

kencom ; How to automatically link steps

April 2026

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Please check below for information on apps that you would like to link with kencom for step counting. (For app downloads, please refer to page 6.)

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1. Fitbit

< Steps for linking with Fitbit >

- ① Install the Fitbit app.
- ② Launch the kencom app.
- ③ From the kencom app TOP > "Body" tab, tap "Settings" to the right of "Body Records".
- ④ Tap "Steps" in the automatic synchronization settings and select "Fitbit".
- ⑤ The Fitbit login screen will appear, so log in using the method you use to log in to your Fitbit app.
- ⑥ Check "[Allow All]".
- ⑦ Confirm that "Activity and Exercise" are checked and tap "[Allow]".
- ⑧ Fitbit will be selected as the automatic synchronization app, and the setup is complete.



2. Health (iPhone)

< Instructions for linking with the Health app (iOS only) >

- ① Launch the [Health] app on your iPhone.
*This app is included on iPhones from iOS 8 onwards.
- ② Tap [Steps] on the [Summary] screen.
- ③ Next, tap [Data Sources & Access] at the bottom of the page.
- ④ Turn ON [kencom] under [Apps allowed to read data].
- ⑤ After that, once your steps are measured, you will be able to check your steps in the kencom app.

*The operation screen may differ depending on the app version.



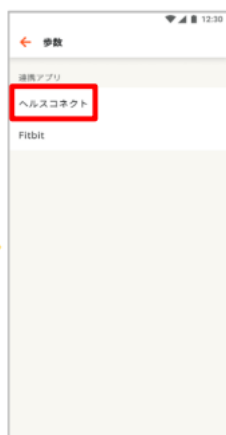
3. Health Connect (Android) 1/2

< Instructions for integrating with Health Connect (Android only) >

*If the Health Connect app is not installed on your device, please install it using the following steps. Android 14 and above already have Health Connect installed, so you can proceed with the connection (see next page).

- ① In kencom, press [Body] → [Settings]. A screen like the one shown in the lower left will appear.
Click the "Download Health Connect" button.
- ② You will be redirected to the Health Connect app page in the Google Play Store. Press the [Install] button.
- ③ When the [Open] button shown in the lower right appears, the installation is complete.

kencom画面



Google Play ストア
起動

GooglePlayストア画面



インストールは完了したため、kencomアプリを開き連携に進みます。

3. Health Connect (Android) 2/2

***After confirming that Health Connect is installed on your device, please follow the steps below to link your devices.**

- ① Open kencom and click [Start Integration]
- ② After transitioning to the "Try Health Connect" screen, click [Try it]
- ③ The access permission screen will appear. Click [Allow All] or select an item and click [Allow]
- ④ After transitioning to the integration screen, [kencom and Health Connect integration is complete] will be displayed, indicating completion.

*If you are not redirected to the access permission screen, please perform integration and access permission from the Health Connect settings screen.



4. Regarding downloading each app

■ When using automatic syncing with Fitbit

< iOS devices (iPhone) >

<https://apps.apple.com/jp/app/fitbit/id462638897>

< Android device >

<https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile>

■ For automatic integration via Health Connect (Android devices only)

<https://play.google.com/store/apps/details?id=com.google.android.apps.healthdata&hl=ja>

5. inquiry

If your issue is not resolved after checking the “[FAQ](#)” section, please contact us using the following methods.

【 For inquiries regarding the operation of the kencom app, etc., please contact (kencom Customer Support). 】

■ Inquiries via email

<https://kencom.jp/inquiry/new>

(Business hours: Weekdays 10:00 AM - 6:00 PM *Excluding New Year's holidays 12/30 - 1/3)

■ Inquiries by phone

050-3355-2281

(Business hours: Weekdays 10:00 AM - 5:00 PM *Excluding New Year's holidays 12/30 - 1/3)

< Information that can be provided by kencom customer support (by phone) >

- App operation guide
- Answers to questions that can be addressed in the FAQ
- Kencom login ID inquiry (insurance card information must be provided)
- Instructions on how to contact the email support desk for those wishing to delete their account, etc.
 - * Some operations are guided by voice guidance.
 - * Depending on the nature of your inquiry, we may ask you to contact us by email.
 - * Please have the user themselves contact us.

【 Inquiries other than those related to the kencom app 】

Please contact us via the [inquiry form](#) on the JERA Health Insurance Association website.

End