

# IH21Wellness.com

## Frequently Asked Questions



The City of De Pere has partnered with Integrated Health 21 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 create my IH21 Wellness account?

**All participants will need to create a new account for 2025. Employees and spouses will need to register separately.** To set up your account, scan the QR code with your mobile device or go to [www.ih21wellness.com](http://www.ih21wellness.com). The IH21 Wellness App can also be downloaded from the Apple App Store and Google Play.



For use of the site through a web browser, we recommend one of following browsers to ensure a positive user experience:

- Google Chrome (most recent version)
- Microsoft Edge
- Firefox (most recent version)

1. Click on, "Register as New User. [Register here.](#)"
2. Enter your first name as it is listed on your insurance card or payroll check, last name, birthday, and the company code.  
Company Code: **DePere**
3. Please create your username and password and complete the registration fields.  
*\*Please be sure to make note of your username and password for future logins.*



If your account cannot be found, please contact IH21 Customer Service at 800-451-6889 or email [customerservice@integratedhealth21.com](mailto:customerservice@integratedhealth21.com)

### I already created my IH21 Wellness account. How do I log back in?

Return to [www.ih21wellness.com](http://www.ih21wellness.com) and log in to your account by entering the Username and Password you created previously.

If you need username or password assistance, click the link provided on the login page.



**Note:** 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.

## How do I record points?

Points are recorded in one of three ways:

- Uploading documentation (see *Upload Forms* options on the home page)
- Self-reporting (see *Enter Information* options on the home page)
- Joining challenges (see *Join Challenges* options on the home page)

Please see the Wellness Incentive Program packet for information on how activities are recorded. The Integrated Health 21 guides located on the wellness page at [www.deperewi.gov/wellness](http://www.deperewi.gov/wellness) contain more detailed instructions on how to record points for each of the ways listed above.

## How do I view my points?

Points will appear in the top left corner of the home page as they are awarded. You may also view your point history by selecting *My Points* from the “hamburger” menu at the top right corner of the home page.



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

You do not have to track each day that you complete an activity, you only track the date that you have completed the minimum requirements. When completing the challenges on IH21wellness.com, you will select the date when you met the activity's minimum requirement (i.e. the last day of the month for the monthly activity challenge, or any date after the 15<sup>th</sup> of the month for the exercise challenge). You will have until 1/15/26 to track your completion; it does not need to be done each month.

If you would like to track on paper for your own personal use, there is a monthly activity challenge calendar available on the wellness page at [www.deperewi.gov/wellness](http://www.deperewi.gov/wellness).

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

The max file size for uploads is 3MB. Supported file types include PDF, PNG, JPG, JPEG, GIF, and HEIC.

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

- You can try to save the file as a smaller file.
- When taking a photo with your phone, you may want to turn off live view or motion prior to taking the photo.
- If you're uploading from a personal device, you may want to scan and upload from a City computer.
- You may email the attachment to [customerservice@integratedhealth21.com](mailto:customerservice@integratedhealth21.com). Please include your name and employer in the email.

## Why are there so many “Incompletes” in the form uploads section?

The form uploads section is a listing of all forms that a participant may upload. It will change to “Complete” with a green check mark once the form has been uploaded; please note it takes 7-10 business days for verification. Once the form has been verified, you will see a green check mark next to the appropriate activity and points will be awarded.

## 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 Integrated Health 21 team at [customerservice@integratedhealth21.com](mailto:customerservice@integratedhealth21.com) or call 800-451-6889 and they will be happy to assist you.