

What do I need to get started?

- Access to a computer with internet access or a smartphone with internet access. If you don’t have these in your household or workplace, internet access is now available at most public libraries.
- **Register.** When you register, you will receive a UserID and password on our system. You will only register once, even though you may do several programs at different times of the year.

What Does The Platform Do?

- The Employee Wellness Platform is designed to help participants like you learn more about their health and develop the positive daily habits that improve and preserve health. For example, daily exercise, good nutrition, and restful sleep.
- When you log into the system, you will see the programs and incentives your employer or health plan has chosen to offer. For example, you might see a Health Assessment, a set of individual programs, or a Team Challenge program. You may see an incentives page showing what incentives are offered and whether you’ve earned them.
- The platform is provided by Extracon Science LLC, an independent health and wellness company. Your answers are confidential and protected according to HIPAA and other regulations. Your answers will only be used within the wellness program and to administer the wellness incentives you earn.

Register for the Platform:

- **Online:** In most cases, you should have gotten a link from your wellness program leader. For example if you’re at Acme Corporation, the link might look like this: <http://acme.extracon.com>
- **Starting Signup:** Your landing page may specify one or more pieces of information you need to enter in order to start signup. It could be a Keyword, an Employee ID, Badge Number, or company email address. If the landing page asks for information, please enter it.
- **How Long Does This Take?** Registration asks a few questions, all on one page. It should only take a minute or two.
- **Please provide email:** During the program, your wellness leader will send out emails with information about program deadlines and requirements, as well as educational information about the challenge topic. Please provide your email address so you can receive these important communications!
- **Participated in a previous program or year?** If you already have a UserID and password on the platform, you can skip the registration step and just log in.

How Do Participate In a Team Challenge Program?

- Team challenge programs are usually run once a quarter and all many or all employees or health plan members are invited to join. It's your chance to improve daily health habits with the support of teammates and perhaps with a little friendly competition against the other teams!
- **Enroll in a Program.** You will enroll in a particular Challenge, such as the *Spring 2014 Walking Challenge* at your worksite. For each unique challenge you participate in, you will need to enroll. Your employer or health plan chooses what challenges to run, and when they are available for you to enroll.
- **Report Your Progress.** For each Challenge, you will report your progress. For example, in a walking challenge you'll report the number of steps you've taken as measured on a pedometer.
- **See Results.** You'll see how your progress, or your team's progress, compares to your goals and other competitors in the Challenge. You can choose to friend others and compare progress with your friends. At some worksites, you can earn incentives or prizes as part of the Challenge.

To Enroll in a Team Challenge

- **After you register** you will be directed to the "Enroll in a Challenge" page. Or, if you've completed a previous Challenge on our platform you should log into the website (from your landing page or www.extracon.com) and click the 'Enroll in a Challenge' button on the left.
- **Pick your Challenge** from the list of available Challenges. If you don't see the Challenge you want, check with your Wellness Program to make sure of what the Enrollment Dates are. You can only enroll in a Challenge during the specified Enrollment Dates.
- **Your Current Habits:** When you sign up for a Challenge, we may ask you about your current habits in that health area. The reason for this is so we can tell if people are making improvements during the Challenge.
- **Join or Create a Team:** Follow the directions onscreen to either join an existing team or create a new team. Not sure what team to pick? You can input other participants' names and search to see what teams they are on.
 - **Adding / Removing others:** You can't use the system to put others onto your team or remove others from your team. Instead, the others must choose to join your team at the time they enroll in the challenge.
 - **Changing Teams:** To leave a team or change teams, you have to leave the challenge and re-enroll on the new team. Go to "Enroll in a Challenge", then follow the directions onscreen to leave your current challenge and re-enroll.
 - **One Person Teams:** Every team starts out as one person – that's the person that creates the team. So in most cases it's OK if you just want to be on a team by yourself.
 - **Note:** If the challenge is set up for Individuals (and not for Teams) then you won't see the option to join or create a team.

What If I need to Switch Teams or Leave the Challenge?

- **Switching Teams:** Click on the “Enroll in Challenge” button. During the Challenge Enrollment Period, you will see a link allowing you to leave the Challenge. Click this link and you will be un-Enrolled. Then, re-enroll on the team you want to be on.
- **Leaving the Challenge:** Click on the “Enroll in Challenge” button. During the Challenge Enrollment Period, you will see a link allowing you to leave the Challenge. Click this link and you will be un-Enrolled. You cannot leave the Challenge after the enrollment period is over.

Invite Others to a Team Challenge

- Click the “Invite Others” link at left while you are logged into the system. On this page, you can send a custom email invitation to others you want to join the Challenge. You can edit the text of the invite to make it fun and personalized. If you want to be part of a great Team, make sure you ask some great people to join!

Report Your Progress Regularly in Programs

- **Online:** You can go to our website (use the link provided by your wellness program or go to www.extracon.com) and Log In. Then click the “Report Progress” button at left. You will see the types of progress that count for the Challenge programs you’re enrolled in.
- **Phone Apps:** See the Phone Users Guide at the end of this document for instructions.
- **Check back during the Final 10 Days:** In most programs, there’s a requirement that you log in and complete a short questionnaire in the last 10 days of the program – the same questions you answered at the beginning of the program. Having both sets of answers lets us show how many people improved their health habits during the program.

Team Challenge Goals, Deadlines and Incentives:

- **Points Goal:** Your wellness program leader will set a Challenge Goal for each individual in the program. For example, for a 6-week Physical Activity Challenge, the goal might be 900 points for 900 Minutes of total Physical Activity. You will see your progress measured against this Goal on the leaderboard and the charts. Your goal is designed to be reachable for most people. If you need a reasonable accommodation due to a health condition, please contact your wellness leader for help. If you find the goal is easy for you to reach, keep yourself motivated by comparing your progress against your friends or other teams.
- **Pre and Post Assessments:** When you enroll in a program, we ask you about your current habits (such as how many minutes of physical activity you get). Then, in the last 10 days of the program you have to answer the same questions again. This is how we can keep track of how many people are succeeding in the program, and make improvements if needed.
- **Incentives:** Every program is different, so contact your wellness leader for details. Many programs require you to “Complete the Challenge” or “Reach the Goal” to qualify for incentives.
- **Enrollment / Teaming Deadlines:** After login, look for the “Challenge Info” link near the Challenge title. You will see the Enrollment Dates and Challenge Dates. You can only enroll,

leave and switch teams during the enrollment dates. Make sure you're on the right team and your team is finalized by the end of Enrollment!

- **Challenge Deadlines:** Your progress counts toward the Challenge and the Goal only between the Challenge Start and Challenge End dates. Challenges end at Midnight US Central Time on the Challenge End date. That's 10pm Pacific and even earlier in Alaska and Hawaii. Results are final at that time – you cannot enter data later and back-date it. So get your progress completed and in the system before the deadline!
- **Weight Challenges:** Look for program communications to tell you whether your weight loss or "Maintain-Don't-Gain" program requires a weigh-in, or whether you're supposed to report your own weight using the system.
 - **If a Weigh-In is Required:** Look for program communications from your wellness leader that will tell you when and where the weigh-in(s) will be held. You must attend an initial weigh-in during the enrollment period of the Challenge, and a final weigh-in during the last 10 days of the Challenge, to earn any points for weight loss or "not gaining".
 - **If You Can Report Your Own Weight:** You will need to report your initial weight during the Enrollment period, and report a final weight during the final 10 days of the Challenge. Otherwise you will not be able to earn any points for weight loss or "not gaining".

Social Features

- After logging in, click the "Friends" tab to search for and find other participants in the program who you are already friends with. You can send them a friend request on that page. Also, respond to any friend requests sent to you.
- On the "My Progress" tab, you can decide to share your progress with your Friends, with your Team, or with All Participants. We recommend sharing progress with your Friends and your Team for most participants. This will let you compare your steps, fruits & veggies, and other progress items with friends. Your actual weight is never shared with other participants, but you can choose to share the number of points for weight loss that you've earned.
- On the My Team tab, you can use the Bulletin Board to post inspirational messages for your teammates. The messages will also go out to your team via email.
- Team Leaders do not have any special ability to see Team Members' data. As a Team Leader, you can only see Team Members' progress if they chose to share it with all team members or if they shared the information with you as a Friend.

How does the Health Assessment Work?

- Some wellness programs (not all) offer a Health Assessment on our platform.
- The Health Assessment is a confidential survey that asks questions about your current health, diet, fitness, safety and lifestyle. When you're done, you will receive an onscreen report that tells you where you're doing well in managing your health - as well as the areas where you could improve.

- Your personalized report also includes links to additional information about each health area, and gives you access to individual, online programs to improve your health habits in areas like physical activity, nutrition, weight, stress, and sleep.
- In addition to the Health Assessment, at some employers you'll have access to a health screening which measures your blood pressure, cholesterol, weight, and other health indicators. If so, the results from your screening may be shown on your Health Assessment.

How Do Individual Programs Work?

- Some wellness programs give you the option to start an individual program to track and improve your health habits in areas like physical activity or nutrition. You can start these programs right from the Health Assessment, or from a button on the left menu.
- Each program is a 30-day tracking program with a predefined goal and a set of educational communications you'll receive via email. You'll track your progress in each program and try to reach the goal. Your employer or health plan may offer incentives for participants who complete one or more of these programs.

Need Help?

- **Email and Online:** You can start a support ticket by sending an email to support@extracon.com