

The City of De Pere has partnered with Healics to track our Wellness Incentive Program. To help you on your wellness journey, we have put together this frequently asked questions document.

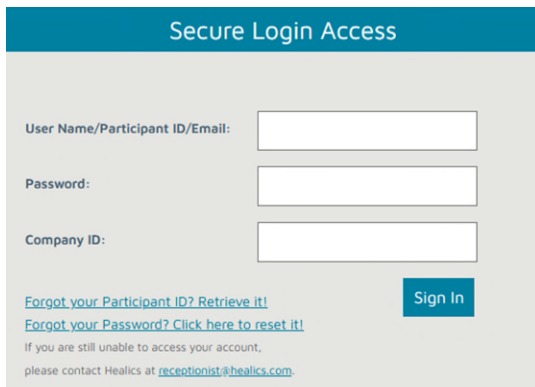
### How do I access my MyHealics account?

Visit [www.myhealics.com](http://www.myhealics.com) and enter your login information. You can access MyHealics from any device (computer, smart phone, etc.) with internet access. Each participant (employee and spouse) will have their own log-in ID.

Employees at the MSC that do not have network logon accounts will have access to a computer to allow them to record their participation in the Wellness Incentive Program. Please see a Wellness Team member at the MSC for additional information.

### What is my MyHealics rewards login information?

**MyHealics Rewards platform login credentials are the same as the ones used for Health Assessments.**



The screenshot shows a login form titled "Secure Login Access". It contains three input fields: "User Name/Participant ID/Email:", "Password:", and "Company ID:". Below the "User Name" field, there are two links: "Forgot your Participant ID? Retrieve it!" and "Forgot your Password? Click here to reset it!". Below the "Password" field, there is a note: "If you are still unable to access your account, please contact Healics at [receptionist@healics.com](mailto:receptionist@healics.com)". A "Sign In" button is located to the right of the "Company ID" field.

**User Name/Participant ID/Email** (not case-sensitive):

**User Name:** **your legal first and last name (i.e. JohnSmith)**

\*no space between first and last name

You can use your email as your User Name after your first login.

**Password** (case-sensitive):

First time users: *wellness*

Returning users: If you have previously logged into the MyHealics Dashboard, enter that password instead of *wellness*.

**Company ID:** **CityDePere**

### How do I find the Wellness Incentive Program on MyHealics?

Once you are logged in, click on "Rewards" near the top of the page. This will bring you to a listing of all available activities as well as display the number of points you have been awarded so far this year.

### How do I record points?

Points are recorded in one of three ways:

- Uploading documentation (uploaded through the upload center)
- Self reporting (done on the rewards page by click on the "+" sign next to an activity)
- Joining challenges (join and view challenges from the home page)

Please see the Wellness Incentive Program packet for information on which activities are recorded which way. Please see the Healics guides located on the Human Resources page under the Wellness & On-Site Nurse Coach tile for detailed instructions on how to record points for each of the ways listed above.

### **If I join the exercise or monthly challenge, do I need to track each day that I participated?**

No, You do not track each day that you completed the activity, you only track the date that you have completed the minimum requirements. When completing the challenge in Healics, you will select the date at which you met the activity's minimum requirement i.e. last day of the month for the monthly challenge, or any date after the 15<sup>th</sup> of the month for the exercise challenge.

If you would like to track on paper, there is a monthly challenge calendar available on the Human Resources webpage under the Wellness & Onsite Nurse Coach tile.

### **Are there any file type or size limitations on documents that can be uploaded?**

Yes. Supported file types include PDF, PNG, GIF, JPG, and ZIP. The maximum file size that can be uploaded is 2 MB.

### **What do I do if a document is too large to upload?**

- You can try to save the file as a smaller file.
- If you're uploading multiple pages, you can upload pages separately.
- If you're uploading from a personal device, you may want to scan and upload from a City computer.

### **Who do I contact for help?**

If you have questions about the Wellness Incentive Program, you can contact any Wellness Team Member.

If you need assistance accessing your account, have questions about documentation receipt, or points awarded, email the Healics team at [receptionist@healics.com](mailto:receptionist@healics.com) or call 800.432.5427 and they will be happy to assist you.