When you see the Improver app, swipe to close.**
  - **Androids with physical buttons: press the two tabs on the bottom left. When you see the Improver app, click the 'x' next to the name.****Relaunch the Improver app.**

## Synchronisation

To add all your steps to the challenge result you need to sync regularly.

1. Open the Polar Flow app.
2. Press and hold the back button on your Polar device until it syncs.

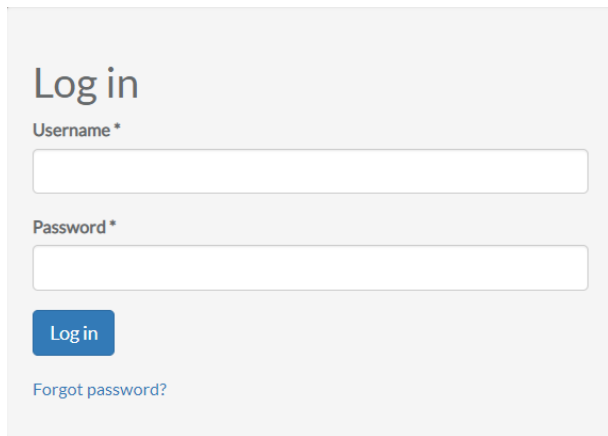
Polar Flow now has your data. The Improver Platform syncs with your Polar device three times an hour to see if new data is available. Any new data that is available is uploaded.

## Unpairing when done

Once the project is done, you can unpair your sensor from the various apps. That way your data will no longer be accessible.

## Step 1: Unpairing from the Improver Platform

Log on to the [Improver Platform](#) with your email address and password. Then tap Log in. If your login name and password are correct, you will be taken to your dashboard.

A screenshot of a login form titled "Log in". It features two input fields: "Username \*" and "Password \*". Below the password field is a blue "Log in" button. At the bottom left, there is a link that says "Forgot password?".

Log in

Username \*

Password \*

Log in

[Forgot password?](#)

Go to profile ('your name')> paired devices. Tap the 'x' next to Polar below to unpair your Polar Flow account.

## Step 2: Deleting the Improver App

You can now delete the Improver App should you wish to.

## Troubleshooting

Are you experiencing problems and can't find a solution? Then contact us at [coach@fitstebedrijf.com](mailto:coach@fitstebedrijf.com).