WandaHealth

Vista - Sav-Rx:

App User Frequently Asked Questions

General introduction and walkthrough to all features of the app

- https://www.youtube.com/watch?v=dinF4IEvsUo

Logging into the Application for the first time:

Have you received a username and activation code?
- You should have received an email from app@wandahealth.com containing your username and activation code. If you did not receive this email, please let your coach know at your next appointment so they can help activate your account.
- You can also contact our support team at **support@wandahealth.com** for assistance with account activation.

I used my username and activation code, but I'm still getting an error when trying to activate my account. What should I do?

- If you're seeing an error message, make sure you are activating your account using the "Activate Your Account" link located at the bottom of the home page. This is the correct link to complete your activation and create your password.
- You can also watch the step-by-step video in the Account Activation section for guidance on how to activate your account.

I'm having trouble logging in. What should I check?

- First, make sure you have entered your username and password correctly.

- You can review how to log in using your username and password here:
  [Link to logging into the app with username and password]

I've forgotten my password. What should I do?

- From the login screen, select **"Forgot Password"** and follow the on-screen instructions to reset your password.

My credentials are correct but a white box appears and doesn't let me in

- If you have a VPN active this may block your login

Mobile App Questions:

Tapping an icon in the Your Programs section doesn't do anything. What should I do?

- This is a known issue and will be fixed in early January. Once resolved, tapping an icon will take you directly to the corresponding vital measurement.
- For now, please tap the Program button in the bottom navigation bar, then select the appropriate program or measurement from that screen.

How do I set/edit goals
- Setting a goal - https://www.youtube.com/watch?v=dinF4IEvsUo&t=270s
- Editing a goal - https://youtu.be/dinF4IEvsUo?t=496

How do I log food
- https://www.youtube.com/watch?v=dinF4IEvsUo&t=159s

I've added the medication but it's still not showing in the app for the user.
- This will be fixed early Jan, for now you have to add an end date to the medication.

How do I switch language
- https://www.youtube.com/watch?v=dinF4IEvsUo&t=814s

How do I change password
- https://www.youtube.com/watch?v=dinF4IEvsUo&t=849s

How do I add a biometric
- https://www.youtube.com/watch?v=dinF4IEvsUo&t=875s

How do I send feedback/ask for help
- https://www.youtube.com/watch?v=dinF4IEvsUo&t=920s

SmartMeter iScales – Guides & Troubleshooting Resources

Where can I find setup and troubleshooting guides for SmartMeter iScales?

You can access **Product Manuals and Quick Start Guides** on the Smart Meter Support site. Look for **"Quick Start Guide"** under the iScale section.

iScale®

Quick Start Guides (Setup, Use, and Maintenance)

See how to set up, use, and maintain the personal iScale:

- **English:**
  https://smartmeterrpm.com/wp-content/uploads/2024/05/iScale-QSG-v.2-3.21-1.pdf
- **Spanish:**
  https://smartmeterrpm.com/wp-content/uploads/2024/07/iScale-QSG-Spanish-7.17.24.pdf

How to Use the iScale (Weight Management)

Learn how easy it is to use Smart Meter's iScale for weight management:

- **English:**
  https://smartmeterrpm.com/support/how-to-use-iscale/
- **Spanish:**
  https://smartmeterrpm.com/support/how-to-use-iscale-spanish/

iScale® Plus

Quick Start Guides (Setup, Use, and Maintenance)

See how to set up, use, and maintain the personal iScale Plus:

- **English:**
  https://smartmeterrpm.com/wp-content/uploads/2024/05/iScale-Plus-QSG-10.23-1.pdf
- **Spanish:**
  https://smartmeterrpm.com/wp-content/uploads/2024/07/iScale-Plus-QSG-Spanish-7.17.24.pdf

How to Use the iScale Plus (Weight Management)

Learn how easy it is to use Smart Meter's iScale Plus for weight management:

- **English:**
  https://smartmeterrpm.com/support/how-to-use-iscale-plus/
- **Spanish:**
  https://smartmeterrpm.com/support/how-to-use-iscale-plus-spanish/