

# Is Your SmartBadge Active?



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## Confirm Your SmartBadge Is Ready For Use

If you find that your data is not appearing on the web app, or if you are uncertain about the functionality of your SmartBadge, please follow the steps outlined below:

### 1. Make Sure Your SmartBadge is Assigned to You

Confirm with your Facility Admin that your SmartBadge is correctly assigned to you. Your SmartBadge is identifiable by a QR code and a Mac address on the back.



The Mac address serves as a unique identifier, helping us link the SmartBadge to the assigned user. If unable to confirm with your Facility Admin, please contact [help@vitalacy.com](mailto:help@vitalacy.com) for assistance and include your Facility, First and Last Name, and the Mac address from the back of your SmartBadge.

## 2. Is your SmartBadge Provisioned (Active)

Verify with your Facility Admin that your SmartBadge is properly provisioned. For more details, refer to: [How-to-Provision-SmartBadges](#). [The Battery Lifespan of a SmartBadge is 16 to 20 months](#).

If your data is not properly displayed correctly on the web app, please reach out to Vitalacy Support. For more information about your SmartBadge, click here: [SmartBadge - Quick Start](#)

### 3. Other Related Issues?

If you suspect a technical issue, our support team can review by emailing [help@vitalacy.com](mailto:help@vitalacy.com) or texting **1(256) 770-7675**

## Contact Support

For continued help and support, please contact us at [help@vitalacy.com](mailto:help@vitalacy.com) 😊