

SETTINGS

IPHONE

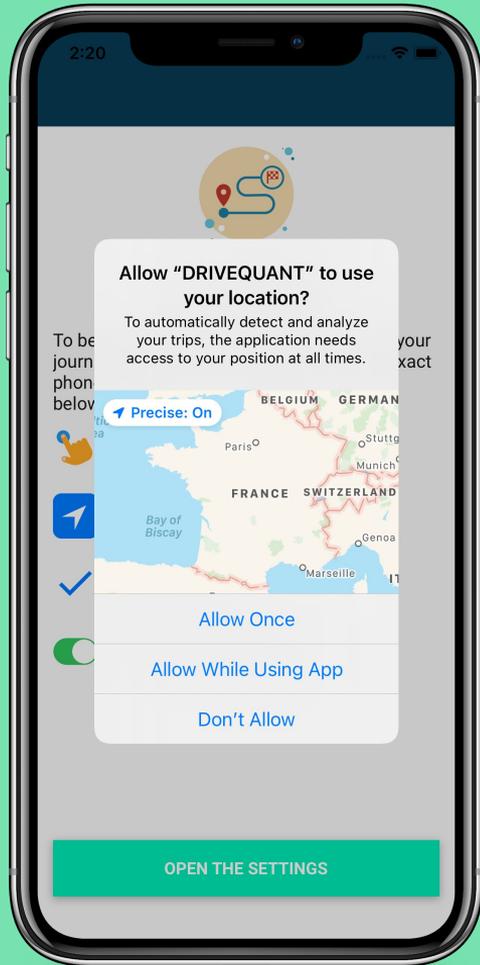
IOS 14



GET USER PERMISSIONS



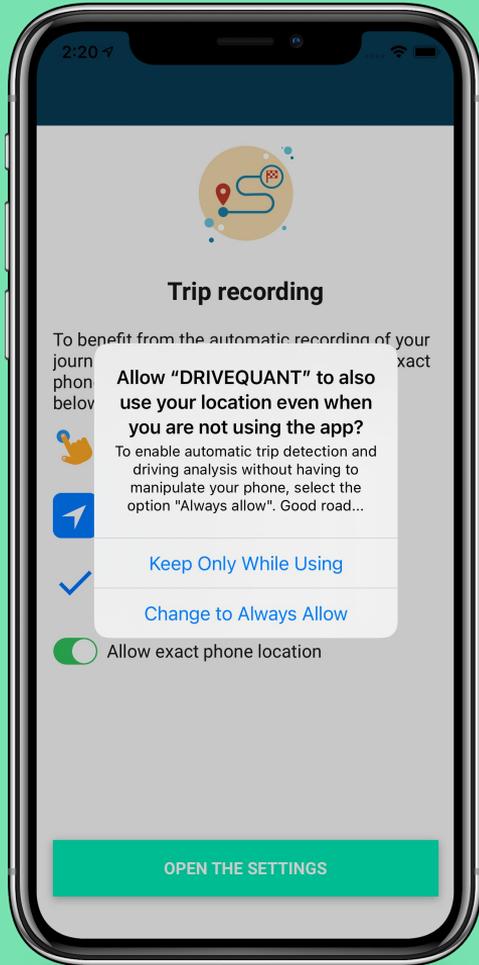
STEP 1



← After installing your app, it asks you to access your location/position, select **Allow Once**



STEP 2

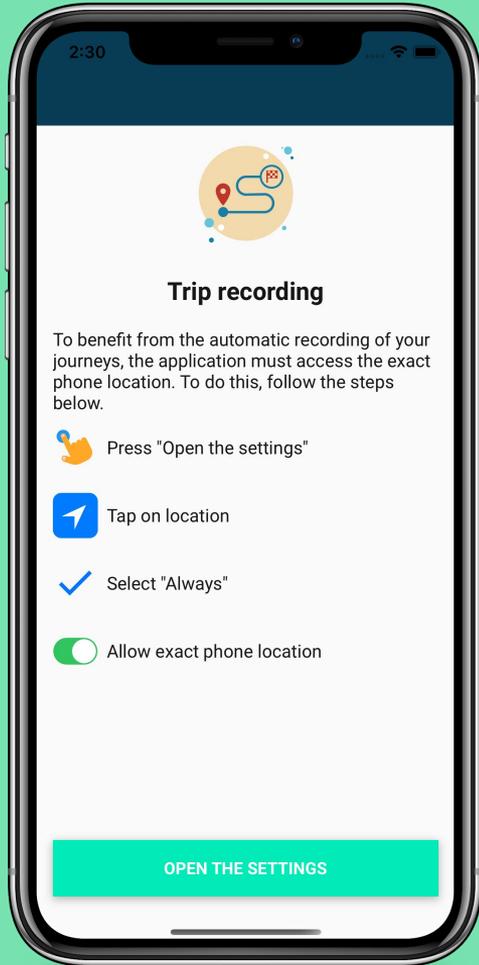


← Then, select **Change to Always Allow**



STEP 3

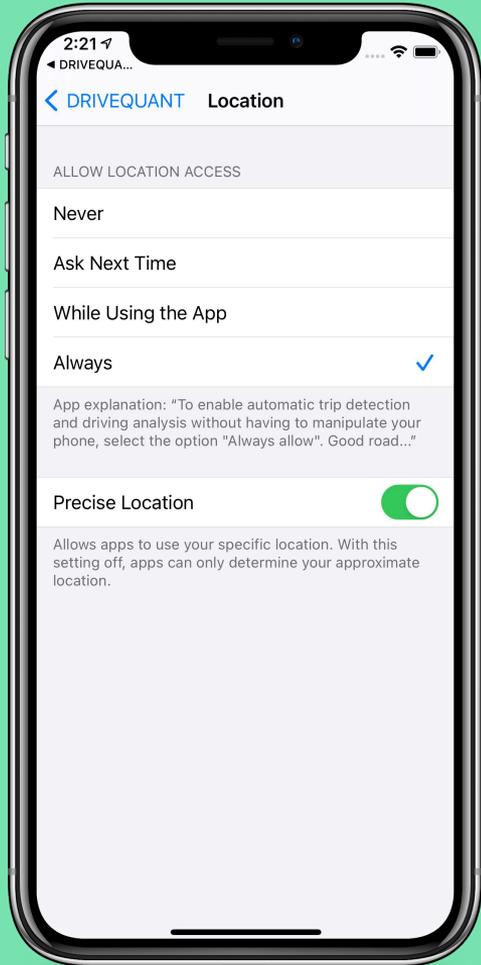
If the wrong options were selected at step 1 or 2:



← Select **Open the settings**



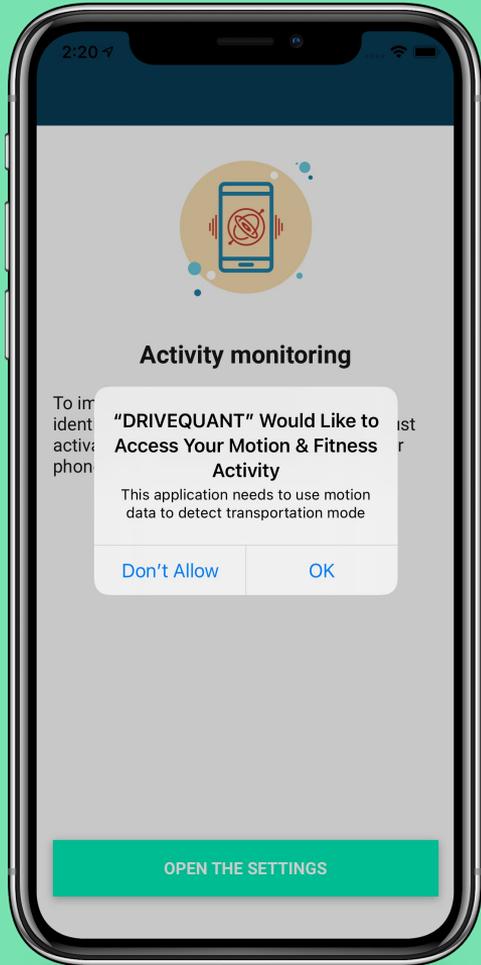
STEP 3b



← Select **Always**



STEP 4

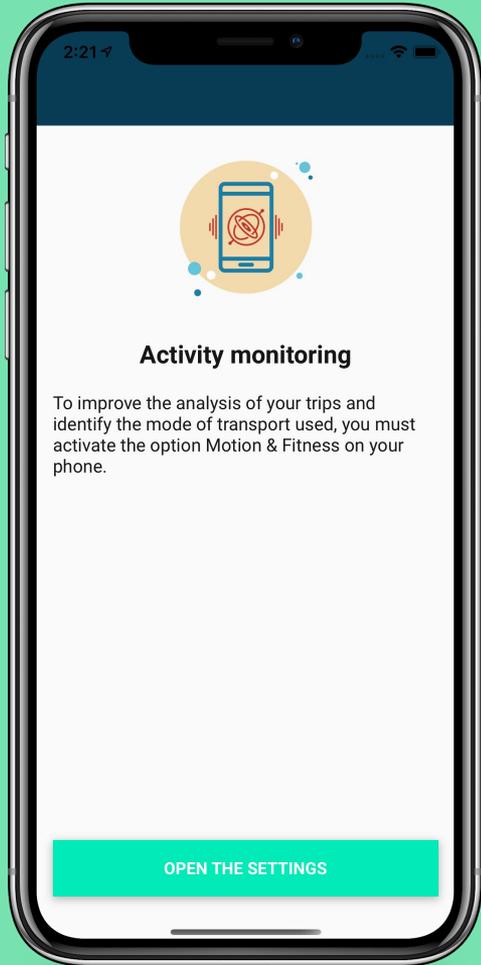


← Then, click on **OK**



STEP 5

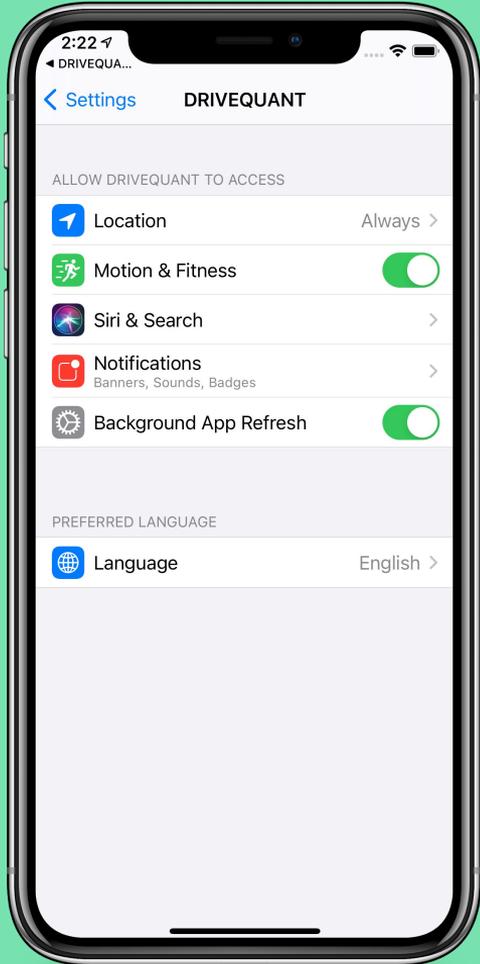
If you selected **Don't allow** on the previous step:



Click on **Open the settings**



STEP 5b



In the app settings, **Motion & Fitness** must be **enabled**



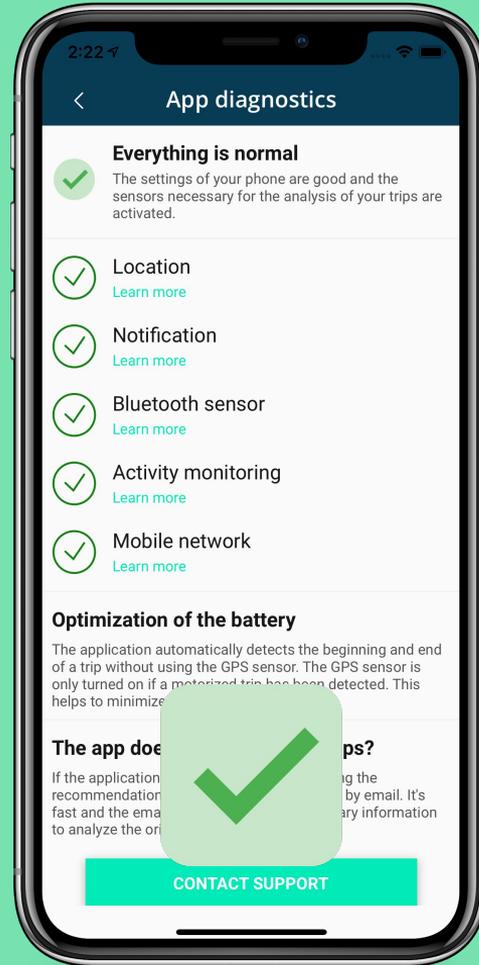
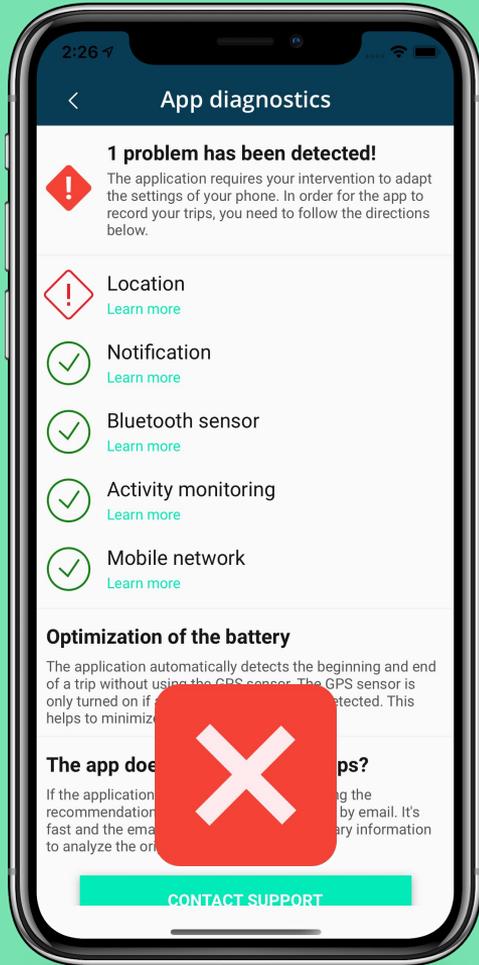
DIAGNOSTIC



LOCATION

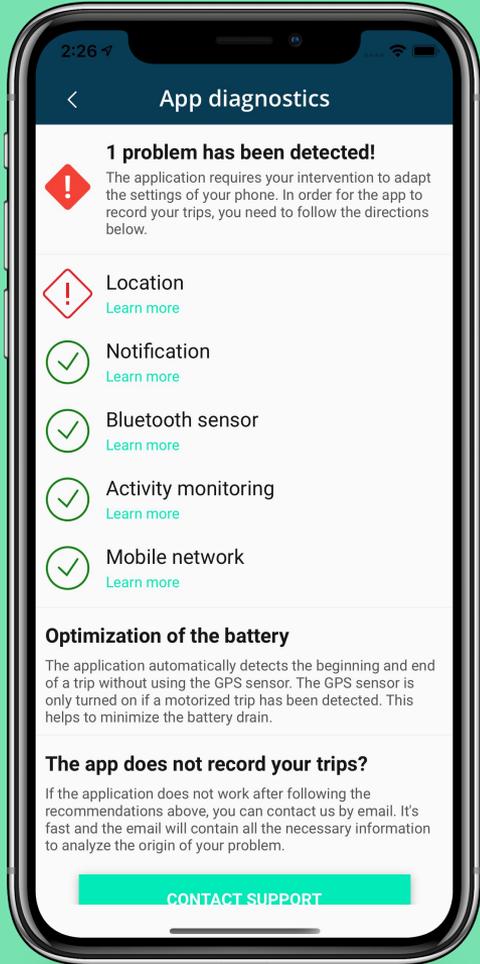


If you do not allow access to the location or enable the precise location, an alert will be displayed on the app's **Diagnostics** screen

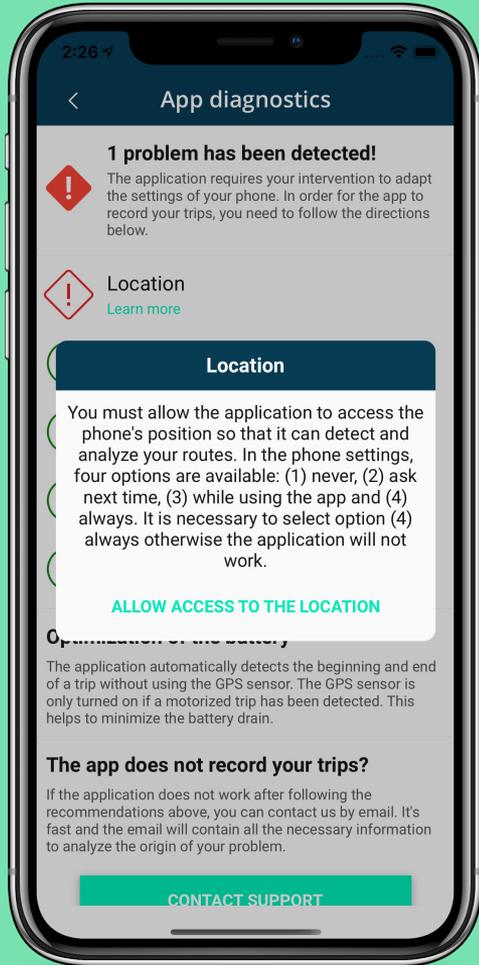


LOCATION

In this case, select **Learn more** under **Location**



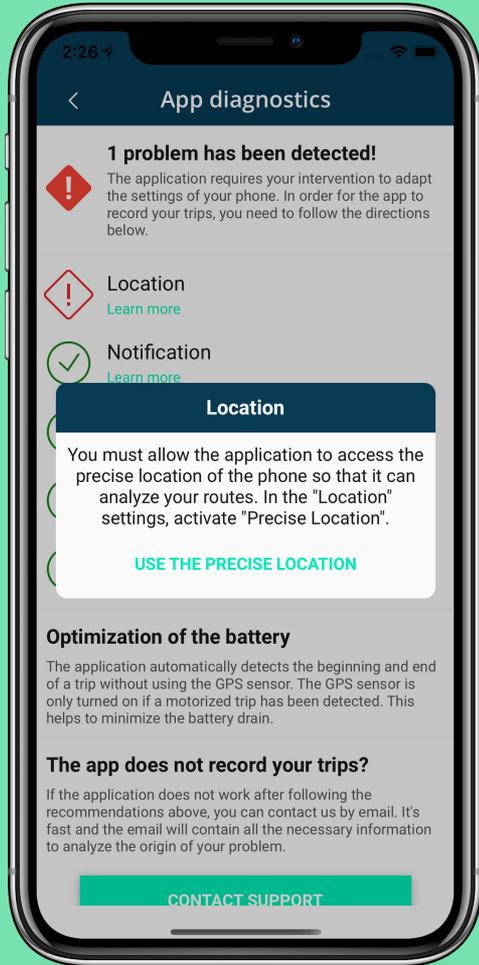
LOCATION



If the issue comes from a location access, follow the instructions and select **Allow the access**



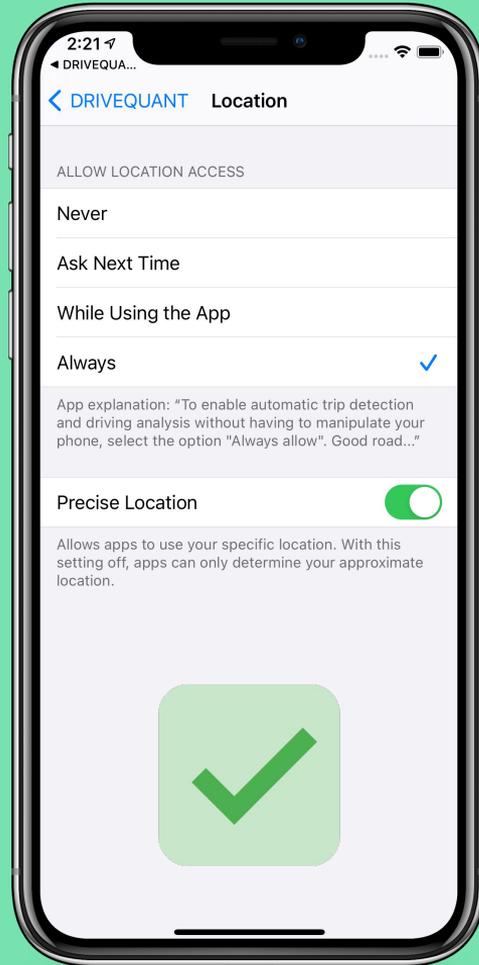
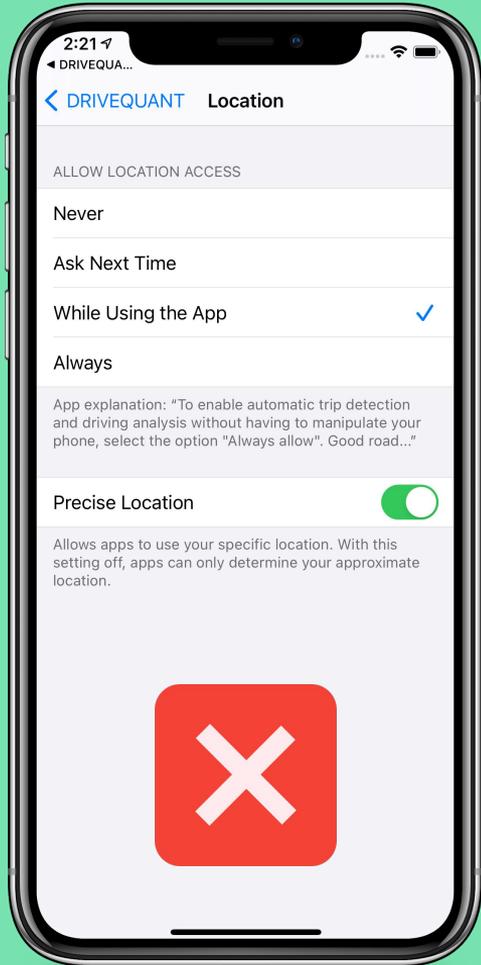
LOCATION



If the issue comes from the precise location, follow the instructions and select **Use the precise location**



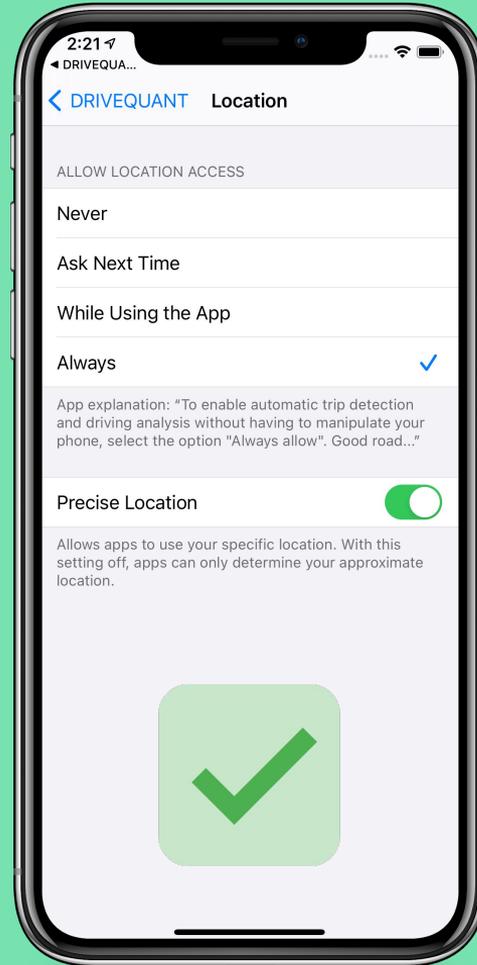
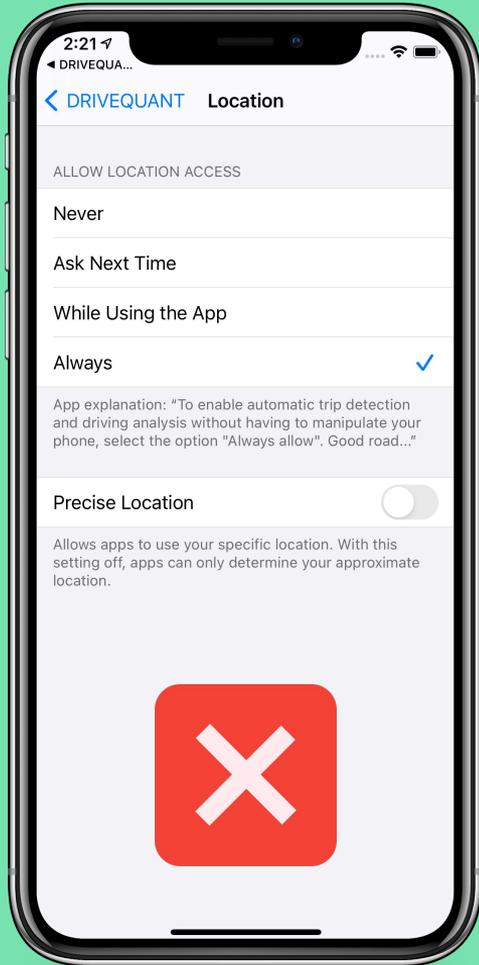
LOCATION



The location access must be **Always**



LOCATION



The Precise Location must be enabled

