health assured

# My Healthy Advantage Plus

## FAQs

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# Contents

**App support:**

# 1. Setting up My Healthy Advantage

**Where can I find My Healthy Advantage?**
My Healthy Advantage is available for both iOS and Android smartphones. You can download it free on the App Store and Google Play store.

**How do I set up My Healthy Advantage?**
Once you have downloaded My Healthy Advantage, you will need to complete a quick sign up process. This will only need to be completed once.

1. Open the app on your device
2. Tap 'Get started'
3. Tap 'Sign up with email'
4. Enter your Unique Code. After each instruction, tap 'Next' to proceed
5. Select what division you work in
6. Enter your first name
7. Enter your surname
8. Enter your date of birth
9. Select your gender. You can select 'Prefer Not To Say' if you wish
10. Optional – enter your phone number
11. Enter your email address
12. Set a password for your account
13. Set your content preferences - you can select as many topics as you'd like. Tap 'Save Preferences'
14. Read the Terms and Conditions. Once you are happy to proceed, tap 'I agree to the terms'
15. Optional - set up your passcode & Face ID (applicable to qualifying devices).
16. Optional - enable push notifications
17. You are now set up on My Healthy Advantage!

*Newsfeed*
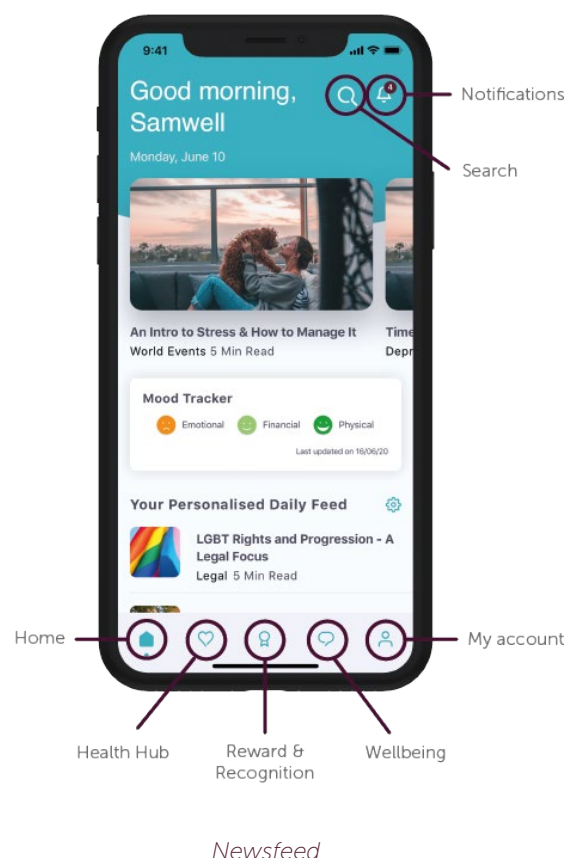
**I don't have an Unique Code**
You will need a Unique Code to access My Healthy Advantage. Speak to the designated app admin in your organisation to supply you with a Unique Code.

**Does My Healthy Advantage support facial recognition?**
You can set up facial recognition when you first sign up to the app. You can turn this function on/off on the My Account page.

## 1.1 Personalised newsfeed

**How can I change my content preferences?**
1. Tap on the Home icon
2. Select the cog icon next to "Your personalised Daily Feed"
3. Select the your topic preferences
4. Tap update preferences

App support:

# 2.  General

### How do I use the search function?
1. Tap the search icon in the top right corner of the home screen
2. Type a specific word or term e.g. "mental health" in the search bar
3. Tap 'Search'
4. After multiple uses, you will see your 'recent searches' appear beneath the search bar

### How do I access my recent notifications?
If you have any outstanding notifications, you will see a small number appear next to the notification bell icon in the top right corner of your home screen. To access your notifications:
1. Tap the notification bell icon
2. Here you will see a list of notifications for you to action

### Can I access My Healthy Advantage offline?
You will have access to some of the features of My Healthy Advantage offline, as long as you have been online in the past to have updated data on the device.

### Is my data safe with Health Assured?
We are proud to be ISO/IEC27001 accredited. We store and retrieve your data with the strictest confidentiality in place.

### How is my data used?
My Healthy Advantage tracks your wellbeing in a completely confidential way. To learn more about how your data is used, select "How is your data used" on the Health Hub menu. You can find this by:
1. Tapping the Health Hub icon
2. Select the Mood Tracker
3. Tap on the three dot icon in the top-right corner
4. Select 'How is your data stored'

## 2.1  Wellbeing videos

### How do I select a wellbeing video?
1. Tap the search icon
2. Under 'Browse all categories', tap 'Wellbeing Videos'
3. Swipe through the video carousel and select the video you wish to view
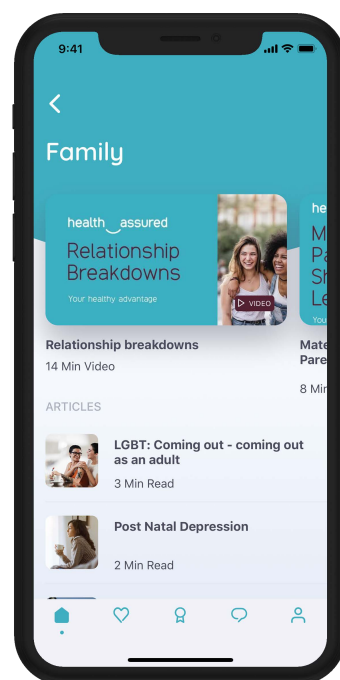
## 2.2  Wellbeing articles

### How do I access a wellbeing article?
1. Tap the search icon
2. Select a category that interests you e.g. 'Family'
3. Select an article under the 'Articles' section
4. Scroll down the page with your finger to read the article
5. Tap on the blue arrow in the top left corner of the header image to return to the article list
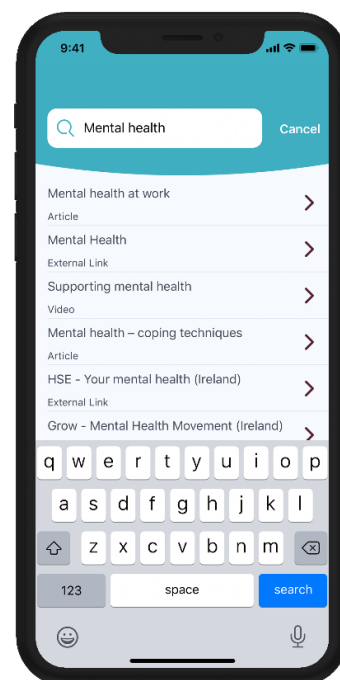
*Search function*

*Wellbeing articles*

App support:

# 3. Health Hub

## 3.1 Setting up your Health Hub

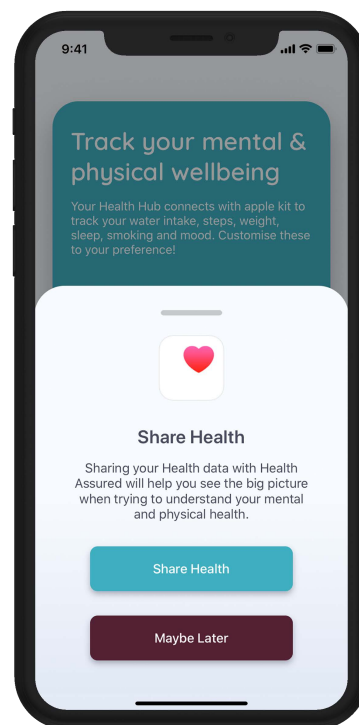How do I connect My Healthy Advantage to Apple Health (iOS)?

1. Open the Health app
2. Tap your profile picture in the upper-right corner
3. Under privacy, tap apps, you will see My Health Advantage
4. Tap My Healthy Advantage and turn on the health categories that you want My Healthy Advantage to track
5. IMPORTANT: Check both read and write are active, we can't display your data within the app otherwise
6. Open My Health Advantage and check your trackers are selected to view then in the app

How do I remove connected apps from Apple Health?

1. Open the Health app
2. Tap your profile picture in the upper-right corner
3. Under privacy, tap apps, you will see My Health Advantage
4. Tap My Healthy Advantage and "Turn all categories off". Alternatively, turn off specific data individually

How do I connect My Healthy Advantage to Google Fit (Android)?

1. Tap the Health Hub icon
2. Select connect to Google Fit
3. Select the Google account* you wish to connect
4. Select the data you want My Healthy Advantage to track

*In order to connect My Healthy Advantage with Google Fit, you will need to create a Google account. We recommend that you download the Google Fit app to view all data trackers and permissions.

How do I remove connected apps from Google Fit?

1. Open the Google Fit app
2. Tap 'Profile' and then 'Settings'
3. Tap Manage connected apps
4. To see the full list of connected apps, tap the dropdown arrow and then All apps & devices
5. To stop sharing info between Google Fit and My Healthy Advantage, tap on the app and then Disconnect

How do I sync my fitness data with My Healthy Advantage?

1. Tap the Health Hub icon
2. Run a finger down your screen and hold for 1 second
3. Lift your finger
4. You will see a spinning loading wheel
5. Your fitness data has been synced successfully



*Connecting to Apple Health*

App support:

## 3.2  Health Trackers

**How do I select topics I want to track?**
1.  Tap the Health Hub icon
2.  Tap the cog icon
3.  Select the topics you wish to track

**How do I set a goal?**
1.  Tap the Health Hub icon
2.  Select a category
3.  Tap set a goal
4.  Fill in the goal details
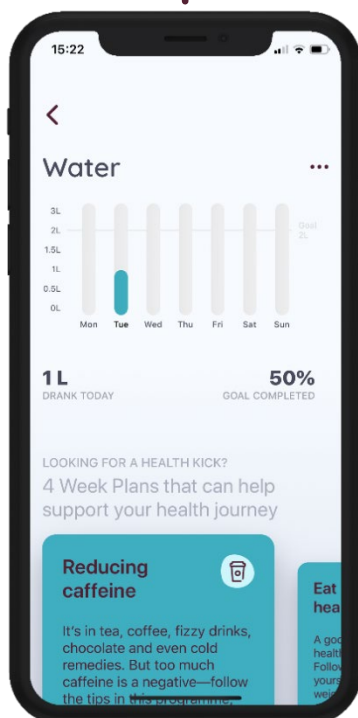5.  Select create your goal

**How do I edit a goal?**
1.  Tap the Health Hub icon
2.  Select your goal
3.  Tap the three dot icon at the top-right corner
4.  Select edit goal
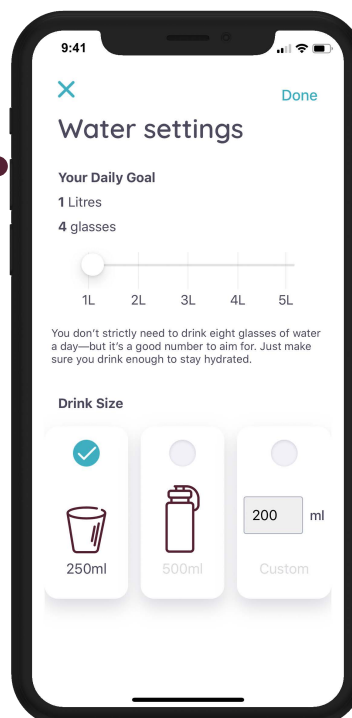5.  Amend your goal details

**How do I track my progress?**
1.  Tap the Health Hub icon
2.  Select your goal
3.  Here, you will find your achievements and your progress for the current week
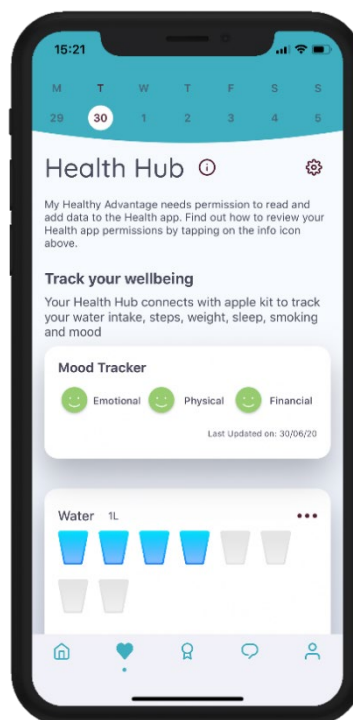


*Health Hub*



*Water tracker*



*Tracker settings*

**App support:**

## 3.3 Weekly Mood Tracker

**How do I input my mood on the Mood Tracker?**

Every Friday, you will receive a push notification prompting you to complete the My Healthy Advantage weekly Mood Tracker. To enter your mood:

1. On each of the three questions, select the face icon that best represents your emotional, physical and financial wellbeing
2. Tap 'Next' to proceed to the next question. You can select 'skip' if you wish

**Can I re-submit my mood?**

1. Tap the Health Hub icon
2. Select your Mood Tracker
3. Select the three dot icon
4. Select 'Log your mood'
5. Here you can re-enter your mood via the instructions above

## 3.4 4 Week Plans

**How do I access a 4 Week Plan?**

1. Tap the Health Hub icon
2. Scroll down to Your 4 Week Plans
3. Select the 4 Week Plan you wish to begin by swiping left/right through the carousel
4. Tap begin

**How do I redo a 4 Week Plan?**

1. Tap the Health Hub icon
2. Scroll down to your 4 Week Plans
3. Select the 4 Week Plan you wish to redo
4. Tap the three dot icon in the top-right corner
5. Select redo plan
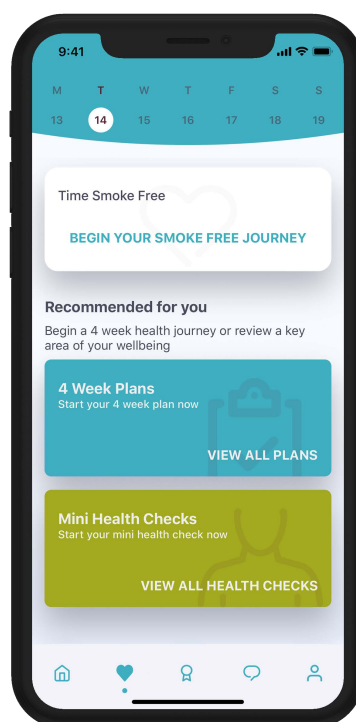6. Tap redo in the confirmation window

## 3.5 Mini Health Checks

**How do I access my Mini Health Checks?**

1. Tap the Health Hub icon
2. Scroll down to your Mini Health Checks
3. Select the Mini Health Check you wish to begin by swiping left/right through the carousel
4. Tap begin
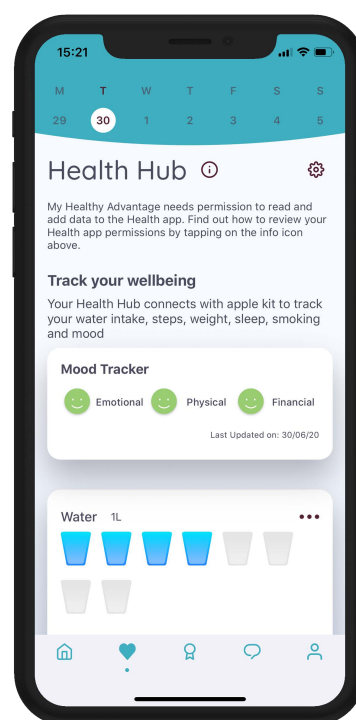


*Health Hub*



*4 Week Plans & Mini Health Checks*

**App support:**

## 3.6  Breathing Techniques

How do I access the Breathing Techniques?
1. Tap the Health Hub icon
2. Select 'Breathing Techniques'
3. Choose between the three techniques available: 'Classic', 'Focus' or 'Calm'
4. On each panel, select the 'i' icon for more information on the techniques
5. Tap the plus and minus buttons to increase or decrease the time you wish to designate for each technique
6. Tap the technique panel to begin your breathing technique
7. Listen to the narrator and follow their instructions. You can skip the introduction by tapping 'skip intro' in the top right of your screen
8. Follow the breathing guidance on the screen for the duration of the technique
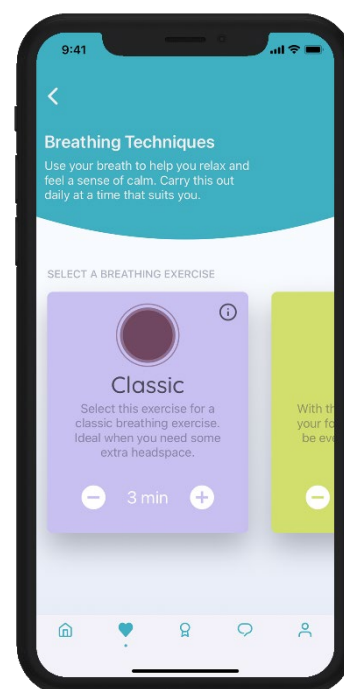

*Breathing techniques*

# 4.  Reward & Recognition

How do I view my achievements?
1. Tap the Reward & Recognition icon
2. Find achievements and tap 'View all'
3. Scroll between each topic on the carousel
4. Your achievements will be displayed below

## 4.1  Leaderboards

How do I create a leaderboard?
1. Tap the Reward & Recognition icon
2. Select 'Create a leaderboard'
3. Choose what challenge you would like to set e.g. water,
   steps or smoking by tapping the relevant button
4. Fill in the leaderboard details e.g. leaderboard name, duration, start date
5. Tap "create leaderboard"


*Rewards & Recognition*

**App support:**

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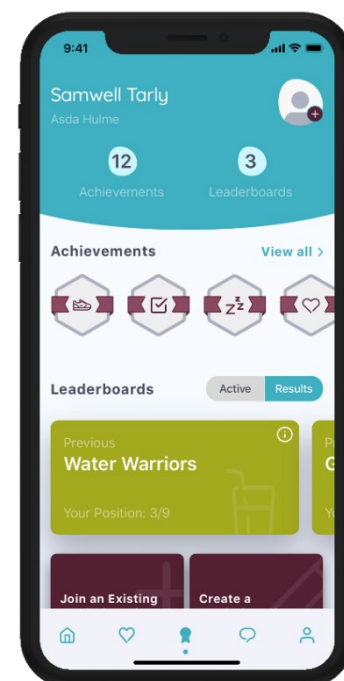
### How do I invite friends to my leaderboard?
1. Tap the Reward & Recognition icon
2. Select a leaderboard that you have created
3. Tap the add a friend button
4. Share the leaderboard code with the users you wish invite
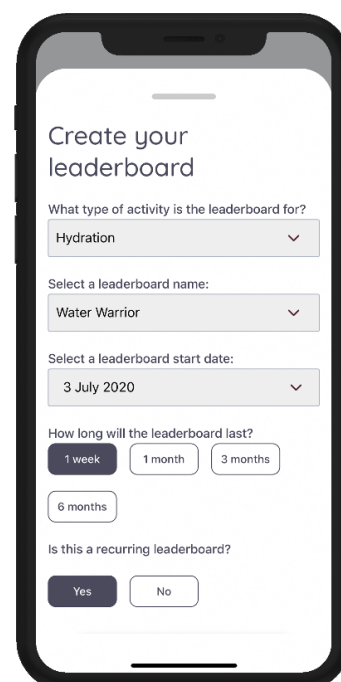
### How do I join a leaderboard?
1. Tap the Reward & Recognition icon
2. Tap the 'Join an 'existing leaderboard' button
3. Add the code provided by the leaderboard admin
4. Tap 'Preview leaderboard'

### How do I view all my active leaderboards?
1. Tap the Reward & Recognition icon
2. Tap the 'Active' button
3. Scroll to the right to view all active leaderboards

### How do I access previous leaderboards?
1. Tap the Reward & Recognition icon
2. Tap the 'Results' button
3. Scroll to the right to view all previous leaderboards



*Creating a leaderboard*

## 4.2  Perks

### How do I access my Perks?
1. Tap the Reward & Recognition icon
2. Scroll down to 'Perks & Discounts'
3. Select a Perk that you are interested in (make a note of any important info e.g. discount codes)
4. This will direct you to the Perk homepage

### How do I access the Perks disclaimer?
1. Tap the Reward & Recognition icon
2. Scroll down to 'the bottom of the tab
3. Tap the 'Terms and conditions' link
4. This will direct you to the Health Assured terms and conditions page



*Perks*

**App support:**
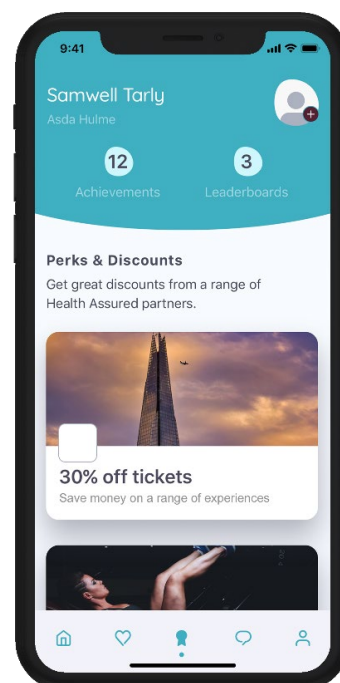
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# 5.   Wellbeing

## 5.1   Contact us

**How do I access Health Assured's counselling support?**
1. Tap the Wellbeing icon
2. Choose how you would like to access Health Assured's confidential support via:

   **Email**
   Tap the email address button - this will produce a direct email link to our Counselling and Advisory support service
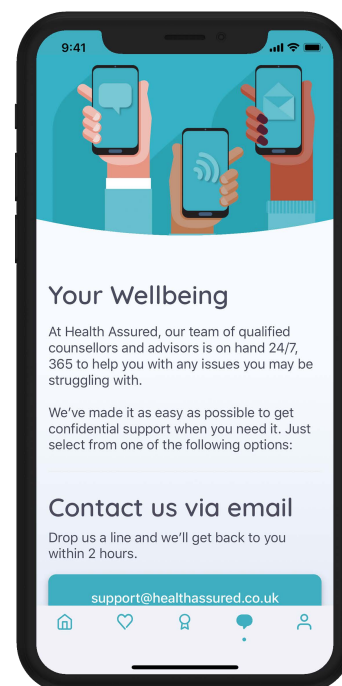
   **LiveChat**
   Tap the 'Start a conversation' button – this will start a Live Chat window with a member of our support team

   **Call back**
   Tap 'Request contact' button – this will direct you to a contact form, asking you to provide us with a brief overview of why you are contacting Health Assured

   **Call us**
   Tap 'Call us" – this will prompt you to call Health Assured directly

## 5.2   Employee directory

**How do I access the Employee Directory?**
1. Tap the Wellbeing icon
2. Scroll down and select your 'Employee Directory

**How do I contact someone in the Employee Directory?**
1. Browse through the contacts in your Employee Directory and tap the person you wish to contact
2. The individual's contact details will appear
3. Tap the email address – this will produce a direct email link

*Wellbeing*

**App support:**

# 6.   My Account

**Is my phone compatible with My Healthy Advantage?**

My Healthy Advantage will support devices operating on a minimum of:

- OS10 (iPhone) – optimised for iPhone 7 or later
- OS9 – (Android) – optimised for OnePlus 6 or later
- OS7 (Android) – optimised for Google Pixel or later
- OS5 (Android) – optimised for Samsung J5 or later

**How do I change my profile picture?**

1. Tap the Account icon
2. Select the plus symbol on your profile image at the top right of your screen
3. Choose either take a photo or upload profile picture

**Can I disable push notifications?**

1. Tap the Account icon
2. Select notification settings
3. If you have enabled push notifications, you can deselect the notifications you no longer wish to receive by tapping the switch icons

**I can't remember my password**

1. Tap the Forgotten password? link on the log in page
2. Enter your email address
3. You will receive an email with a password reset link. Click the link and follow the instructions to create a new password

**How do I change my password?**

1. Tap the Account icon
2. Select change my password
3. Enter your current and new password
4. Tap confirm new password

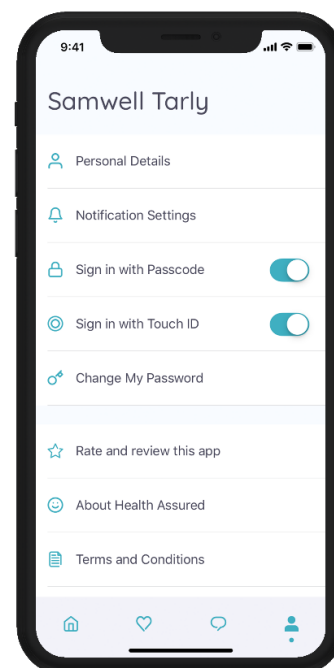**Can I rate/review My Healthy Advantage?**

1. Tap the Account icon
2. Select rate and review this app
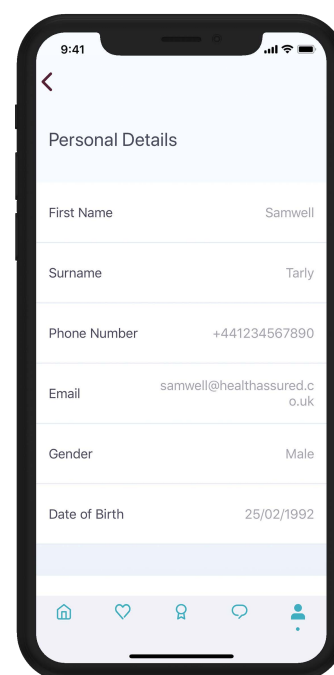
**Can I change my personal details?**

1. Tap the Account icon
2. Select personal details
3. Select the details you wish to change
4. Tap save after each change

**How can I access the My Healthy Advantage Privacy Policy?**

1. Tap the Account icon
2. Scroll down and tap 'Privacy Policy'



*My Account*



*Personal details*

**App support:**