

# Steps not syncing from device

If you or a user is experiencing a lack of syncing from a wireless device check the following:

- The device is charged
- The device has been synced to its providers website or app. EX: you can see the steps in the Fitbit app or at Fitbit.com
- Log in online to Walker Tracker (not through the app) and click on the re-sync button that shows below the picture of the device on the main "Your Stats" page.



If after checking those avenues and steps do not arrive in the account after 15 minutes, email support directly at [support@walkertracker.com](mailto:support@walkertracker.com).

