Before You Contact Vitalist Support

Inas B. - 2026-11-15 - Health, Safety & Support

If you are having trouble with your Vitalist Health Band or the Vitalist Health app, our Support team can help.

To help us understand the problem and assist you more quickly, please include as many of the following details as you can when emailing **support@vitalist.ca**.

What to include in your email

1. Your name and sign-in phone number

Include the name on your Vitalist Health account and the mobile number you use to sign in to the app.

2. Your role

Let us know whether you are:

- The person wearing the band.
- A caregiver or family member using a shared profile.
- A care team or partner representative.

3. Your band's serial number

Your band serial number starts with **HVS**. You can find it:

- In the Vitalist Health app under **My Device**.
- On the band packaging.

4. Your phone details

Please include:

- Your phone's make and model (for example, iPhone 13 or Samsung Galaxy S22).
- Your phone's operating system and version, if known.
- The version of the Vitalist Health app, if available.

5. Your band's current status

If possible, tell us:

- The battery level shown in the app or by the band's indicator light.
- The last sync time shown under **My Device**.

- Whether the band is currently paired with your phone.

6. A description of the problem

Tell us what you were trying to do, what happened, and whether you saw an error message.

For example:

- The band does not appear to charge.
- The app cannot find the band.
- The readings are not updating.
- The app does not send notifications.
- You cannot access a shared profile.

If the problem happens repeatedly, let us know when it started and whether anything changed around that time, such as getting a new phone or updating the app.

What happens next?

Our Support team will review your message and follow up with troubleshooting steps or further questions if needed.

Please keep your band and phone nearby while troubleshooting, as our team may ask you to check a setting or try a step in the app.

A few important reminders

- **Never share your six-digit SMS sign-in code.** Vitalist Support does not need this code to help you.
- Do not attempt a factory reset unless Support specifically instructs you to. Resetting the band can erase information that has not synced.
- If your question is about what a health reading means or what you should do about it, contact your care team.
- The Vitalist Health Band and app are not emergency services. If you are experiencing a medical emergency, call 911.

Contact Vitalist Support - Email: **support@vitalist.ca**