

1. What devices are compatible with SimplyWell Mobile?

You can log in to SimplyWell Mobile using your iPhone or Android smartphone. If you are using your iPad or a tablet, you will use SimplyWell's full website. Depending on the version of your phone, response times may vary.

2. How do I reset my Password?

Click Log In

Click Forgot your User ID or Password?

Click Locate By User ID to locate by your User ID

OR

Click Locate By Participant ID to located by your Participant ID

OR

Click Locate By Name to locate yourself by Name

3. How do I change the date and time of my Health Screening?

Please note: In order to change the date and/or time of your health screening, you must first complete the online enrollment process, including the Health Risk Questionnaire.

If you have completed the enrollment process:

Log in using your User ID and Password

Click Menu

Click My Information

Click My Health Screenings

4. How do I view my Point Summary?

Log in using your User ID and Password

Click Menu

Click My Action Plan

Click My Point Summary

5. How do I add my points for Health Trackers?

Log in using your User ID and Password

Click Menu

Click My Action Plan

Click My Health Trackers

6. How do I view Education Modules?

Please note: Most Education Modules are available on the mobile site. To view all available Education Modules, log in to www.simplywell.com using your computer.

To view an Education Module from your smartphone:

Log in using your User ID and Password

Click Menu

Click My Action Plan

Click My Education Modules

7. Will I be able to view my health screening results from my iPhone or Android device?

Yes. Your health screening results will be available on your iPhone or Android device within 72 hours of your screening.

To view your results:

Log in using your User ID and Password

Click Menu

Click My Information

Click My Lab & Test Results

8. Can I take the Health Risk Questionnaire using SimplyWell Mobile?

Yes. You can take the Health Risk Questionnaire using your iPhone or Android smartphone.

To take the Health Risk Questionnaire:

Log in using your User ID or Password

Click First time User? Register Now!

Enter your Participant ID, Date of Birth, and Gender

Click Begin

9. Can I log in to the mobile site from my employer's website or Intranet?

If your employer has instructed you to access your SimplyWell account by single sign-on through your company intranet, portal, or website, you should continue to access your SimplyWell account by single sign-on using a computer. You will not be redirected from your employer's site to the SimplyWell mobile site using your iPhone or Android device.