

## Customer Support FAQ Articles

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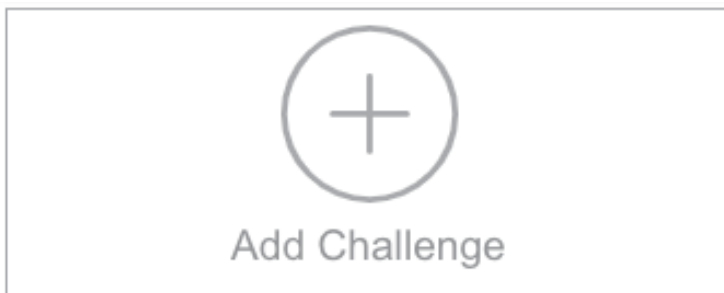
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### CHALLENGES

#### How do I join a challenge?

From your homepage:

1. Select + Add Challenge button under its respective challenge section.



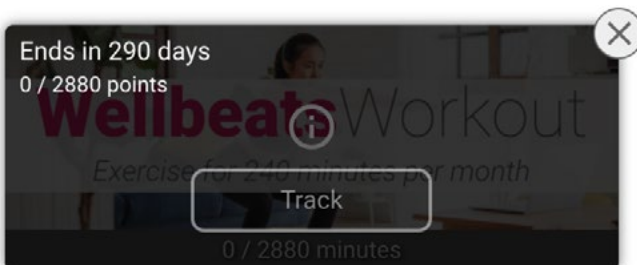
2. All available challenges will be listed on the left-hand side.
3. Check the box to the left of the challenge banner image if you wish to join and click “save” (located in the lower, right-hand corner of the add challenge window).

Please note, some challenges are automatically added to your account, while others may require you to manually join in order to participate. Personal challenges are meant to be unique towards users’ personal goals, ergo, these challenges must be selected and added manually by potential participants.

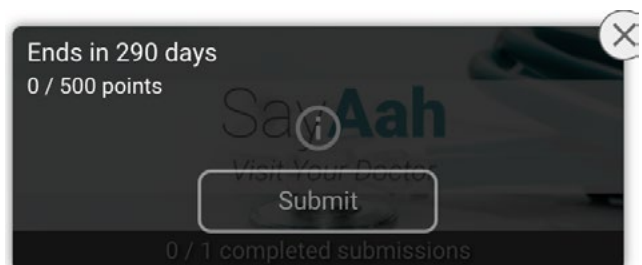
#### How do I track or submit activity for a challenge?

The requirements for each challenge vary, some challenges require you to track on a regular basis while other challenges can be completed by fulfilling a one-time activity or submission. All challenges listed on your homepage have an information page detailing how to successfully meet the challenge requirements.

To add entries on a regular basis, the challenge tile will display a Track button.



To provide proof of completion for an event/activity/exam, the challenge tile will display a Submit button.



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### How do I check my challenge status?

You can check your challenge completion status on your home page. A progress bar will display along the bottom of the banner image for each challenge that you are participating in. Once progress completion has reached 100% and/or challenge requirements have been fulfilled, the challenge will move to the past activities section. Completed challenges can be found, accessed, and tracked by clicking Show Past Activities under the appropriate challenges section on your home page.

You can also see where you and/or your team stands in the challenge by hovering your cursor over the challenge banner image and clicking the leaderboard image for applicable challenges.

### How do I access the leaderboard for the challenge?

You can view a leaderboard for a specific challenge from a challenge tile or the challenge info page.

Select the leaderboard icon from the challenge tile listed on the home page. You can also view the leaderboard on the challenge details page by clicking Your Rank (View).

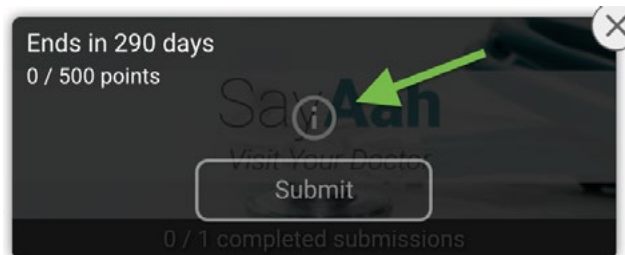
The rankings will be displayed in a separate pop-up window. There could be an individual list, team list, or both.

Note that not all challenges will have a leaderboard; it depends on how it was configured by the administrator.

### Is there a deadline for completing challenges in order to receive my incentive?

Incentive deadlines are determined by your organization. These dates would be listed on the homepage or the challenge info page.

If configured, all available incentives would appear on the homepage, with qualifying dates. You can also view the challenge details by hovering the cursor over the challenge tile on the home page and clicking ⓘ for more details on qualifications and rewards per challenge.



### What if I followed the challenge requirements but forgot to track for it, can I still complete the challenge?

In order to receive credit for your challenge participation, you must track according to the scheduled challenge dates. If you missed a day of tracking during the challenge, you have the opportunity to update your challenge tracking activity while the challenge is still active.

If the challenge has already ended, there is a seven-day grace period (beginning immediately after the challenge end date) in which you can add or update your challenge tracking activity towards any date within the challenge timeframe. However, the seven-day grace period is only applicable to Yes/No, Count, Tracking and Fitness types of challenges.



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### What are the different types of challenges?

There are several types of challenges available to help you meet your wellness goals. Some challenges require a one-time or periodic submission(s), while others aim to encourage healthy habits by requiring tracking activity on a daily basis.

Challenges requiring a one-time/periodic submission(s):

- Health Assessment
- Health Screening
- Outcomes
- Weight Loss
- University
- Self-Report

Challenges requiring daily tracking activity:

- Yes/No
- Count
- Tracking
- Fitness

### Health Assessment/AgeGage Challenge

This challenge encourages participants to complete the Health Assessment/AgeGage questionnaire.

The Health Assessment utilizes your Personal Health Information, health history, and current lifestyle habits to evaluate and estimate your health age and health status. You can always improve areas that may reflect out of range results or place you at risk by learning about the habit, biometric test, or condition through our University Courses and, in turn, create challenges that will help you foster healthier habits and outcomes.

### Health Screening/Biometrics Challenge

This challenge encourages users to participate in an organization-sponsored health screening event to improve self-health awareness. Results from this health screening will be included in the Health Assessment (available on the Health Profile page) to reflect more accurate and updated health status.

Please note: Your challenge will be completed as soon as the results are uploaded to the system. It can take up to two weeks for the screening results to be uploaded and the challenge to be completed.

### Outcomes Challenge

This challenge provides participants with accountability to improve their biometric results by meeting specific biometric thresholds or by simply reflecting a percentage of improvement. An example of an Outcome Challenge would include one in which participants must lose 5% or more of their body weight before the challenge is over.

### Weight Management Challenge

This challenge aims to motivate participants to manage and record their weight routinely.

Your organization can customize how users will participate, whether it's through individual participation, group participation (groups/teams compete against each other), or even organization participation (everyone in the organization works together towards one goal).

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### Self-Report Challenge

This challenge allows participants to complete an activity by uploading a document and/or logging a comment as proof of verification. Depending on the setup, self-report challenges can require admin approval. If so, the challenge will not be completed until the admin approves the submission(s).

### Yes/No Challenge

This challenge allows participants to complete an activity by simply tracking a yes or no response within the challenge dates. In most cases, you would track Yes if you met the goal for that day.

For example, The Beat Sweets Challenge encourages you to eliminate sugar from your diet for a month. You would track Yes for each day you successfully avoid sugar.

Please make sure to check the challenge info page to confirm challenge requirements.

### Count Challenge

This challenge allows participants to complete an activity by counting or tracking a numeric response.

For example, the Bean Power Challenge invites you to make five different recipes that contain beans during the challenge dates. To complete this challenge, track the number of bean food items or recipes you've made.

### Tracking Challenge

This challenge allows participants to track for one or more activities (defined within the challenge's details page) for a set period of time.

### Fitness Challenge

This challenge encourages participants to complete a defined amount of fitness activity. It also allows users to use a compatible fitness device/app of their choice to keep track of walking activity. At this point, only walking data can be imported from the device accounts.

Fitness challenges can also be set as a device-only challenge. In this case, participants will need to have one of the available devices/apps synced with our system to track for this challenge. Manual tracking will not be available.

### University Challenge

This type of challenge requires participants to complete a set amount of University courses. Courses focus on topics surrounding preventative health, nutrition, and wellbeing.

### How do I add a custom personal challenge?

To add a custom personal challenge, complete the following steps:

1. Click on the Add Challenge tile, within the Personal Challenges section.

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2. Select the Self Success challenge from the list of personal challenges.
3. Confirm your preferred challenge start date, create a challenge name, and establish your tracking details.
4. Save your challenge.

### DEVICES

#### What is Validic?

Validic is a third-party vendor. They are responsible for sharing participants' recorded fitness activity with our system, which in turn is applied to challenge trackers - providing a seamless integration process.

Validic has partnered with WellRight, fitness device vendors and applications to collect fitness data from their respective devices, with explicit permission from the user.

#### Which devices and apps are supported?

The supported devices and apps for integration within the WellRight platform are listed below.\*

##### Devices

- Fitbit
- Withings
- iHealth
- Polar
- Garmin

##### Apps

- MapMyFitness
- Apple Health
- Google Fit
- Runkeeper

\*WellRight is not associated with any device/app manufacturer. The most up-to-date version of this list can be found within the Devices menu in your wellness account.

#### Why is Samsung Health not listed within the Devices menu?

We understand that Samsung Health is amongst the most comprehensive wellness apps on the market. However, our fitness device vendor was unable to meet a contractual agreement with the Samsung team. Therefore, we are unable to incorporate the Samsung Health app.

#### How do I connect my fitness tracking device or app to my wellness profile?

To connect your fitness tracking device or app to your wellness profile, you must first authorize WellRight to access your device data by registering with our partner data vendor Validic.

To register with Validic, log into your wellness profile and click on "Register", accessible through the Devices drop-down menu.

 Devices ▾










Device integration is powered by WellRight. To get started, you must authorize WellRight to access your device data.

[Register](#)



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After you register with Validic, you may add your preferred device or app by clicking on the “+” sign next to the device or app name, located within the Devices dropdown menu.\*

Supported Devices	+	Supported Apps	+
 Fitbit	+	 Runkeeper	+
 Withings	+	 Apple Health	+
 iHealth	+	 Google Fit	+
 Polar	+	 MapMyFitness	+
 Garmin	+		

Once you select your preferred device or app, you will be redirected to their respective login page. Please ensure you are connecting an existing account, login credentials are unique to your device or app manufacturer and separate from your wellness program login credentials.

\* Apple Health can only be added through the iOS mobile app.

### Apple Health - How to Connect

To connect your Apple Health app to your WellRight account:

1. Download and open the WellRight app on your iOS device.
2. Enter your account login credentials and log in.
3. Select the ‘Menu’ icon from the bottom dashboard (denoted by 3 stacked dashes).
4. Click on the ‘Devices’ icon.
5. Enable Apple Health by toggling the switch on and grant permission to your Health Access settings (we recommend turning all categories on to ensure your activity successfully syncs).

Walking, weight and sleep data can auto-sync into WellRight from Apple Health; however, you may grant access to other types of data through the Apple Health app for possible future use.

Please allow up to 24 hours for your historical data to fully sync.

### Apple Health - Troubleshooting Steps

If you’ve connected Apple Health to your wellness account and your data is not syncing, please complete the following troubleshooting steps:

1. Open the WellRight app > visit the ‘Menu’ page > select ‘Devices’ > toggle Apple Health OFF.
2. Log out, close, and delete the WellRight app.

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3. Reboot your iOS device, ensure you have the latest iOS version installed (Settings > General > Software Update), and reinstall the WellRight app.
4. Open the WellRight app, enter your account login credentials and log in.
5. Reconnect Apple Health (see 'Apple Health - How to Connect') and ensure all categories are toggled ON.
6. Keep the WellRight app open for at least five minutes to allow your data time to properly sync and remember to open the WellRight app on a daily basis to sync data uninterrupted.

Please allow up to 24 hours for your historical data to sync.

NOTE: If you are using an Apple Watch to track your activity, please ensure that your Apple Watch data is synced to the Apple Health app before expecting to see the same data reflected within your wellness account.

### Apple Health - Missing or Sporadic Data

If you are experiencing missing or inconsistent Apple Health data syncing, your Historical Fetch feature needs to be re-enabled. This feature grabs historical data that didn't sync the day of. Therefore, please complete the following steps to re-enable the historical fetch feature built into the WellRight app:

1. Log into your WellRight mobile app and use the "Menu" icon to navigate to the 'Devices' page.
2. Toggle the Apple Health switch off then on and leave your app open for a few minutes, this will force the app to grab any un-synced historical data and sync it to your wellness account.



If you continue to experience issues with your Apple Health data syncing, please refer to 'Apple Health-Troubleshooting Steps'.

### Apple Watch - Troubleshooting Steps

Apple Health stores captured data from your Apple Watch and in turn syncs that data with your wellness account. If you are not seeing your Apple Watch data in your wellness account ensure first it is syncing to your Apple Health app.

As an additional step, we recommend prioritizing your Apple Health data sources (i.e., choose the sources that Apple Health uses first). Please reference the Apple Support page 'Manage Health data on your iPhone, iPod touch, or Apple Watch' (<https://support.apple.com/en-us/HT204351>) for steps on how to complete this.

If you are still experiencing issues syncing your device, please reference 'Apple Health-Troubleshooting Steps'.

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### Fitbit - How to Connect

1. From the Devices drop-down menu, select Fitbit. You will be redirected to the Fitbit site to enter your account login credentials.
2. Fitbit will ask which data types you would like to share. We recommend you select *all data types*. For step data to sync, *at a minimum*, the scopes; **profile**, **Fitbit Devices & Settings** and **activity and exercise** must be selected. If these scopes are not selected your step data will not sync.
3. Allow up to 24 hours for your data to sync.



**Your Wellness Program** by [WellRight](#) would like the ability to access and write the following data in your Fitbit account.

- Allow All
  - sleep
  - friends ⓘ
  - weight ⓘ
  - activity and exercise
  - heart rate
  - profile ⓘ
  - food and water logs ⓘ
  - Fitbit devices and settings

If you allow only some of this data, Your Wellness Program may not function as intended. Learn more about these permissions [here](#).

Deny

Allow

The data you share with Your Wellness Program will be governed by WellRight's [Privacy Policy](#) and [Terms of Service](#). You can revoke this consent at any time in your Fitbit [account settings](#).

Please keep in mind, we are only able to pull the data from your Fitbit account and not directly from your wearable device. Always ensure your Fitbit device is syncing with your Fitbit account before expecting to see step data within your wellness account.

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### Garmin - How to Connect

1. Select Garmin from the Devices drop-down menu. You will be redirected to the Garmin site to enter your Garmin account's login credentials.
2. You will be asked to share your Activities and Daily Health Stats. Please authorize both types for accurate data syncing.
3. You will be prompted to grant WellRight access to the information/data from your Garmin profile and associated devices.

connect

WELLRIGHT

Connect with Your Wellness Program?

By connecting with Your Wellness Program, you agree to share information from your Garmin Connect account to enhance your experience with Your Wellness Program. This may include activities, location, heart rate and related metrics, calories burned and other health or personal data.

Do you agree to share information from your Garmin Connect account with Your Wellness Program? You can opt out and disconnect from Your Wellness Program at any time in your Garmin Connect settings.

[Your Wellness Program Privacy Policy](#)

Garmin Account Sign-In

Email

Password [\(forgot?\)](#)

Remember Me

connect

WELLRIGHT

Control the information you share.

You get to decide what information you share with Your Wellness Program, as well as what information Your Wellness Program shares with your Garmin Connect account. You can change these selections at any time in your Garmin Connect settings.

Data shared from Garmin Connect to the Your Wellness Program app

Activities

Daily Health Stats

[Your Wellness Program Privacy Policy](#)

Logged in as [\[username\]](#)  
Not you?

Copyright © 1996-2021 Garmin Ltd. or its subsidiaries  
Privacy Policy

connect

WELLRIGHT

Connect with Your Wellness Program?

By connecting with Your Wellness Program, you agree to share information from your Garmin Connect account to enhance your experience with Your Wellness Program. This may include activities, location, heart rate and related metrics, calories burned and other health or personal data.

Do you agree to share information from your Garmin Connect account with Your Wellness Program? You can opt out and disconnect from Your Wellness Program at any time in your Garmin Connect settings.

[Your Wellness Program Privacy Policy](#)

Logged in as [\[username\]](#)  
Not you?

Copyright © 1996-2021 Garmin Ltd. or its subsidiaries  
Privacy Policy

### iHealth - How to Connect

iHealth, made by iHealth Labs, provides a variety of health care products including a fitness tracker.

From the Devices drop-down menu, select iHealth. You will then be redirected to the iHealth website and prompted to enter your iHealth account's login credentials.

iHealth

Sign In

Email:

Password:

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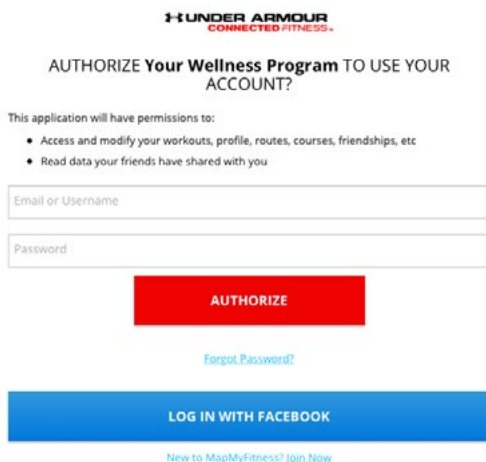
Then authorize your iHealth data sharing and Link.



### Mapmyfitness - How to Connect

From the Devices drop-down menu, select Mapmyfitness to be redirected to the Mapmyfitness (Under Armour) site.

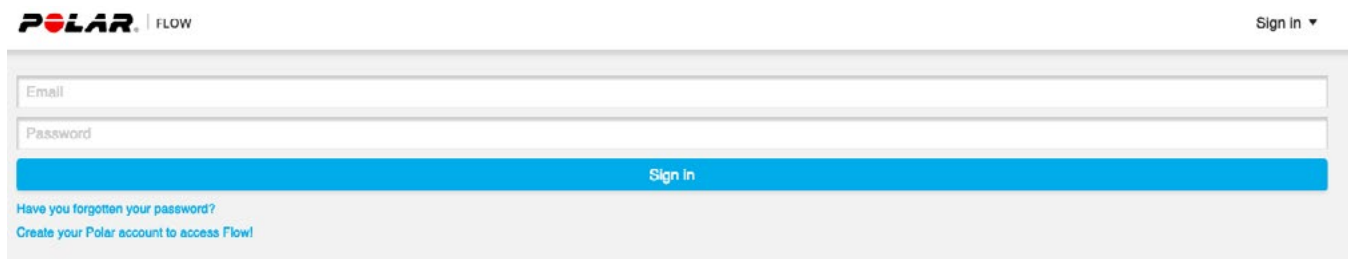
You will be prompted to enter your Mapmyfitness account's login credentials and once you've successfully logged in, your app will be connected.



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### Polar - How to Connect

Select Polar from the Devices drop-down menu; you will be redirected to Polar's site and prompted to enter your Polar account's login credentials.



**POLAR** | FLOW Sign In ▾

Email

Password

Sign In

[Have you forgotten your password?](#)  
[Create your Polar account to access Flow!](#)

You will be prompted to allow WellRight access to your profile and activity in order to enable data syncing.



Test Well

[This is not me](#)

WellRight requests permission to:

- Access your profile (user settings)
- Access your training data (heart rate data, activity data, routes, etc.)
- Access your other data (programs data etc.)

I agree to the [Terms and Conditions](#).

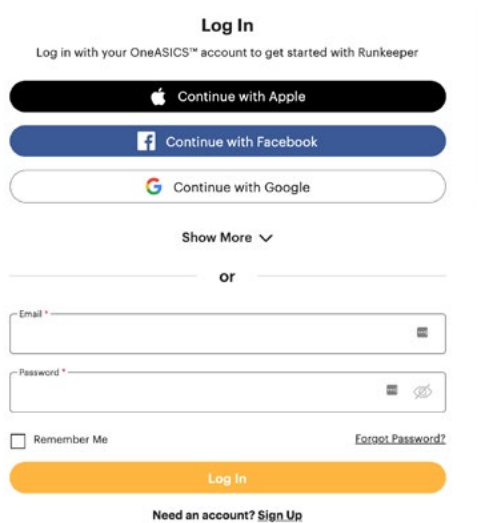
Decline

Accept

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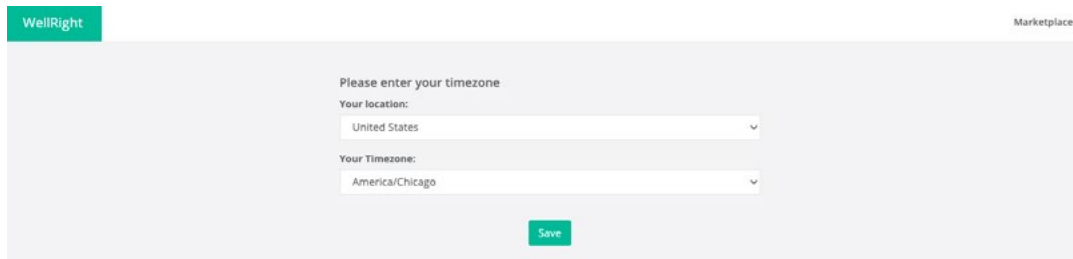
### Runkeeper - How to Connect

From the Devices drop-down menu, select Runkeeper to be redirected to the Runkeeper login page and prompted to enter your account's login credentials.



The image shows the Runkeeper login page. At the top, it says "Log In" and "Log in with your OneASICS™ account to get started with Runkeeper". There are three social login buttons: "Continue with Apple", "Continue with Facebook", and "Continue with Google". Below these is a "Show More" link with a downward arrow. A horizontal line with the word "or" in the center separates the social login options from the standard login form. The form includes an "Email" field, a "Password" field, a "Remember Me" checkbox, and a "Forgot Password?" link. At the bottom of the form is a large orange "Log In" button. Below the button, it says "Need an account? Sign Up".

You may need to select your location and timezone if prompted. Refer to the image below.



The image shows a WellRight screen for selecting location and timezone. At the top left is the "WellRight" logo and at the top right is the word "Marketplace". The main content area has the heading "Please enter your timezone". Below this are two dropdown menus: "Your location:" with "United States" selected, and "Your Timezone:" with "America/Chicago" selected. At the bottom center is a green "Save" button.

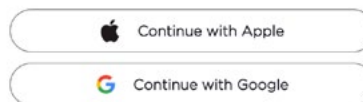
### Withings - How to Connect

From the Devices drop-down menu, select Withings. You will first be redirected to the Withings site to enter your Withings account's login credentials and then prompted to grant WellRight access to your profile and fitness activity.

#### WITHINGS

##### My account

Don't have an account yet?



The image shows two social login buttons for the Withings account page: "Continue with Apple" and "Continue with Google".

Email address

Password

[Forgot your password?](#)

#### withings



Connecting your device allows you to track without logging in to your wellness program.

You're going to authorize this partner:

- to retrieve the information of your user
- to retrieve metrics data
- to retrieve activity data and sleep data

This is not you?



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### Where can I get additional assistance for my fitness device or app account?

If you experience difficulty with your fitness device or app account, please contact the vendor directly via the contact info provided below:

#### Compatible Devices:

Fitbit – [help.fitbit.com](https://help.fitbit.com)  
Garmin – [Garmin Support](#)  
iHealth – [iHealth Support](#)  
Polar – [Polar Support](#)  
Withings – [Withings Support](#)

#### Compatible Apps:

Apple Health – [Apple Health/Watch Support](#)  
MapMyFitness – [MapMyFitness Support](#)  
Runkeeper – [Runkeeper Support](#)

### Fitness Device/App - Troubleshooting (excluding Apple Health)

If your fitness device/app data is not syncing to your WellRight account, please complete the following troubleshooting steps to restore the connection.

1. Disconnect your device from WellRight by selecting the “x” icon next to the device’s name.
2. Log out of your WellRight account and allow a few minutes for your device/app to fully disconnect.
3. Log back into your WellRight account and reconnect your fitness device/app, it can take up to 24 hours for the data to sync.

Please refer to your respective fitness device/apps “How to Connect” article.

## ELIGIBILITY

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### Who can participate in the program?

This depends on your organization. Some may choose to offer it to different groups within the organization. Additionally, system features can be enabled/disabled for certain groups as well. This is decided by your organization’s wellness program administrator at the start of the program. You may follow up with your wellness program administrator directly to confirm your specific eligibility.

### Am I required to participate in the wellness program hosted by WellRight?

Participation in this program is not required; however, your organization may be providing an incentive to those who participate in the wellness program (i.e. Health Assessment, biometrics, etc). Typically, there are deadlines associated with qualifying for an incentive. You can follow up with your organization and/or wellness program administrator directly for additional information on the program structure.

### Are my spouse or dependents eligible and/or required to participate?

Eligibility and participation requirements are decided by your organization. Additionally, system features can be





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enabled or disabled depending on your account type (member, employee, spouse, dependent, etc.). For example, organization-specific challenges may only be available to member-type accounts.

You may follow up with your HR representative or wellness program administrator directly to determine if your spouse/dependent(s) are eligible based on your program.

### **Is there an age restriction to use the program(s)?**

Users must be at least eighteen (18) years of age in order to utilize the system due to federal health regulations.

### **How does my information get into the WellRight system?**

Your information is either provided to us or processed directly by your organization's HR department and/or wellness program administrator. In most cases, your information must be added to the system and a profile created for you before you have the ability to register your account unless your organization provides registration codes.

For questions about discrepancies with your personal information, please contact your HR representative or wellness program administrator directly.

## **HEALTH ASSESSMENT**

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### **Should I share my Health Assessment results with anyone?**

Your Health Assessment results are confidential, and it is up to your discretion with whom you choose to share them. If you decide to share your results, we encourage you to wisely select individuals who can help you use the information to maintain or improve your health, such as your primary care provider.

Sharing results with colleagues or friends, although not recommended, is up to you. Sharing your results with your licensed doctors, nutritionists, trainers, etc. is always encouraged, as they can help you on your path to better health.

### **How do I change a response in the Health Assessment?**

You may update a Health Assessment question at any time by navigating to the respective page and adjusting your response. Any updates to your assessment will be automatically saved and your progress will be reflected within your health profile.

### **Where can I find my Health Assessment results?**

You can access your Health Assessment results by simply hovering your cursor over the Assessment tab in the top navigation bar and selecting Health Profile from the dropdown menu.

The Health Profile page displays your Health Age score (compared to your biological age), as well as biometric



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results, risk factors, habits, and conditions.

Please note, if you left the biometric questions in the Health Assessment blank and have not yet participated in an organization-sponsored health screening event (if applicable), results related to cholesterol, blood pressure, etc. will not be available.

### How do I print my Health Assessment results?

You can download and print a PDF of your Health Assessment results by selecting the Download To Print icon, located in the right-hand corner of each Health Profile category section.

It is up to your discretion to review your results with a physician or health coach and/or save them with your personal health records.

### How is my Health Age score determined?

The Health Assessment takes all your responses and calculates your physiological age, as compared to your biological age, using a large number of algorithmic formulas and information. These formulas were developed, reviewed, and approved by a medical review board. The algorithms are evaluated on a regular basis to ensure accuracy.

### Are my Health Assessment results shared with anyone?

Your information is protected by the Health Insurance Portability and Accountability Act (HIPAA). It is completely private and while organizations can see aggregate data of the overall population (when a minimum number of results are available based on HIPAA standards), they will never be able to view any details on an individual user.

### Why didn't I receive credit for completing the Health Assessment?

There are a few scenarios that could explain why you did not receive credit for completing the Health Assessment, but ultimately it comes down to the following:

1. You did not submit your final answers- At the end of your assessment, you will be prompted to select the green checkmark which will submit your final answers. You will receive an Assessment Complete notification as confirmation of your participation.
2. Your answers were submitted but you did not receive credit- Not all programs award credit for completion of the Health Assessment. However, the challenge details page and/or challenge section details will confirm the program's reward settings.
3. Your Health Assessment was completed outside of the challenge's start and end dates- Your submission will not be recognized as complete if your Health Assessment was submitted outside of the challenge timeframe.

If you have reviewed the scenarios above and are still experiencing issues with your Health Assessment, please reach out to your wellness program's support team.

## Customer Support FAQ Articles

### HEALTH SCREENING

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#### How long does it take to see my health screening results?

Once your health results have been submitted, they will be processed and uploaded to your account.

If your screening was scheduled through eHealth Screenings (EHS) this process can take 7-10 business days.

If your screening was completed through another biometrics vendor or your internal program, the time to process your results will vary.

Please review your health screening challenge for details about processing time for your results.

#### Where can I find the results of my health screening?

Your health screening results are accessible through the Health Profile page.

The results from your health screening will be uploaded once your data is fully processed.

In addition, if you attended an onsite screening event hosted by your organization, the results should have been provided to you prior to leaving the event.

#### How are my health screening results added into my profile?

If your organization has elected for you to complete a health screening at an on-site event or designated lab and requested this information be made available to you in your wellness program account, we will work with the lab to import this information in a secure manner.

If your organization does not utilize a lab provider you may add your biometrics values manually into your Health Profile and Health Assessment (if available).

### OTHER/TECHNICAL

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#### Which internet browsers are supported by WellRight?

We currently support the latest version of the most popular browsers – Mozilla Firefox, Microsoft Edge, Google Chrome and Safari by Apple.

#### How do I clear my web browser's cache, cookies, and history?

The following list of web browsers will direct you to links on how to clear each respective browser's cache, cookies, and history:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Safari by Apple](#)



## Customer Support FAQ Articles

### How do I access the wellness program on my iPad, tablet, or smartphone?

You can access the wellness program from an iPad, tablet, or smartphone by typing in your organization's specific wellness site URL or by downloading the WellRight app from Google Play or the App Store.

**Note:** The WellRight app works best on the latest models and operating systems, please ensure your device is always up-to-date.

### Why am I receiving a message that my connection is not private when trying to access my account?

This means the URL you entered is not certified and will appear as an insecure website; therefore, ensure you enter the correct wellness site URL as follows: *"YourOrganization/ProgramNameHere.wellright.com"*.

## PRIVACY AND CONFIDENTIALITY

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### Will my employer have access to my personal health information (PHI)?

Your wellness program does not share any personal information with your employer. This site and your information is protected by the Health Insurance Portability and Accountability Act (HIPAA), which means that your employer will never be able to view your personal health information.

### How is my information already in the system?

Your account data was provided to us by your employer for eligibility purposes. Some of your basic information was used to create your wellness profile and invite you to participate in the program.

### Is the wellness program system secure? Who has access to my information?

Yes, it is a secure system. The only individual who has access to your information is yourself, unless you provide your email and password to others. Your information is protected under the Health Insurance Portability and Accountability Act (HIPAA) and all data is stored according to these regulations.

### Should I share my Health Assessment results with anyone?

Your results are your business. You should share your results with individuals who can help you use the information to maintain or improve your health such as a personal care physician. Sharing results with colleagues or friends, although not recommended, is up to you. Sharing your results with your licensed doctors, nutritionists, trainers, etc. is always encouraged, as they can help you on your path to better health. The system allows you to download your results as a printable PDF for this purpose.



## Customer Support FAQ Articles

### How can I deactivate my account?

Should you choose not to continue using the wellness program, please feel free to contact your Customer Support team and request your account to be deactivated.

## REGISTRATION / LOGGING IN

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### My password is invalid, how do I update it?

Your password will be invalid after five (5) incorrect login attempts. To access your account you will need to reset your password by selecting the Forgot password? link on the login page. Please follow the steps in the Password Reset email to obtain access to your wellness account.

Please note, if you entered an email address that is not associated with your account, you will not receive the reset password email.

### My organization is offering the wellness program to my spouse and/or dependents, how do they get access?

There are two ways to register your spouse for the wellness program offered by your organization.

- If your organization has already created an account for your spouse/dependent(s), to activate it:
  1. From the login screen click Register.
  2. Select the "I am related to the employee or member" option.
  3. Spouses will then be prompted to enter their information to activate their wellness account.
- If your spouse needs to be invited (your organization did NOT create an account for your spouse/dependent(s)):
  1. Log into your Wellness account.
  2. Navigate to the upper right-hand corner of the screen and hover over the profile icon.
  3. From the drop-down menu select Family.
  4. Click the outlined Invite button.
  5. Enter your family member's information. Once all the fields are filled the Send Invitation button will be highlighted. Click Send Invitation.
  6. A registration email will be sent to the email address of the family member you just added and they can set up their account through their own email address.

**\*\*Please ensure the employee or primary member email is entered into the Primary Member Email field\*\***

### How do I remove a family member from my account?

To remove a family member from your account, navigate to your profile icon and access the Family tab. From the Family page, select the checkbox of the family member you are removing and select Remove.

## Customer Support FAQ Articles

### Can my spouse participate using my account?

Accounts are separate and private for each participant. Your information is specific to you and your health, including personal results and health goals.

Your spouse's eligibility to participate in the wellness program is determined by your organization. Please reach out to your internal Benefits Team for further details.

### What if I cannot find my registration email?

You can register by accessing your organization's wellness program login page and select the Register option. You will be required to enter additional information to verify your eligibility and activate your account.

### How do I reset my password?

There are two ways to reset your password:

#### 1. From the login page

To reset your password, click the "Forgot Password" option from the login page. You will be prompted to enter your email address and a password reset email will be sent to you.

Please note, if you entered an email address that is not associated with your account, you will not receive the reset password email.

#### 2. From your account

You can only use this option if you are already logged in.

1. Hover over your profile icon on the top right
2. Click on "Reset Password" from the drop-down menu
3. Enter your current password, then the new password and confirm the new password.
4. Click the "Save" button

#### Password Requirements:

- At least eight characters in length
- Include a minimum of three of the following mix of character types: uppercase, lowercase, numbers, and/or non-alphanumeric symbols (!@#\$%^&\*+)=)
- It cannot be identical to your email address
- The word "password" cannot be included

**Login Tip:** To see the password you are typing click on the eye icon next to the password.



\*\*For security and privacy reasons we cannot access your password information.\*\*

## Customer Support FAQ Articles

### What is 2-Factor Authentication?

2-Factor Authentication (or 2FA) is an extra layer of security to gain access to an online account. A *factor* means a way to confirm with a computer system you are who you say you are. The most common authentication factor is the username/password pair, this is a single-factor authentication. With 2FA, you'll need to provide the single-factor (username/password) *and* prove your identity with a second-factor: a 6-digit verification code.

\* The 2-Factor Authentication cannot be removed from the program. This verification is added for security and privacy reasons.\*

## REWARDS

### My organization uses rewards, such as points, how do I check my balance?

If your organization sets up rewards using a points system, you can check your balance by accessing the Summary Report. This can be found in the drop-down menu; hover your mouse over the profile icon in the upper right-hand corner on the home page. Your Summary Report will outline your ongoing challenges, accrued points and reward fulfillment level.

### Am I eligible for an incentive?

If your organization is providing an incentive for participation in the wellness program you may be required to; complete challenges, achieve points levels, participate in health screenings or other mandatory actions. Eligibility requirements depend on your organization's custom wellness program. Please take note of any deadlines, forms or requirements necessary to qualify for your incentive. More information can be found in announcement banners on your home page or notifications from your program admin.

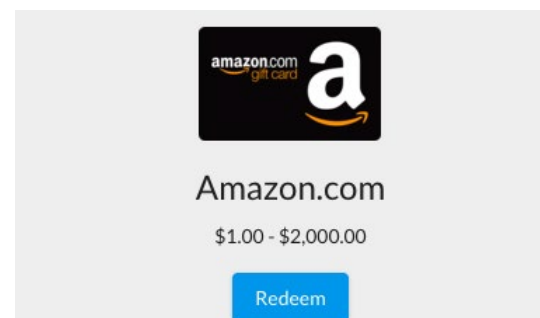
Your HR representative or Wellness Coordinator is available directly for additional details.

### How to redeem a Gift Card?

**If your organization has selected them to be a part of your program. You may contact your program administrator to verify.**

If the option is available, you can follow the steps below.

1. Redeem an electronic gift card by hovering over the profile icon at the upper right-hand corner on the home page and clicking Redeem Rewards from the drop-down menu.
2. From the Rewards page select one of the available egift cards and click on the Redeem button under the gift card banner.



## Customer Support FAQ Articles

- Choose the amount to redeem under the Select Card Option drop-down menu. Then select the Quantity of egift cards from the drop-down menu and click **Add**.



Amazon.com  
 ★ 959 points Available  
 ★ \$19 Max Spend

Select Card Option

Amazon.com Gift Card \$1 – 50 points

Quantity

1

Add

- The selected egift card is now ready to be redeemed. To receive the email with your eGift Card click the Redeem button.

### Order Summary

Description	Quantity	points	
Amazon.com Gift Card \$1	1	50	✖
Available Balance		Order Total	Remaining Balance
959		50	909

Restrictions apply, see [amazon.com/gc-legal](https://amazon.com/gc-legal)

Cancel

Redeem

- A redemption code and instructions on how to use your electronic gift card will be sent to the email associated with your wellness account form [noreply@tangocard.com](mailto:noreply@tangocard.com).

### What is the difference between earned points and available points?

If your organization sets up a rewards system using redeemable points, they will show in your Summary Report as Earned or Available points.

**Earned points** are the total points you earned in the course of a plan year.

**Available points** are the points eligible for redemption

For example, your earned points may be unavailable for rewards because a required action/challenge must first be completed. Once said action/challenge is complete Earned points become Available points and are eligible to earn rewards.





## Customer Support FAQ Articles

### Where is my reward? (eGift Card)

If your program offers eGift Card rewards for completing challenges, you can cash these out in the Rewards Mall. Once redeemed you will be sent a rewards email containing a digital gift card to use at your selected retailer along with instructions on how to use it in-store and online.

### Where is my reward? (Internal Incentive)

If your organization offers an internal reward, e.g., payroll bonus, medical premium, or HSA contribution, they will be responsible for processing and distributing the incentive. Please review program materials for details on when and how your incentive will be disbursed.

### I never got my rewards email, how can I resend it?

To resend your reward email with your digital claim code:

1. Log into your wellness account.
2. Hover your cursor over your profile icon, located in the upper right-hand corner of the screen.
3. From the dropdown menu select **Summary Report**.
4. On the **Summary Report** page select your desired program year.
5. Find your rewards description and select the blue **Resend Email** option next to it.
6. A new reward email will be sent to your account email address from [noreply@tangocard.com](mailto:noreply@tangocard.com) with the subject line **Your Reward Is Here!**

## TEXT REMINDERS

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### How do I add my mobile number to receive Tracking Reminders?

To add your mobile phone number to your wellness account complete the following steps:

1. Visit your User Profile page
2. Enter your preferred mobile number and save your changes.
3. You will receive a verification text, simply reply "Yes" to confirm.
4. A confirmation text will be sent and your User Profile page will reflect verification for Tracking Reminders.

*\*Active challenge reminders will be sent every day at 8:00 AM by default, you can update your tracking reminder within the respective challenge's details page.*

## Customer Support FAQ Articles

### How do I change my mobile number?

To update your mobile phone number, complete the following steps:

1. Visit your User Profile page.
2. Update the number entered within the *Mobile Phone* field and save your changes.
3. You will receive a verification message, simply reply YES to verify your new mobile number
4. A confirmation text will be sent and your User Profile page will reflect verification for Tracking Reminders.

### How do I turn on a challenge Tracking Reminder?

Once you have completed the mobile phone verification process, you can set the frequency of any text reminder by completing the steps listed under each option below:

To schedule text reminders **via the challenge info page**:

1. Scroll through the challenge info page until you reach the Text Messaging section.
2. Toggle the Status switch on to activate your text reminder for the challenge.
3. Select the days and time you prefer to receive your text reminders and save your changes.

To schedule text reminders **via the Calendar page**:

1. From the Calendar page, click on the Text Reminders tab.
2. Locate the desired challenge tracker and schedule the time and days you prefer to receive reminders.
3. Toggle the Status switch On
4. Use the Save icon to activate your changes.

To schedule text reminders **via text response**:

1. Simply text the challenge's tracker name (all one word), enter a space, and type "ON" to the same number you received your verification from.
  - a. For example, to turn on text tracking for the Soup Kitchen challenge, you would send "SOUPKITCHEN ON"; text reminders are not case-sensitive.
2. A confirmation text will be delivered to you.

\*Active challenge reminders will be sent every day at 8:00 AM by default, you can update your text reminder within the respective challenge's details page.

### How do I turn off a challenge Tracking Reminder?

Tracking reminders can be turned off in a similar fashion to scheduling tracking reminders through the challenge info page, Calendar page, or by sending a text response. Instructions for each option are as follows:

Turning off tracking reminders **via the challenge info page**:

1. Scroll through the challenge info page until you reach the Text Messaging section.

## Customer Support FAQ Articles

2. Toggle the status switch off to deactivate your text reminder for the challenge. The switch will gray out to easily distinguish the updated setting.
3. Save your changes.

### Turning off tracking reminders **via Calendar page:**

1. From the Calendar page, click on the Text Reminders tab.
2. Locate the desired challenge tracker you wish to disable and toggle the status switch off. The switch will gray out to easily distinguish the updated setting.
3. Save your changes.

### Turning off tracking reminders **via text response:**

1. Simply text the challenge tracker name (all one word), enter a space, and type "OFF" to the same number you received your verification from.
  - a. For example, to turn on text tracking for the Soup Kitchen challenge, you would send "SOUPKITCHEN OFF"; tracking reminders are not case-sensitive.
    - i. **\*\* if you do not specify the challenge all text reminders will be turned off \*\***
2. You will receive a confirmation text response indicating your reminder has been turned off.

### How do I unsubscribe from Tracking Reminders?

There are two ways to remove yourself from Tracking Reminders. Simply text "Stop" to the last tracking reminder you received to unsubscribe from all current and future tracking reminders. You can also visit your User Profile, select the "Remove me from text messaging for Tracking Reminders" checkbox and save your changes.

### How do I resume Tracking Reminders after unsubscribing?

To resume text reminders after unsubscribing, simply revisit your User Profile, uncheck the box next to "Remove me from text messages from Tracking Reminders." and save your changes.

### How do I remove my mobile phone number from my wellness account?

To remove your mobile phone number from your wellness account visit your User Profile page, delete your mobile phone number and save your changes.

### Why did I stop receiving Tracking Reminders?

If you've stopped receiving text reminders, you most likely did not respond to the last three consecutive reminders; therefore, reminders for that specific challenge tracker were automatically deactivated.

If you've scheduled multiple reminders, the system will continue to wait for your response to the first scheduled reminder before sending/moving onto the next scheduled reminder.

To resolve, simply turn your reminders back on.

## Customer Support FAQ Articles

### TRACKERS

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#### What is a tracker?

Trackers are unique units used to measure a specific activity. For example, steps are entered using the “Walking” tracker.

Some trackers like Swimming, Weightlifting, and Yoga are more focused on physical activity, whereas trackers like Brain Teaser, Eat Clean and Sleep are focused on additional areas of wellness.

Trackers can be tied to specific challenges but they are always available to use at any point throughout your program.

#### How do I add a tracker?

There are two ways to add a tracker to your account.

##### Calendar Trackers

1. Access your Calendar page from the top navigation bar.
2. Select the “+” sign on the date you want to add a tracker for.
3. From the Select Tracker popup, pick a current tracker associated with an ongoing challenge or add a new tracker.
4. Enter your tracking activity and save. You will see your new tracker activity reflected on your Calendar page.

##### Challenge Trackers

1. Add a challenge to your profile, see ‘How do I join a challenge?’.
2. Hover your cursor over the challenge tile and select the action icon to track your participation in a challenge activity.
3. You can review daily tracker activity on the Calendar page.

#### How do I edit or delete a tracker entry?

There are two types of tracker entries, manual and synced entries. While synced tracker entries cannot be manipulated through the wellness platform, manual tracker entries can.

To edit a manual tracker entry, hover your cursor over your challenge tile and select the track button. Click on the pencil icon next to the entry you want to edit, update your activity and save.

To delete an existing tracker entry, click on the ‘x’ icon next to the entry you want to delete.

#### What information will sync from my fitness device to the trackers?

The main data stream is going to be walking data - minutes, miles, steps; if your device/account tracks weight and sleep that data will also sync to your wellness platform.

## Customer Support FAQ Articles

We do not receive or sync any profile data from your device/account such as height, email, friend list, etc. For more information about compatible devices, please visit 'Which devices and apps are supported?'

### UNIVERSITY

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#### What is University?

With over 100 courses available, the University section offers a wide range of topics in every dimension of the wellness platform. Medically reviewed and regularly updated, these courses offer short bursts of learning videos (3-10 minutes) and a few questions (5-7 questions) in the following areas: sleep, weight, blood pressure, stress, financial, prevention, tobacco cessation, and much more.

#### How do I earn points for completing University courses?

If University courses are associated with a challenge, upon completion you will receive credit. However, not all organizations associate rewards with University courses but rather offer them to improve your knowledge base.

### USER SETTINGS

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#### Can I change my email address?

While you can not change your account's primary email address, you may add a preferred email address to your User Profile page.

A preferred email address will allow you to receive all notifications associated with your organization's wellness program and log onto the platform with an address other than the primary email.

For steps on how to add a preferred email, reference the article 'How do I add a preferred email?'

#### How do I add a preferred email?

Adding a preferred email allows you to access your account with an email of your choice. Future program communications including password reset requests will be sent to your preferred email.

To add your preferred email follow the steps listed below: