Cycle Tracking - FAQs

Question	Answer
What is the Cycle Tracking?	This feature allows you to track your menstrual cycle by entering your period dates. It is possible to track and manage your cycle to predict the dates of your next period, as well as manage your health by recording your physical condition and mood each day.
What information is provided if I enter my menstruation information?	The feature predicts and provides the expected dates of your next period, your expected fertile periods, expected ovulation dates, etc.
How do I enter or delete the dates of my last period?	Edit your period dates by selecting "Enter period" at the bottom of the Cycle tracking screen.
I want to check all my past cycles.	Check "My cycle history" by selecting the "More" menu in the top right.
When do insight messages appear on Cycle tracking?	Based on information from your Cycle tracking and daily log, if there is an insight message to convey to you, such a message will be displayed.
Is it possible to display only the predicted period dates?	In More - Settings, select the information you want to display.
Can I manually add entries to the daily log?	A list is provided so that symptoms and moods that occur mainly during the menstrual cycle can be easily added, and for other items the user wishes to record, the memo feature at the bottom of the screen can be used.
I want to receive notifications of period predictions.	In the More - Notifications - Notifications category, turn on "Period prediction", and if you want to receive "Fertile window prediction" notifications, turn on the corresponding notifications.
I want to erase all of my data stored on Cycle tracking.	Select "More - Settings - Delete Cycle tracking data" to reset the Cycle tracking by deleting all saved data.
The predicted period dates and my actual period dates are different.	The Cycle tracking feature bases your predictions on the data that you have entered, such as your temperatures, periods, length of your luteal phase, average ovulation day, etc. However, every cycle is unique and it is common to experience some variation in cycle length from cycle to cycle. The new cycle data will be taken into account in future predictions.
Can I use Samsung Health Cycle tracking even if my smartphone is not Samsung?	Cycle tracking can be used on Android phones that support Samsung Health on Android O (8.0) OS or higher.
Can I check Cycle tracking information while I'm pregnant?	As menstruation does not occur during pregnancy, the app will not provide cycle predictions if the user has set a pregnancy period.
Is there a way to share cycle tracking information or predicted information externally, such as with medical institutions?	Currently, the feature to share cycle tracking information externally is not supported. We will review how users can conveniently share such information.

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Q1) In which countries can I use it? Q2) Can it be used in overseas territories of the country where it was released?	The Cycle tracking is supported globally, but the "Predict period with skin temp" feature utilizes the temperature sensor applied from the Watch 5 and can only be used for a purchased device and watch released in a country where it is approved as medical device. Unless otherwise specified, the "Predict period with skin temp" feature is not available in overseas territories of each country. We will expand the service target areas in the future. ※ When using a non-Samsung device, the feature is supported to be used in an approved country through the network information of the SIM card.
When and how can I use the skin temperature measurement during sleep?	After turning on the "Predict period with skin temp" feature in the Settings of the Cycle tracking, it automatically measures your skin temperature and shows your daily representative temperature if you wear the watch while you sleep. To use the skin temperature measurement during sleep, a Watch 5 or later model must be connected to a mobile device, and for accurate measurements, we recommend wearing the watch for at least 4 hours while sleeping at night.
How does the skin temperature measurement during sleep help predict cycles?	If you wear your watch while you sleep at night, your skin temperature during sleep can be measured, which is highly correlated with your basal body temperature. During the period before and after ovulation, the basal body temperature increases by approximately 0.3 to 0.5 degrees. Cycle tracking consists of two main segments based on the day of ovulation. The period from the beginning of the cycle to ovulation corresponds to the follicular phase, and after ovulation occurs, the luteal phase begins. If you wear the watch continuously, it can detect the difference in temperatures of the pre- and post-ovulation period. This temperature difference is used to detect when you ovulate and predict your cycle more accurately.
Can I only use Cycle tracking if I have a watch that supports "Predict period with skin temp"?	No. Like the existing Cycle tracking(Women's Health), you can use the cycle prediction feature by simply entering information on your last period and cycle. However, if you use the watch to measure your skin temperature, you can get advanced cycle tracking predictions. The skin temperature measurement feature is supported by Watch 5 or later models equipped with an infrared temperature sensor.

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If I use "Predict period with skin temp", how is my skin temperature measured while I sleep?	Skin temperature is measured using an infrared temperature sensor supported by Watch 5 or later models. When you wear the watch while sleeping, it automatically measures your skin temperature and shows your daily representative temperature. For accurate measurement, we recommend wearing your watch for at least 4 hours during sleep at night. * In the Cycle tracking, the "Predict period with skin temp" feature must be ON in the settings
Q1. My skin temperature measured during sleep and my body temperature measured with a thermometer are different. Q2. Is my skin temperature during sleep my body temperature?	Skin temperature and body temperature are different values. When you wear the watch while you sleep, the feature uses the watch's IR temperature sensor to measure the temperature of your skin surface, and through this, the skin temperature during sleep, which has a high correlation with the basal body temperature, can be extracted. Keep in mind that this skin temperature value is different from the body temperature measured with a thermometer.
Q1) My skin temperature was suddenly measured too high or too low during sleep. Q2) There's suddenly a big difference from my normal skin temperature measurements during sleep. Is there a reason? ※ If the user's skin temperature is not displayed or is displayed as below 30 degrees, this should be responded to with Skin Temp > App Issue > Inaccuracy among the Complaint items	Skin temperature is affected by the surrounding environment. During sleep, the skin temperature may change depending on how the watch is worn, where it is worn, posture, clothing, and surrounding temperature, so please maintain a constant environment during measurement.
I forgot to wear my watch, so I wasn't able to measure my skin temperature during sleep. Can my cycle not be predicted?	Menstrual cycles can be predicted based on cycle information entered by the user without measuring the skin temperature. By measuring the skin temperature, the difference in temperatures of the pre- and post-ovulation period can be detected and the ovulation date can be checked. A person's cycle can be more accurately predicted based on the date of ovulation. We recommend wearing the watch for at least 4 hours during sleep at night and at least 5 times a week if possible.
Is there anything that affects skin temperature measurements during sleep?	Skin temperature can be affected by the surrounding environment. During sleep, it is recommended to maintain a constant wearing method, wearing position, posture, clothing, and surrounding temperature. Also, you can check the temperature of the indoor environment for more accurate measurement. Temperature measurement could be affected f the indoor temperature is too high or too low.

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Can skin temperature be measured even if I wake up during the sleep time?	If you sleep less than 4 hours, your skin temperature will not be measured. For accurate measurement, we recommend wearing your watch for at least 4 hours during sleep at night.
I only see one piece of data per day for skin temperature during sleep. Why is that?	By measuring the skin temperature during sleep with the watch, the daily representative temperature, which has a high correlation with the basal body temperature, is calculated and used to predict the cycle. This way, only one representative temperature value is displayed per day.
Why is the skin temperature measurement during sleep not available for models prior to Watch 5?	The infrared temperature sensor of the watch is used to measure the skin temperature, and this sensor is present in Watch 5 or later models. Therefore, older models do not support the skin temperature feature.
When the watch and my smartphone are connected, is the skin temperature data during sleep automatically synced?	In the Cycle tracking, the "Predict period with skin temp" feature must be ON in the settings, and if you wear the watch according to the guide for skin temperature measurement during sleep, the watch measures your skin temperature and saves the representative skin temperature value to the smartphone app.
Is the skin temperature data during sleep on the watch stored without being deleted, even if it isn't connected to the smartphone for a long period of time?	The last 28 days of data are stored on the watch, and the data is synchronized when connected to a mobile device.
How do I save the skin temperature data measured during sleep to my smartphone?	The skin temperature data measured by the watch is automatically saved to the smartphone app. If it has not been saved, swipe down the screen from Samsung Health main screen to sync with the watch.
Is manual measurement of skin temperature not supported?	The Cycle Tracking supports a feature that automatically measures the skin temperature during sleep, and manual measurement of skin temperature is not supported.
If I use "Predict period with skin temp" for cycle tracking, what are the precautions for use?	Information such as the predicted dates provided by this feature may differ from the actual dates. This feature is for personal reference only, and cannot be used for contraceptive purposes or for medical purposes such as diagnosis or preventive treatment. * If you are receiving medication or treatment to suppress ovulation, this feature cannot be used to track your ovulation dates. * We recommend wearing the watch for at least 4 hours while sleeping at night between 7pm and 9am, at least 5 times a week. The predicted values can be affected by the way the watch is worn, the input value, and surrounding environment, etc. * Please do not medically interpret information provided by this service or take any medical action without consulting a qualified medical professional. * This feature is not intended for users under the age of 18.

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I don't see the "Predict period with skin temp" feature on my Cycle Tracking .	The "Predict period with skin temp" feature utilizes the temperature sensor applied from the Watch 5 and can only be used for a purchased device and watch released in a country approving them as medical device. We will expand the service target areas in the future. * When using a non-Samsung device, the feature is supported to be used in an approved country through the network information of the SIM card.
Q1) Update not possible Q2) App installation not possible Q3) App download not possible	**A1) (If the customer has not provided log data with screenshots)** We sincerely apologize for the inconvenience. For accurate problem analysis and resolution, please send log data along with screenshots of the problem. We will forward this information to the relevant department for review. <How to send mobile log data> ** Send error reports through Samsung Health immediately after reproducing the problem - Samsung Health > "More" in the top right > Settings > Contact us > Error reports > Check "Send system log data" > Send -- **A2) (If the customer has provided log data with screenshots)** We will forward your information to the relevant department for analysis, then send you a response. ※ Please forward the screenshots and log data to Tier 3, and proceed with additional response to the customer based on the Tier 3 analysis results.

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Q1) No watch to connect Q2) Does not sync to phone Q3) App operation not possible Q4) App malfunction	**A1) (If the customer has not provided log data with screenshots)** We sincerely apologize for the inconvenience. For accurate problem analysis and resolution, please send log data along with screenshots of the problem. We will forward this information to the relevant department for review. <How to send mobile log data> ** After reproducing the problem, send Error Reports through the Samsung Health Cycle tracking - Cycle tracking > "More" in the top right > Contact us > Error reports > Check "Send system log data" > Send -- **A2) (If the customer has provided log data with screenshots)** We will forward your information to the relevant department for analysis, then send you a response. ※ Please forward the screenshots and log data to Tier 3, and proceed with additional response to the customer based on the Tier 3 analysis results.
Q1) User data exposed to unwanted users Q2) Data stored in the user's phone is deleted/changed by someone other than the user, or data not measured by the user is saved in the user's phone Q3) Another person intercepts data measured by the watch (during communication), or the measured data is transmitted or stored in a device that the user did not choose	**A1) (If the customer has not provided log data with screenshots)** We sincerely apologize for the inconvenience. For accurate problem analysis and resolution, please send log data along with screenshots of the problem. We will forward this information to the relevant department for review. <How to send mobile log data> ** After reproducing the problem, send Error Reports through the Samsung Health Cycle tracking - Cycle tracking > "More" in the top right > Contact us > Error reports > Check "Send system log data" > Send -- **A2) (If the customer has provided log data with screenshots)** We will forward your information to the relevant department for analysis, then send you a response. ※ Please forward the screenshots and log data to Tier 3, and proceed with additional response to the customer based on the Tier 3 analysis results.
Cases in which the user interface (UI) of the Cycle tracking is configured to cause users to mistake and malfunction	We sincerely apologize for the inconvenience. We will forward this information to the relevant department for review.

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Errors flagged by customers regarding label entries - Situation in which essential items are missing from the indicated information or there is an issue with the entered contents (e.g., license number error, etc.)	We sincerely apologize for the inconvenience. We will forward this information to the relevant department for review.
Errors flagged by customers regarding the contents of the user manual - Situation in which the contents of the user manual are different from the actual app - Situation in which the contents of the user manual are lacking - Situation in which there is an issue with the indications in the user manual	We sincerely apologize for the inconvenience. We will forward this information to the relevant department for review.
Injury, disability or death of a user due to results provided by the Cycle Tracking	We will discuss this with the relevant department and send you a response. ※ Please forward this information to Tier 3 and proceed with additional response to the customer based on the response plan prepared by Tier 3.

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Inaccurate value of skin temperature measurement during sleep using a watch ※ If the skin temperature is not measured or is measured below 30 degrees	We sincerely apologize for the inconvenience. First, please check whether you are using a Watch 5 or a later model that has a skin temperature sensor, and whether you have turned on the "Predict period with skin temp" feature in the settings of Cycle tracking. Furthermore, skin temperature is affected by the surrounding environment. During sleep, make sure to maintain a constant wearing method, wearing position, posture, clothing, and surrounding temperature, and check whether the measurement was performed according to the following guide for skin temperature measurement during sleep. [Guide for skin temperature measurement during sleep] For accurate measurement, we recommend making the measurement with a stable posture. Please measure according to the following instructions. - For accurate measurement, wear the watch tightly on your wrist, bringing it toward the elbow and avoiding the wrist bone. - Please check the temperature of the indoor environment for accurate measurement. Accurate temperature measurement may be difficult if the indoor temperature is too high or too low. - For accurate measurement, wear your watch for at least 4 hours during sleep at night. - For accurate results, we recommend wearing the watch at least 5 nights a week. - Fully charge the watch's battery to 50% or more before measurement. .As the temperature of the watch is high immediately after charging, it may be difficult to measure temperature accurately. Wear your watch after at least 30 minutes have passed. - For accurate measurement, please ensure that the surface of the infrared temperature sensor lens is clean. .Accurate skin temperature measurement may be difficult if there are dust particles or stains on the surface of the infrared temperature sensor lens. Please wipe with a soft cloth or cotton swab. - Accurate skin temperature can be measured from at least 30 minutes after wearing the watch to sleep. - If you are not feeling well, have consumed alcohol, or sleep 2 hours more or less than your usual sleep time, the skin temperature may not be accurate.