How Do I Contact Vitalist Support?

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

If you need technical help with your Vitalist Health Band or the Vitalist Health app, you can contact our Support team by email.

Email: support@vitalist.ca

What can Vitalist Support help with?

Our Support team can assist with issues such as:

- Setting up or pairing your band.
- Charging and battery problems.
- Syncing and connectivity.
- App permissions and notifications.
- Missing or outdated readings.
- Account access and sharing.
- Device problems and warranty questions.

What if I have a question about my health?

For questions about your readings, symptoms, or care plan, contact your care team. Vitalist Support cannot provide medical advice or interpret your readings.

The Vitalist Health Band and app do not provide continuous medical monitoring. Your care team's access and response arrangements depend on your program.

What if I need emergency help?

The Vitalist Health Band is not an emergency service, and caregiver alerts are not guaranteed to reach someone or receive a response.

If you are experiencing a medical emergency or need immediate assistance, call **911**. Do not wait for a caregiver alert or a response from the app.

For help preparing your message to Support, see **Before You Contact Vitalist Support**.