

Careplus

Getting Started

On Your CarePlus Mobile Health Journey



Welcome!

CarePlus Mobile Health makes it easy to live your healthiest life no matter where you are in your health and wellbeing journey.

Getting started with CarePlus Mobile Health is as easy as choosing your device, registering your account, and selecting your interests. CarePlus Mobile Health will do the rest by providing the tools, resources, and guidance to help you live your healthiest life.



CarePlus Mobile Health Offers:



Personalized communications and education



Personalized health and wellbeing coaching



Important alerts and reminders



Health and wellbeing tools and resources



Fun challenges and rewards



One hub for benefits, HR, wellbeing, and communications

Let's Get Started!

1. Choose Your Device

You can choose to access CarePlus Mobile Health using a smartphone, tablet, computer, or smart watch. No matter the device, your experience will be the same. You can download the CarePlus Mobile Health app from Google Play or the App Store.

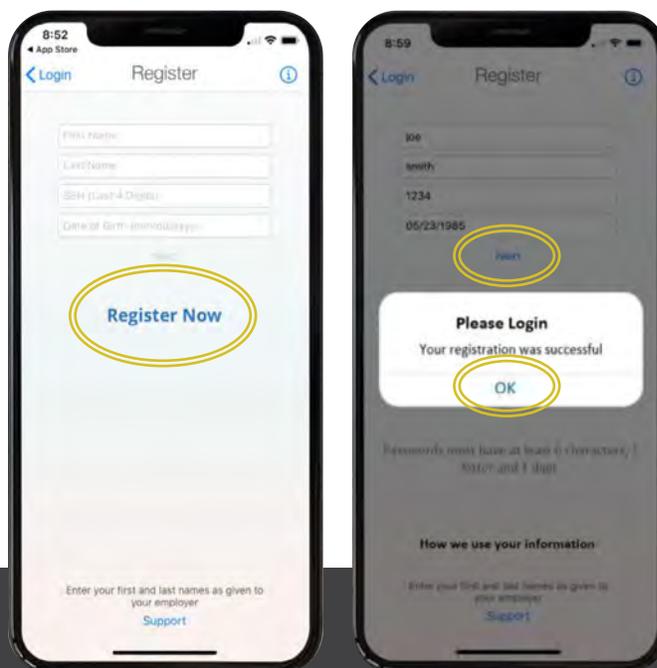


You can also access CarePlus Mobile Health using a web browser:
<https://www.mobilehealthconsumer.com/web/#/auth/registerUser>

2. Register Your Account

CarePlus Mobile Health is equipped with all the necessary precautions to ensure it is you - and only you - accessing your account. Once you download the app or access the URL, CarePlus Mobile Health requires you to register your account.

- Tap **Register Now**.
- Enter your first and last name, the last four digits of your Social Security number (SSN), and your birth date, e.g. (05/23/1985).
- Tap **Next**. Then tap **OK**.
- After registering your account, CarePlus Mobile Health will prompt you to log in. Your username is your firstname.lastname, e.g. (Robert.Smith) You can choose to keep this username or create your own once in the platform under "Profile".
- Choose your password and enter your email address. Tap **Next**.



PLEASE NOTE:

- Your first and last name must be entered exactly as it appears on your medical ID card or your employer's HR records – including if you have a hyphenated name. For example, enter Robert instead of Bob if this is how your employer displays your name on HR records.
- Your employer may choose to use an employee ID number instead of the last four digits of your SSN. This will be outlined in the welcome email you receive from CarePlus Mobile Health.
- Passwords must contain at least 6 characters, 1 letter, and 1 digit.

Already registered?

[Sign in Here](#)

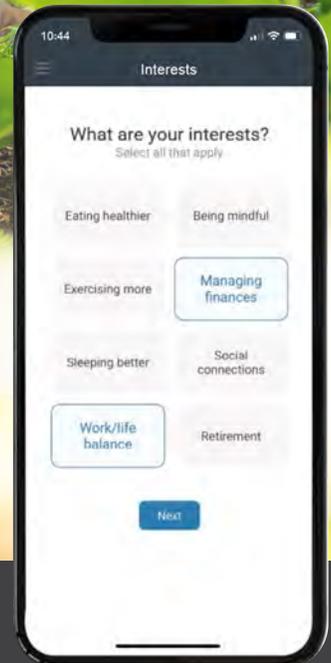
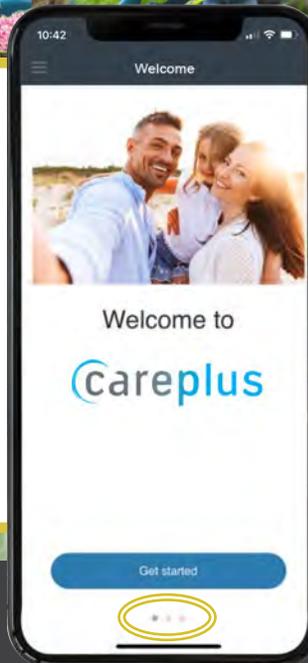
at www.careplusbmobilehealth.com



3. Choose Your Interests

Once you log in to CarePlus Mobile Health for the first time, you will be presented with three welcome messages. You can progress through the messages by tapping the three radio buttons at the bottom of the welcome screen.

You will then be prompted to choose your interests. Choosing your interests is an important step in personalizing your CarePlus Mobile Health experience.

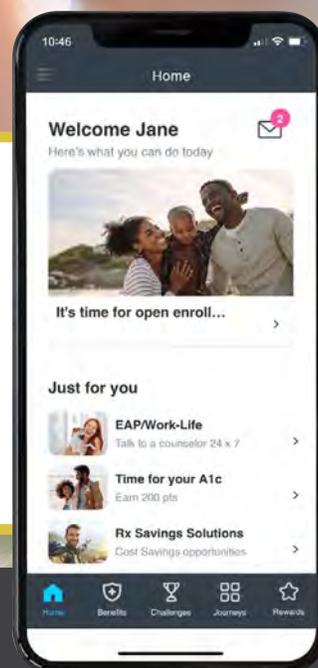




It's Easy to Create Your Story

CarePlus Mobile Health creates a home page for you based on your profile. Your profile may include personal information such as your interests, health, health risks, age, gender, location, and your role in the company.

CarePlus Mobile Health also provides you with quick access to popular resources, such as **Benefits**, **Challenges**, **Journeys**, and **Rewards** at the bottom of your homepage. Tap each icon to open the correlating tab.



Take a Tour >

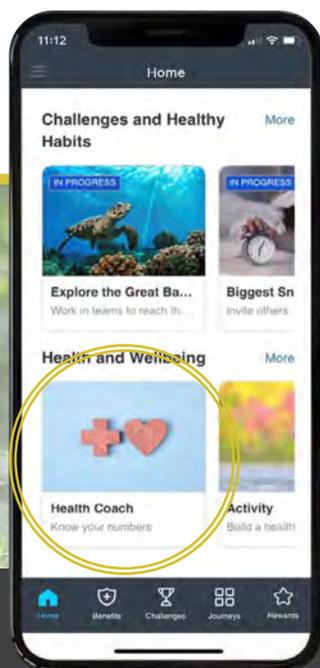
[Click here](#) to watch a short video about CarePlus Mobile Health. Read on for details on the resources within the app.

Health and Wellbeing

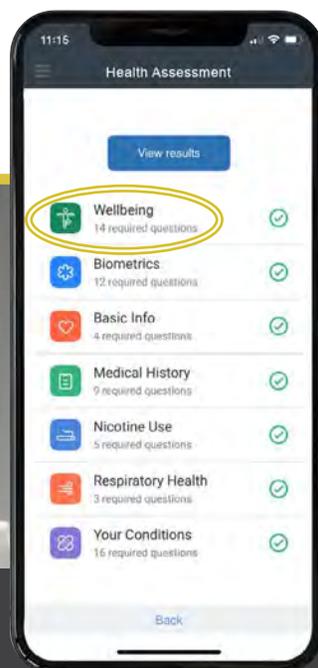
Health and Wellbeing Assessment

Completing your health and wellbeing assessment is an important step in your journey, while also personalizing your experience with CarePlus Mobile Health.

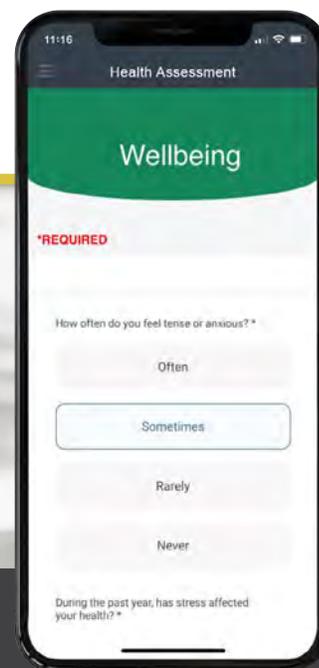
The assessment asks a few questions about your health and wellbeing, resulting in immediate feedback and education on your health and any health risks. CarePlus Mobile Health will also provide a personalized pathway to eligible resources to help improve your health and wellbeing.



Tap **Health Coach**, then tap **Health Assessment** at the bottom of the page



Tap each section to answer the correlating questions



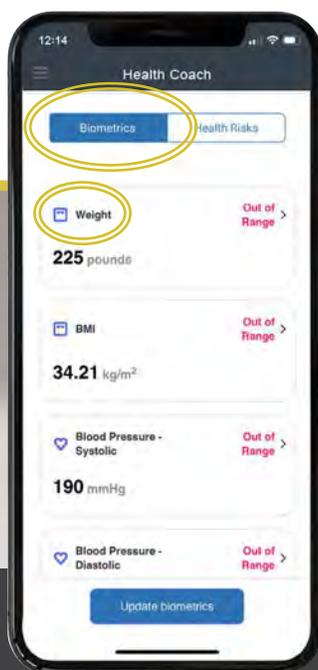
Tap on an option to select your answer



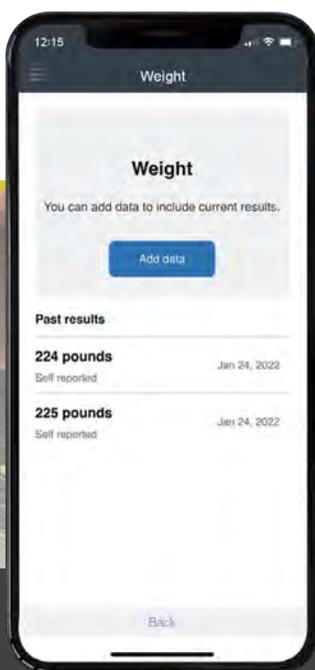
Virtual Health Coach

After completing your health and wellbeing assessment, CarePlus Mobile Health will ask if you would like to review your results. Your Health Coach will then provide valuable feedback on your health, as well as any health risks.

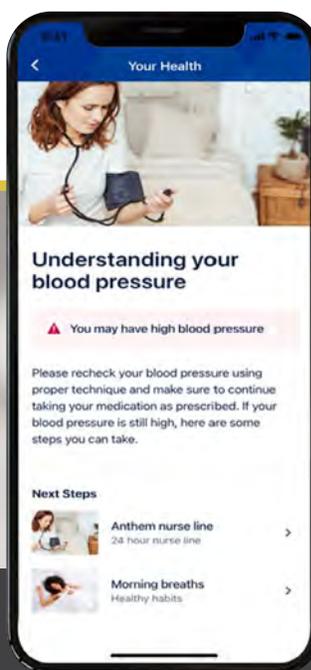
Your Health Coach will also provide evidence-based education and resources to help improve your health and wellbeing, as well as any programs provided by your employer.



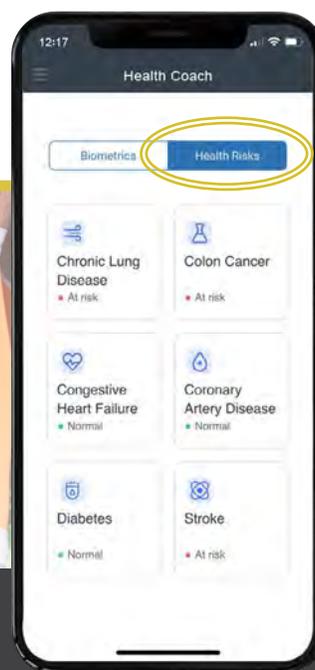
Learn if your biometrics are within healthy guidelines



Track your biometrics over time



Receive personalized coaching, education, and navigation to resources to improve or maintain health

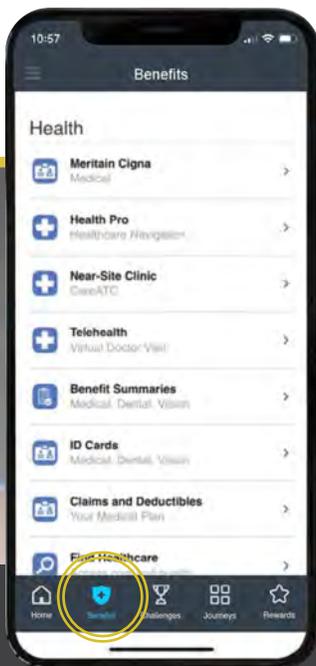


Learn of any health risks and receive education to improve your health

Benefits

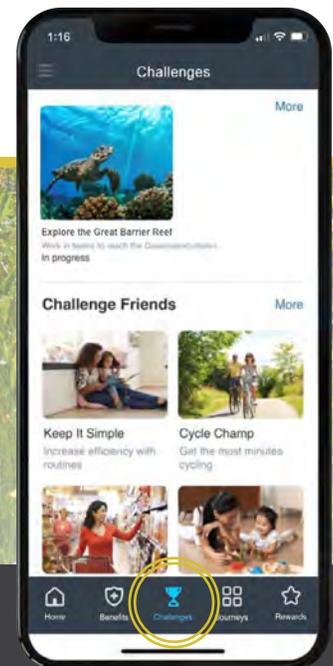
Challenges

Your **Benefits** tab provides access to eligible health, wellbeing, and wealth resources, such as your medical carrier, telehealth, 401k, or health savings account. Tapping each resource provides you with additional information.



Tap the **Challenges** icon at the bottom of the home page to launch your team and friend challenges. **Team Challenges** are chosen by your employer and all employees are eligible to participate. If your employer has chosen to run a team challenge, it will appear in your challenge tab.

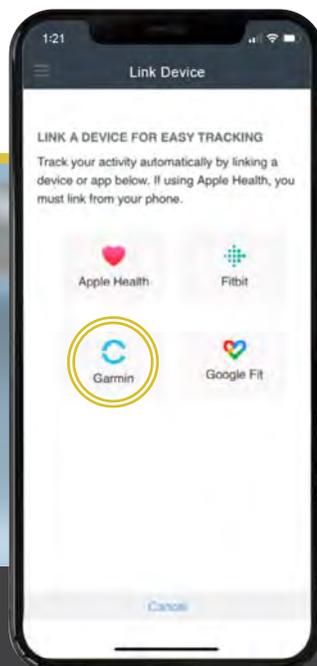
Friend Challenges allow you to challenge your colleagues and eligible dependents. With Friend Challenges, you choose the type of challenge, the duration, and who to invite.



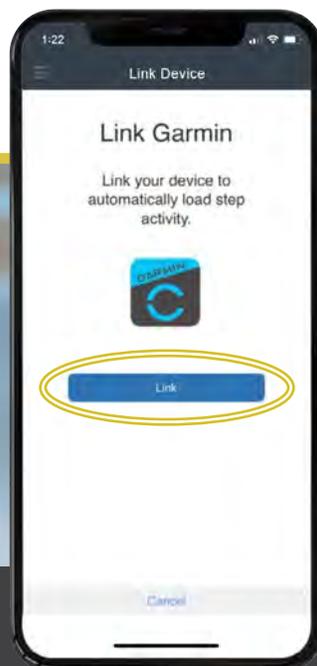
Link an Activity Tracker

At the bottom of the challenge home page you can link an approved activity tracking device, such as Google Fit, Garmin, Apple Health, or Fitbit.

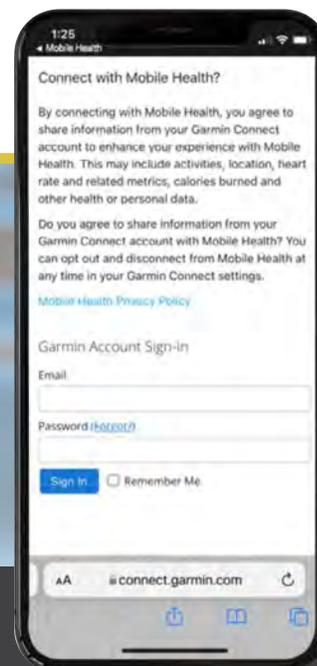
Linking your device allows for automatic syncing of your activity to CarePlus Mobile Health when participating in physical challenges.



Choose an activity tracker to link to CarePlus Mobile Health



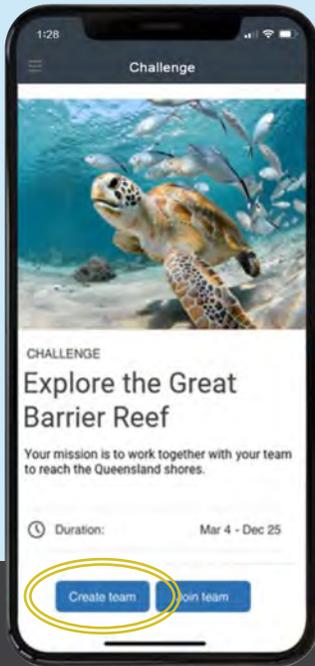
Tap the **Link** button



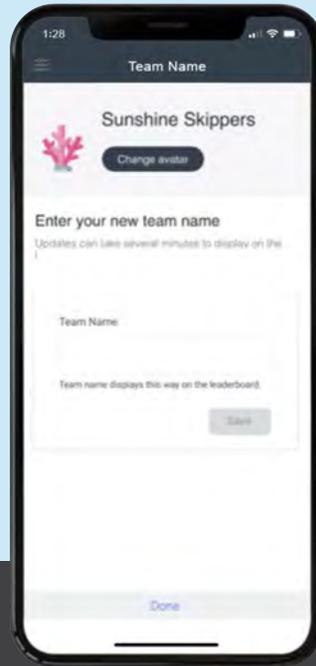
Enter your username and password for your activity tracker account

Team Challenges

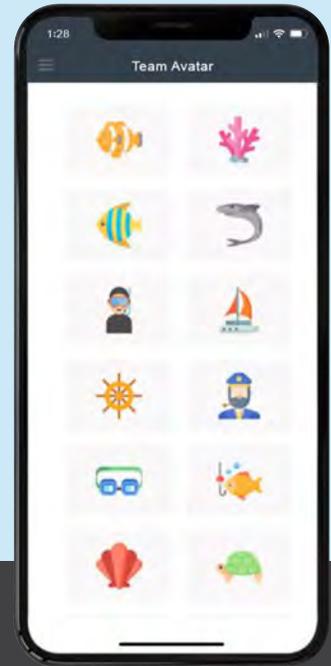
The challenge introduction page displays the challenge timeframe and rules. This is where you can also join a team, create a team, or link an activity tracker if it's a physical challenge.



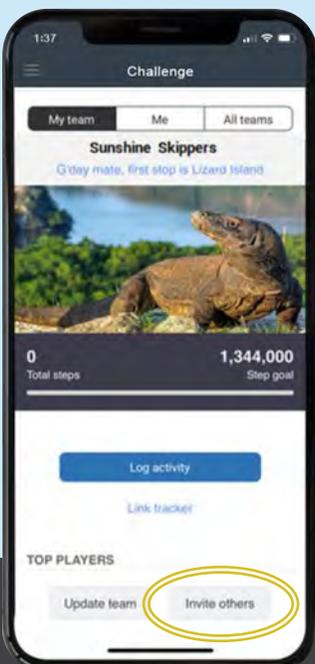
View challenge details and create or search for a team to join



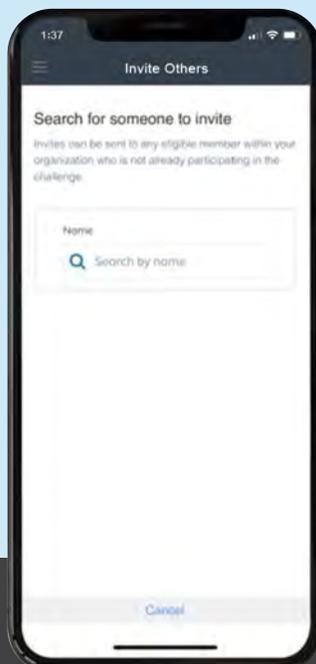
Tap the **Create Team** icon to create a team and choose a team name



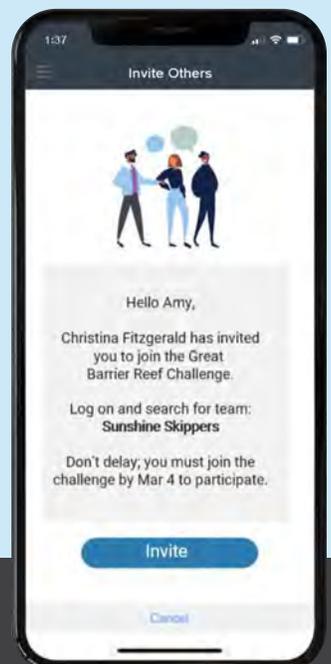
Choose a team avatar to finish creating your team



Invite others to join your team by tapping the Invite Others icon



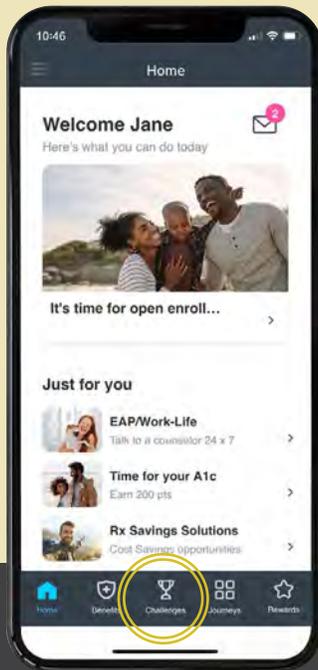
Search by name for any eligible member



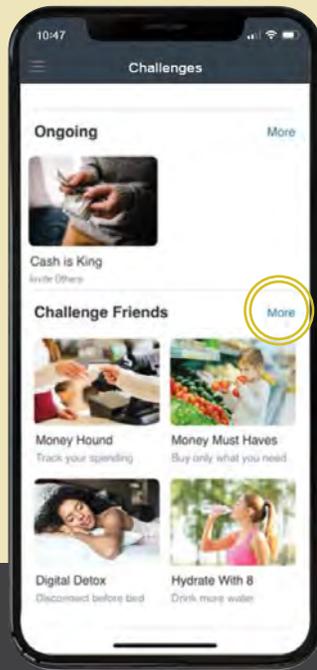
CarePlus Mobile Health will create an invite to send it to the member

Friend Challenges

CarePlus Mobile Health allows you to challenge your friends, helping one another meet health and wellbeing goals. Access your Challenge Friends library by tapping the Challenge icon at the bottom of your home page. The library lets you choose from physical, emotional, work-life, career, and financial challenges. You choose the challenge, who to invite, and the duration of the challenge.



Tap the **Challenges** icon on the home page

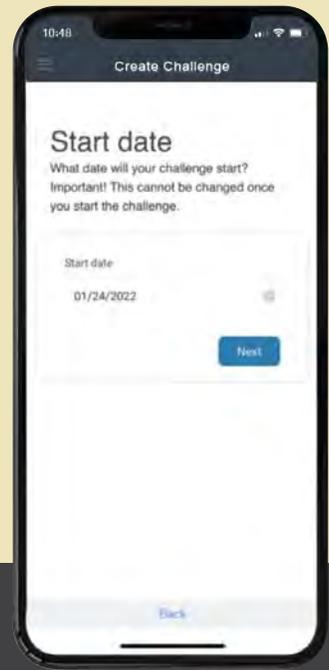


View ongoing challenges or create a new challenge

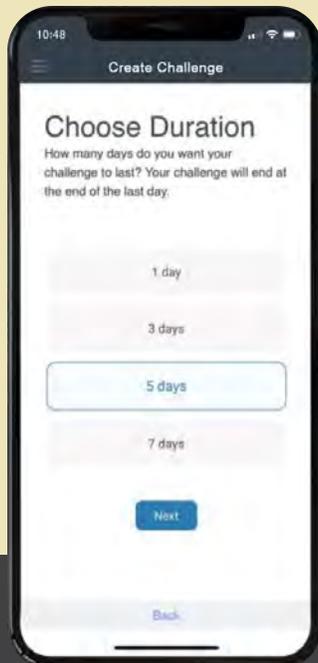
Tap **More** to view all Friend Challenges



Review the rules and tap **Get Started** at the bottom of the screen



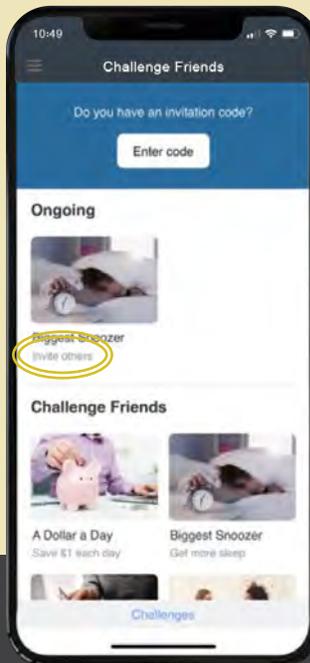
Choose the start date of your challenge



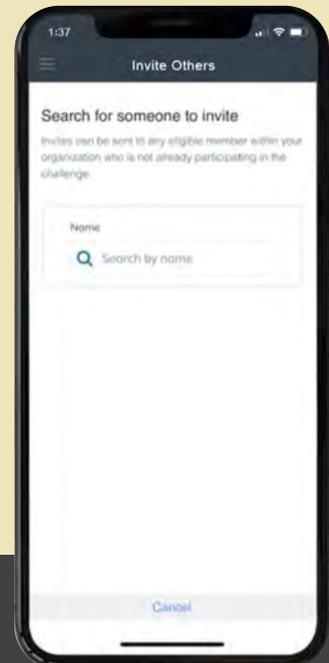
Choose the duration of your challenge



Tap **Create Challenge**



Tap **Invite Others** to invite members



Search for other eligible members to invite to your challenge

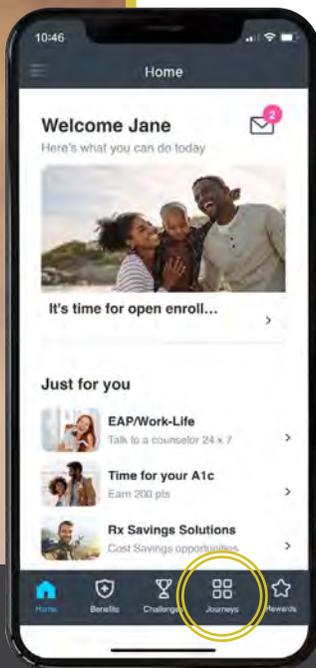
Journeys

Journeys are a great way to better understand your health and wellbeing, while also learning healthy habits to make improvements. Journeys are personalized just for you based on a quick assessment.

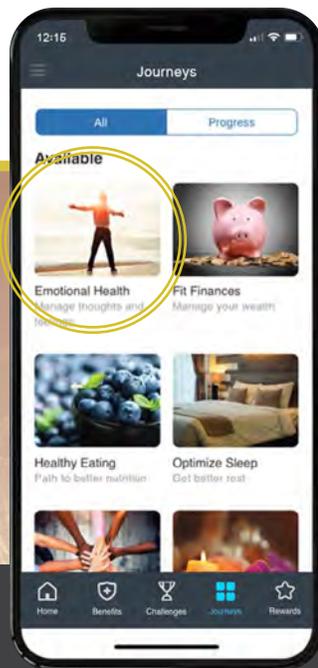
Journeys provide you with small steps to improve areas such as nutrition, physical activity, sleep, resiliency, reducing stress, tobacco cessation, work-life balance, and financial wellbeing. Journeys allow you to progress at your own pace, while earning rewards for completion.

"It forced me to recognize certain triggers that cause me to want to smoke. It also brought awareness to my lifestyle indirectly."

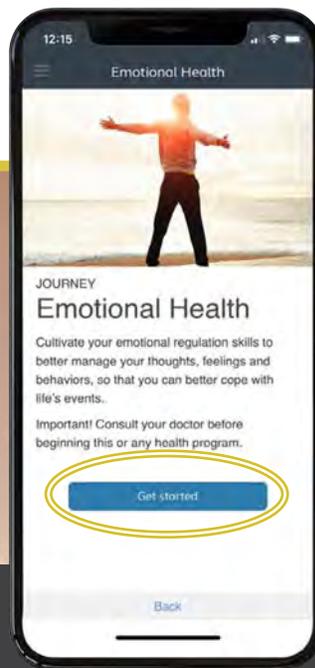
Mobile Health Member, Tobacco Cessation Journey feedback



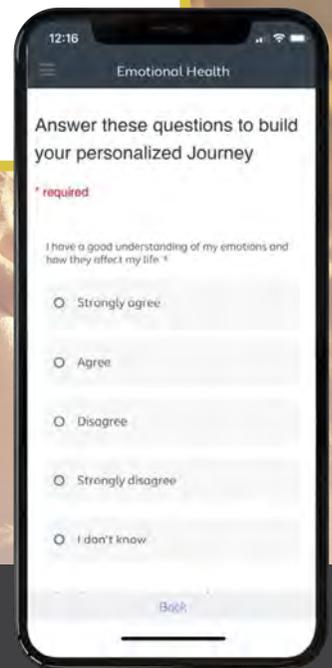
Tap the **Journeys** icon to access the Journeys library



Select a Journey



Tap **Get Started**



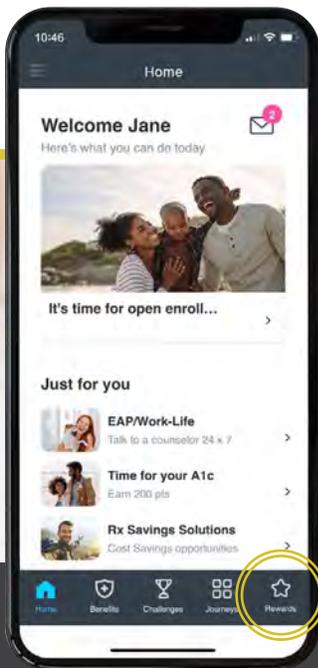
Answer a few questions to receive a personalized Journey just for you

Rewards

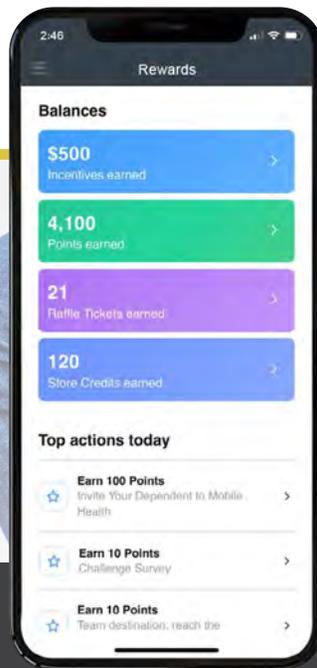


Earn Rewards

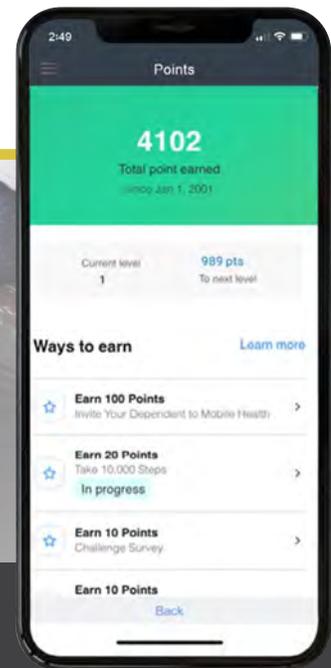
CarePlus Mobile Health provides numerous ways to earn rewards for being healthy. Whether reading your personal notifications, participating in a journey, getting your flu shot, or participating in a challenge – all of these activities can lead to rewards!



Tap **Rewards** to access your dashboard



View a summary of earned rewards

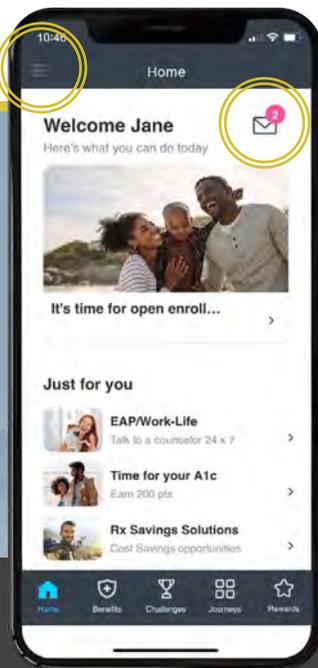


Tap a specific reward type such as **Points** to view earned and outstanding activities, as well as points balance and level

Account

Communications

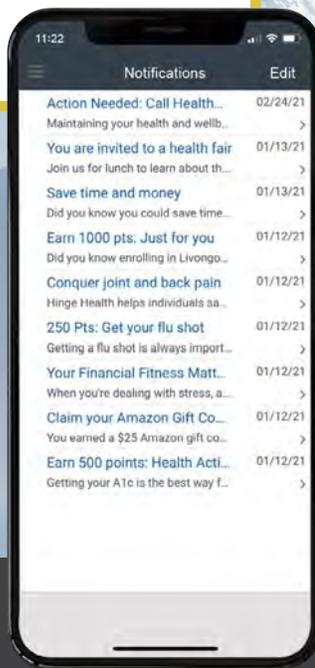
CarePlus Mobile Health provides personalized communications from your employer, as well as communications about your health, wellbeing, and resources.



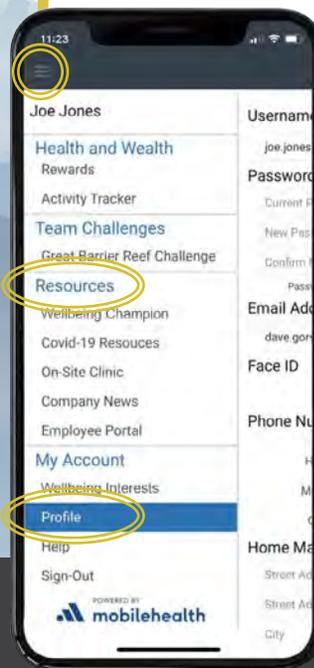
Tap the envelope on your home page or tap the left navigation menu to access your communications

Resources and Profile

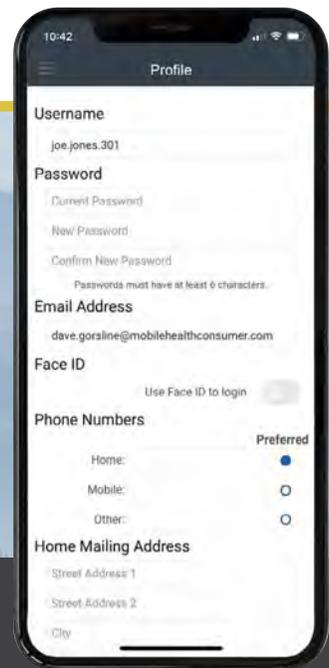
Tapping the three stacked bars on the top left corner of your home page opens the tool bar. Here you can access your resources, update your profile, and invite a dependent.



Tap on a communication to open the message



Tap any resource to view the corresponding page or tap **Profile** to update your personal information



Under Profile you can update your username, password, email address, challenge settings and more

You are all set!

You have taken important steps to personalize your Mobile Health experience just for you. CarePlus Mobile Health provides personalized navigation, education, and coaching to help you live your healthiest life!