

VITALITY SLEEP REWARDS IN PERSONAL HEALTH PATHWAYS FAQs

DISCOVERY HEALTH
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Overview and activation

1. What steps should I follow to get a Vitality Sleep Score?

Activate Vitality Sleep Rewards in the Discovery Health app and link a compatible wearable device (Apple Watch, Oura Ring, Garmin or Samsung) to get started. Your linked device shares your sleep data with Discovery when it syncs. To ensure that your data is up to date, open your device's app regularly so that your latest sleep information is shared, as we may only get your data once you have opened your device's app. Once your device has tracked your sleep and you have synced your valid sleep data with Discovery, you will receive a Vitality Sleep Score.

Always ensure that you are on the latest version of the Discovery Health app and that permissions have been granted. You also need to ensure that your phone is set to 24-hour format (instead of 12-hour format).

There may be delay of up to 60 minutes between us receiving your data and generating your Vitality Sleep Score. Should there be a delay in syncing, a Vitality Sleep Score will be allocated if the data is received within two weeks of the event.

You may need to open your device's app to sync your sleep data to Vitality. If you don't see a score and your sleep data has synced, check back in later in the day.

2. How do I link my wearable device to track my sleep with Vitality?

Vitality Sleep Rewards uses sleep data collected from only the following supported devices, and data from other sources cannot be processed.

- Apple Watch
- Garmin
- Oura Ring
- Samsung

Remember to **switch off** Low Power Mode on iOS or Power Saving Mode on Android. If these settings are enabled, your sleep data may not sync with Vitality.

The ability to track sleep using the Vitality Sleep Tracker through the Discovery iOS and Android apps is coming soon.

Oura Ring:

Vitality collects your Oura Ring data through Apple Health or Health Connect. To sync your sleep data to Discovery Health, make sure that the Oura App has permission to share data with Apple Health or Health Connect ("Apple Health" or "Health Connect" in the Oura App settings) and then follow the instructions below to allow Apple Health or Health Connect to share your data with Vitality.

Apple Health:

1. Log in to the Discovery Health app and select Personal Health Pathways.
2. Click on the burger icon in the top right corner and tap **Devices management**.
3. Select **Link a device or app**.
4. Select the **Apple Health app** from the list of partners.
5. On the permissions page, allow Apple Health to share your health information with Discovery Health. Make sure sleep permissions are granted.
6. The **Devices and apps** page will reload and display Apple Health as linked.
7. If you're already sharing your Apple Health data with Discovery Health, you can check if you have given permission to share sleep data in the Apple Health app. Tap **Sharing → Apps → Discovery Health**.



Health Connect:

1. Log in to the Discovery Health app and select Personal Health Pathways.
2. Click on the burger icon in the top right corner and tap **Devices management**.
3. Select **Link a device or app**.
4. Select the **Health Connect** app from the list of device partners.
5. Enter your Health Connect app login information and log in.
6. On the permissions page, allow Health Connect to share your health information with Discovery Health. Make sure sleep permissions are granted.
7. The **Devices and apps** page will reload and display Health Connect as linked.
8. If you're already sharing your Health Connect data with Discovery Health, you can check if you have given permission to share sleep data on the Health Connect app. Open Health Connect, tap on **App permissions** → Discovery Health and make sure that sleep data is enabled.

Remember: Open your Oura App once a day and keep it open after the initial processing so that your sleep analysis and reports can complete.

Apple Watch:

Enable sleep tracking on your Apple Watch:

1. On your iPhone tap on **Health app** → **Sleep** → **Get Started**
2. Set Sleep Schedule and Sleep Focus
3. Wear your Apple Watch to bed (battery must be more than 30%)
4. Make sure you give permission to share Apple Health data with Discovery Health, following the steps above.

Apple Watch tracks sleep automatically once this is set up. Remember to switch off Low Power Mode. If this setting is enabled, your sleep data may not sync with Discovery Health.

Check Apple Health permissions for Discovery Health

Follow the Apple Health linking steps above.

Samsung:

Enable sleep tracking on your Samsung wearable device.

On your phone:

1. Open **Samsung Health**
2. Tap **Sleep**
3. Make sure sleep tracking is enabled and that you've given permission to share sleep data with Discovery Health
4. Wear your watch to bed consistently

Samsung Health tracks sleep automatically once this is set up. Remember to switch off Low Power Mode. If this setting is enabled, your sleep data may not sync with Discovery Health.

Garmin:

Make sure sleep tracking is active on your Garmin device and that it is linked to your Garmin Connect account.



1. Wear your watch overnight (snug fit)
2. Make sure **sleep tracking is turned on** (this is usually enabled by default)
3. On your phone, open **Garmin Connect**
4. Confirm you can see sleep duration and sleep stages (Deep, Light, REM)

If sleep is **not visible in Garmin Connect**, Discovery won't receive it. Remember to switch off Low Power Mode on iOS or Power Saving Mode on Android. If these settings are enabled, your sleep data may not sync with Discovery Health.

Link Garmin Connect to the Discovery app:

1. Log in to the Discovery Health app and select Personal Health Pathways.
2. Click on the burger icon in the top right corner and tap **Devices management**.
3. Tap on **Link & Sync** under **Quick actions**
4. Tap **Link a device or app**
5. Choose **Garmin**
6. You will be directed to **Garmin Connect**
7. Log in with your Garmin Connect details and **approve permissions**

Make sure you approve access for both activities and daily health stats. Once complete, Garmin will show as **linked** in the Discovery app.

Receiving a Vitality Sleep Score:

You must first activate Vitality Sleep Rewards in the Discovery app:

1. Log in to the Discovery Health app and select Personal Health Pathways.
2. Select **Vitality Sleep Rewards**
3. Activate the benefit and follow the instructions.

Without this, you **won't receive a Vitality Sleep Score**.

3. Why does my device show a different reading for time asleep, percentage deep sleep or percentage REM sleep compared to Vitality?

Your Vitality Sleep Score is based on the same underlying sleep data recorded by your wearable device, such as total time asleep and time spent in different sleep stages.

However, differences in how this data is processed and displayed can lead to variations:

- **Rounding differences:** Some devices may round sleep times differently when sharing data with Apple Health or Health Connect, which can slightly change totals.
- **Calculation differences:** Vitality calculates deep and REM sleep as a percentage of your **total time asleep**, while some devices calculate these as a percentage of **time in bed**, which may include periods when you were awake.

As a result, deep sleep and REM sleep may appear higher in Vitality compared to your device. This is expected as the underlying data is the same, but it's interpreted slightly differently to ensure consistency across devices and to support your Vitality Sleep Score.



4. Why is my Vitality Sleep Score higher or lower than my device sleep score?

Your Vitality Sleep Score and your device's sleep score may use the same underlying sleep data, but they are calculated for different purposes and using different rules. As a result, the scores are likely to differ.

Your device's sleep score is designed for that device's own app experience. The **Vitality Sleep Score**, out of 100, is Discovery's proprietary, personalised and health-focused measure of sleep. It looks at your sleep **duration, regularity and quality**, and combines this with relevant clinical, demographic and lifestyle insights to reflect what matters most for your long-term health.

This means your Vitality Sleep Score is not a one-size-fits-all measure. It may place more weight on certain aspects of sleep depending on your individual health profile, especially where those sleep behaviours are more closely linked to long-term health outcomes.

Your **Vitality Sleep Score may be lower** than your device sleep score if your sleep times are inconsistent, your recorded deep sleep or REM sleep is low, or your sleep duration is outside the optimal range. For example, very long sleep duration may not always result in a higher Vitality Sleep Score because excessively long sleep can be associated with poorer health outcomes.

Your **Vitality Sleep Score may be higher** than your device sleep score if you have a consistent sleep routine, good recorded deep sleep and REM sleep, or sleep duration in the optimal range. This reflects Vitality's focus on healthy, restorative and consistent sleep.

Because of this, your Vitality Sleep Score may be higher or lower than your device's sleep score on a given night.

If your score looks unusual over several nights, please contact us for support.

5. Which devices are compatible with Vitality Sleep Rewards?

You can track your sleep and get rewarded with the following devices only:

- [Apple Watch](#)
- [Qura Ring](#)
- [Garmin](#)
- [Samsung](#)

You can also track your sleep using your iOS or Android smartphone with the Vitality Sleep Tracker.

Note: While we evaluate devices on an ongoing basis, we are not currently integrated for sleep with any other brands besides the ones listed above. We are investigating adding Huawei and Whoop as compatible wearable devices in future.

Polar devices aren't supported for Vitality Sleep Rewards just yet. We are currently exploring adding Polar as an approved sleep tracker in the future.

6. Why is sleep important for my health?

Sleep is as important to your health as exercise and eating well. A key foundation of overall health and wellbeing, good sleep helps your body recover, boosts your mood, improves memory and lowers your risk of chronic



conditions such as diabetes, heart disease and depression. Poor sleep increases your risk of motor-vehicle accidents and early death.

7. How can I improve my Vitality Sleep Score?

You can improve your **Vitality Sleep Score** by building consistent, healthy sleep habits over time. Your score is influenced by three main areas:

1. **Getting the right amount of sleep**
Aim for around **7 to 8 hours** of sleep in your main sleep session.
2. **Keeping a consistent sleep routine**
Try to go to bed at a similar time each night, ideally within your recommended **one-hour sleep window** – 30 minutes on either side of your usual sleep start time.
3. **Improving your sleep quality**
Support restorative sleep by aiming for sufficient **deep sleep and REM sleep**, which are important parts of your overall sleep health.

While some of these factors may be outside of your direct control, small changes can still make a meaningful difference. Here's what you can do to help improve your sleep:

- **Limit long daytime naps**, as these can disrupt night-time sleep.
- **Avoid intense exercise close to bedtime**. Where possible, finish workouts at least an hour before going to bed.
- **Avoid alcohol, tobacco and caffeine before bed**, especially within four hours before sleep.
- **Wind down calmly before bed** by avoiding stimulating activities and giving your mind time to relax.
- **Avoid important work close to bedtime** so your brain has time to switch off.
- **Create a sleep-friendly bedroom** by keeping your room quiet, cool and dark.
- **Use your bed mainly for sleep** to strengthen the link between bed and rest.
- **Stick to a consistent bedtime** as this helps regulate your body clock.

You'll also receive a **personalised focus area** based on your sleep habits. This will guide you towards the specific behavior such as regularity, duration or quality that is likely to have the greatest impact on your overall sleep health.

8. Can I see my Vitality Sleep Score before I start tracking?

No, your Vitality Sleep Score is personalised based on your unique health profile and only generated once you have activated Vitality Sleep Rewards and tracked sleep with your wearable device.

9. What happens if I don't achieve my weekly sleep goal?

If you don't achieve your weekly sleep goal, you won't earn the weekly reward, but you can try again the next week. Every night counts toward better sleep and better health. If you have the fully funded Oura Ring 4 benefit, a penalty fee may apply.

10. How do I earn Vitality points for sleeping well?

Vitality points for sleep will be introduced early in 2027.



Once available, you will be able to earn **up to 500 Vitality points a month** through Vitality Sleep Rewards. These points will be awarded on the **15th of the following month** if, during the previous month, you:

- Tracked sleep – including quality – for at least **25 nights** using a compatible wearable device, limited to Apple Watch, Oura Ring, Garmin and Samsung.
- Achieved an **average Vitality Sleep Score of 75 or more** across those tracked nights.

We will let you know before Vitality points for sleep go live. Please keep an eye on your inbox, the Discovery app and our social media channels for more details.

Note: As the Vitality Sleep Tracker doesn't track sleep quality, you won't be able to earn Vitality points for sleep tracked with the Vitality Sleep Tracker.

Tracking and understanding your Vitality Sleep Score

11. What if I don't have a wearable device?

You will be able to track your sleep duration and regularity using the Vitality Sleep Tracker in the Discovery app for iOS or Android devices soon. If you choose to opt in, you will be able to use your phone's motion sensors, together with a proprietary algorithm, to estimate when you go to sleep and wake up.

Note: Sleep quality will not be tracked using the Vitality Sleep Tracker. You will not receive a zero for a metric your device cannot track. We will use a baseline value based on the population average for REM and deep sleep measures to calculate your Vitality Sleep Score.

When your sleep is affected by life circumstances

12. What if my device can't reliably measure deep or REM sleep?

If your device doesn't give you a deep sleep or REM sleep reading, we will use a baseline value based on the population average for that specific measure to calculate your Vitality Sleep Score. You will not receive a zero for a metric your device cannot track.

13. What happens if I forget to wear my device, my battery dies, or I turn on airplane mode?

Your Vitality Sleep Score is calculated using the data received from your device. If your device doesn't record sleep for any reason, Vitality will not be able to calculate a Vitality Sleep Score. If your device records partial sleep, Vitality will use the available data to calculate a Vitality Sleep Score.

14. If I change devices (for example, from Apple Watch to Garmin), will my baseline and score be affected?

There may be slight variations in how different devices track sleep metrics, but Vitality uses the underlying data in the same calculation for your score.



15.Can more than one person in a family use the same device or account, and how is data linked to a member?

No, devices and accounts are linked to individual members in the same way that exercise is linked to one person in the Vitality Active Rewards programme.

16.What data does Vitality receive from my device and how is my sleep data stored and protected?

Our Privacy Statement details how we collect, use and share your personal information and can be found [here](#).

17.Can I dispute or correct a sleep score if I believe it's wrong? For example, if I have a problem syncing my device?

Yes, if something looks unusual over multiple nights, please contact 0860 99 88 77 or reach out to us on Ask Discovery for assistance.

18.My sleep data from my Oura Ring is not syncing to Vitality?

Make sure you open your Oura App at least once daily, and keep the app open after initial processing so your sleep analysis and exports can complete.

19. How do I know which device's score was used for my Vitality Sleep Score?

In Vitality Sleep Rewards, you can see which device was used to calculate your Vitality Sleep Score under your sleep metrics for that night.

Note: If you use more than one compatible wearable device to track your sleep, Vitality will allocate the highest Vitality Sleep Score across your devices.