



Grokker FAQs

What is Grokker?

Grokker provides everything you need to eat smart, be mindful, exercise regularly, practice financial wellness, and sleep better. With Grokker you'll have unlimited access to over 4,000 inspiring videos classes, 100 comprehensive wellness programs, and more than 130 expert trainers.

- the perfect class anytime (Exercise, Yoga, Mindfulness, Nutrition + Financial Wellbeing)
- a plan for every goal
- world-class instructors
- new releases monthly

What is the cost?

Grokker is available at no cost to you and up to 2 dependent invites per employee.

How do I get started?

There are three ways you can access your Grokker account:

1. Look for Grokker on the [HealthAhead Website](#) or [Health Ahead Yammer page](#), and use your Single Sign On credentials to login.
2. Visit Grokker.com and "Sign in". Select "Have Grokker through your employer? Sign In Here". Select GE from the dropdown list and follow the prompts.
3. Download the Grokker app on your iOS or Android device and "Sign in". Select "Have Grokker through your employer? Sign In Here". Select GE from the dropdown list follow the prompts.

How do my dependents gain access?

Once you have logged into your Grokker account, using the instructions above you will be able to invite up to 2 dependents. Log into your account and click on your avatar in the upper right-hand corner. Select "Account Settings" from the dropdown. Scroll to the middle of the page where you'll see a box for "Family Invitations". Enter each dependent you are inviting by entering their personal email address. Each email address you enter counts as one invite, towards your total of two. Your family member will then receive an email inviting them to create their own account.

Where do I start?

Programs are a perfect place to get started. They are a set of guided workouts, led by a Grokker expert, that take the guesswork out of what to do and when to do it. Grokker has hundreds of programs to get you started. Whether you're looking for something in Fitness, Yoga, Nutrition, Mindfulness, Sleep, or Financial wellbeing, Grokker has something for you. Check out all the programs Grokker has to offer by clicking [here](#).

How do I join a program?

If you see a program you are interested in joining, go to the main program page and click the button "Join Program." You may then set your start date and all of the videos will be added to your calendar.

How do I find videos to watch?

When you initially log onto Grokker, you will have an opportunity to take a quiz. Based on your responses to the quiz questions, videos that meet your needs and/or interests will be displayed on your home page. (You can retake this quiz at any time by going to your homepage on grokker.com and finding your quiz on the right hand side.)

There is also a search option for you to find videos based on topic (fitness, yoga, mindfulness or nutrition). You may narrow your search based on other criteria such as length of video, fitness level, etc.

You may search for video in a few areas:

1. On grokker.com, there is a search box on the top of every screen. You may type in a few key words (i.e., ab workout). Once these results are displayed, you may refine the search.
2. You may select a topic at the top of the screen from grokker.com or on the bottom of your screen using the mobile app.
3. From your home screen on grokker.com, you may also "Find Your Perfect Video" in the middle of screen by selecting from the filters.

Are the videos I watch on Grokker private?

Yes, you have the ability to keep the videos you watch private. If you would like to do so, simply do not claim your **"I Did This"** once completing the video. If you claim an "I Did This" it then becomes a public action which will show up on your Grokker profile. Please note, you will not earn wellness minutes toward challenges if you chose not to claim your "I Did This".

Are Grokker videos available in languages other than English?

Yes, there are 5 programs that have been made available in three additional languages: Spanish, Mandarin and Korean. As Grokker expands their platform you will be notified as videos and programs become available in other languages.

What are Wellness Minutes?

Wellness Minutes reflect how many minutes of video you have watched on Grokker and the number of minutes tracked on your synced device. The more videos you watch, the more Wellness Minutes you earn and the higher your level is.

How do I track my progress on Grokker?

Once you complete a video, simply click on the "I Did This" button at the bottom right of the video to mark a video completed. You may review the completed history by:

- Clicking "My Profile" and selecting the "I Did This" tab to check out the activities recorded as complete, or
- Clicking "My Profile" and selecting "Calendar". You will see all of your completed activities and upcoming scheduled videos.

Which fitness apps and trackers can I use with Grokker?

You can connect your Grokker account with Apple Health, Fitbit, and Garmin.

How do I connect Apple Health with Grokker?

You can connect Apple Health with Grokker with these easy steps:

1. Download Grokker iOS App
2. When asked to connect with Apple Health, select "Allow Access"
3. Select "Turn All Categories On"
4. Select "Allow"

How do I connect my Fitbit or Garmin account with Grokker?

1. Click the profile icon on the top right corner of the page and select "Account Settings."

2. On the left-hand side of the page you will see a section "Connect Accounts."
3. Select the account you would like to connect with.
4. You will be prompted to login to your account and allow Grokker to access your activity and exercise data from your tracker.
5. Select the button to "Allow" or "Authorize".
6. Your Grokker account settings will now show that it is connected with your Fitbit/Garmin account.

All activities synced from your tracker appear in your profile page on the "I Did This" tab.

How Does FitBit work with Grokker?

1. From the time you connect FitBit to Grokker, FitBit will only sync back up to 48 hours, but will then sync your workouts going forward.
2. We record activities tracked by devices only. Manually entered activities are not used.
3. We only record the following FitBit Activities: Walk, Run, Bike, Swim, Hike, Elliptical, and Sport.
4. If you don't have a Fitbit device, you may load the Fitbit app onto your smartphone. Using the Fitbit app, you may track your workout as either a run, walk, or hike. Those minutes will sync with Grokker and be counted as wellness minutes.
5. In order for your activity to be synced in Grokker, you need to have a "tracked activity" in Fitbit. These activities can happen two ways...
 - a. For older FitBit models, you manually track an exercise on your Fitbit by going into your tracker and starting an exercise (make sure you select Walk, Run, Bike, Swim, Hike, Elliptical, or Sport for it to be synced with Grokker).
 - b. For newer FitBit models that have a SmartTracker, your Fitbit will automatically detect your activity.

How Does Garmin work with Grokker?

1. From the time you connect Garmin to Grokker, Garmin will only sync back up to 48 hours, but will then sync your workouts going forward.
2. We record activities tracked by devices only. Manually entered activities are not used.
3. We only record the following Garmin Activities: walk, run, bike, swim, hike, elliptical, and workout.

What data from my FitBit or Garmin is being used by Grokker?

We use activity and exercise data from your tracker to determine wellness minutes earned. We do not access any steps, calories, location, or heart rate data.

What should I do if my Fitbit or Garmin data does not appear to be syncing with Grokker?

Sometimes, it takes a few minutes for Fitbit to send us the data. To expedite the process, you can do the following:

1. Go to your account settings. Select the link to reload Fitbit/Garmin data. This will start a sync.
2. If reloading data doesn't work, disconnect and reconnect your Fitbit/Garmin account with Grokker.
3. If the above two steps don't solve the issue, please reach out to customer support and we will help you troubleshoot. You may contact us at support@grokker.com

What other platforms may I view the videos on?

Grokker is available on your smartphone or tablet through the iOS or Android app. You may also enjoy Grokker videos on your big screen TV through Apple TV, Amazon Fire Stick, or Roku.

To connect your Grokker account to another device see the instructions below.

Watch videos from your personal/home computer:

1. Visit Grokker.com and click "Sign In"
2. Select "Have Grokker through your employer? Sign in Here" and select GE from the dropdown menu
3. Sign in with your GE Single Sign On credentials

Watch videos from your iOS device or Android device:

1. Download the Grokker app from the App Store or Google Play and open it
2. Select "Have Grokker through your employer? Sign in Here" and select GE from the dropdown menu
3. Sign in with your GE Single Sign On credentials

Watch videos from your TV using Amazon Fire Stick, Roku, or Apple TV:

1. Download the Grokker app and then open it.
2. Click "Sign In" at the bottom of the page.
3. On your computer or mobile device, go to Grokker.com/activate and sign in using the instructions outlined above.
4. On your device, enter the 7-character code you see on the TV screen. Once the code is entered, your streaming device will automatically update, and you will be signed in.

Watch videos streaming on Chromecast

To stream Grokker via Chromecast you will need to do this through your Chrome browser (currently this option is not available through our app). Please follow these steps:

1. Go to your WiFi settings on your laptop or Android device
2. Connect to the Wi-Fi network that matches your Chromecast device. Look for something like ChromecastXXXX.
3. Navigate back to the Google Cast app. Your device should now be detected. Touch Next.
4. Log-in to your Grokker account on your Chrome browser
5. Select a video and press play
6. Click the Chromecast icon on the bottom right of the video. It will appear on the bottom right of the video box.
7. Select your Chromecast device.

How do I manage my email preferences?

Navigate to your "Account Settings" on the top right corner of the page. Next to your email address, click "Edit". You may then select which emails you would like to receive.

Is Grokker collecting any of my personal data?

Grokker does collect your name and email address when you create an account. However, this information is private to Grokker, is only used for login purposes, and is not shared with others. You also have the option to upload a profile picture, which again we do not share with any other parties.

Is Grokker sharing my data with any 3rd parties?

If you choose to connect your Grokker account to Apple Health Kit to sync your Wellness Minutes then your recorded workout data will be shared with Apple Health. This includes date and time of the workout + duration. This does not include any personal information such as

name and email address. You do not have to sync your Grokker account to Apple Health Kit, this is optional.

Is Grokker sharing my data with GE?

No. All reporting given to GE from Grokker is aggregated reports on activity of the entire colleague population, never on an individual colleague. The only time information is shared on an individual is when they have opted in to participate in a challenge or incentive program and need to show activity in order to redeem prizes.

If I leave GE will I still have access to my Grokker account through my employer?

No. If you wish to continue to be a Grokker premium member and have access to your account please contact support@grokker.com.

Need more help?

Visit Grokker's Help Center for product support here: grokker.com/faq
OR email Grokker technical support at: support@grokker.com