



# Getting Started

On Your CarePlus Mobile Health Journey



# Welcome!

**CarePlus Mobile Health makes it easy to live your healthiest life no matter where you are in your health and well-being journey.**

Getting started with CarePlus Mobile Health is as easy as choosing your device, registering your account, and selecting your interests. CarePlus Mobile Health will do the rest by providing the tools, resources, and guidance to help you live your healthiest life.



## CarePlus Mobile Health Offers:



Personalized communications and education



Important alerts and reminders



Health and well-being tools and resources



Fun challenges and rewards



One hub for benefits, HR, well-being, and communications

# Let's Get Started!

## 1. Choose Your Device

You can choose to access CarePlus Mobile Health using a smartphone, tablet, computer, or smart watch. No matter the device, your experience will be the same. You can download the CarePlus Mobile Health app from Google Play or the App Store.



You can also access CarePlus Mobile Health using a web browser:  
<https://www.mobilehealthconsumer.com/web/#/auth/registerUser>

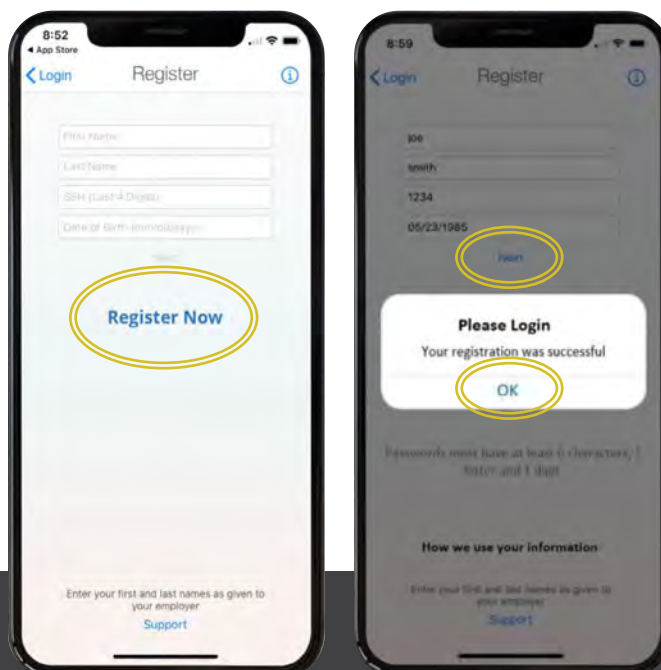
## 2. Register Your Account

CarePlus Mobile Health is equipped with all the necessary precautions to ensure it is you - and only you - accessing your account. Once you download the app or access the URL, CarePlus Mobile Health requires you to register your account.

- Tap **Register Now**.
- Enter your first and last name, the last four digits of your Social Security number (SSN), and your birth date, e.g. (05/23/1985).
- Tap **Next**. Then tap **OK**.
- After registering your account, CarePlus Mobile Health will prompt you to log in. Your username is your firstname.lastname, e.g. (Robert.Smith) You can choose to keep this username or create your own once in the platform under "Profile".
- Choose your password and enter your email address. Tap **Next**.

### PLEASE NOTE:

- Your first and last name must be entered exactly as it appears on your medical ID card or your employer's HR records – including if you have a hyphenated name. For example, enter Robert instead of Bob if this is how your employer displays your name on HR records.
- Passwords must contain at least 6 characters, 1 letter, and 1 digit.



Already registered?

**Sign in Here**

at [www.careplusmobilehealth.com](https://www.careplusmobilehealth.com)

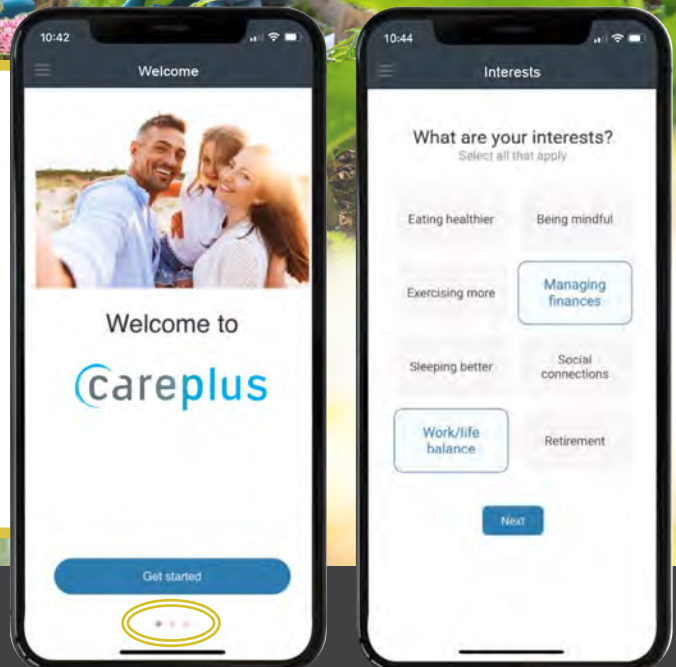




### 3. Choose Your Interests

Once you log in to CarePlus Mobile Health for the first time, you will be presented with three welcome messages. You can progress through the messages by tapping the three radio buttons at the bottom of the welcome screen.

You will then be prompted to choose your interests. Choosing your interests is an important step in personalizing your CarePlus Mobile Health experience.







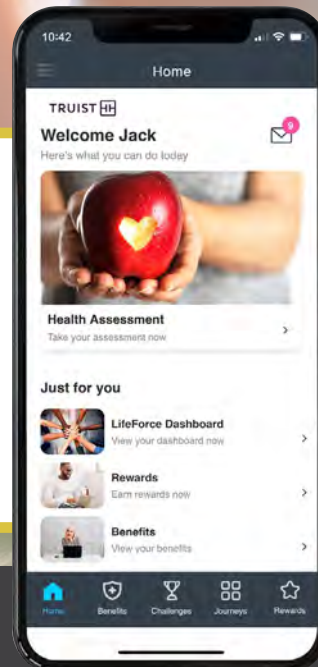
## It's Easy to Create Your Story

CarePlus Mobile Health creates a home page for you based on your profile. Your profile may include personal information such as your interests, health, health risks, and age.

CarePlus Mobile Health also provides you with quick access to popular resources, such as **Benefits**, **Challenges**, **Journeys**, and **Rewards** at the bottom of your homepage. Tap each icon to open the correlating tab.

## Take a Tour >

[Click here](#) to watch a short video about CarePlus Mobile Health. Read on for details on the resources within the app.



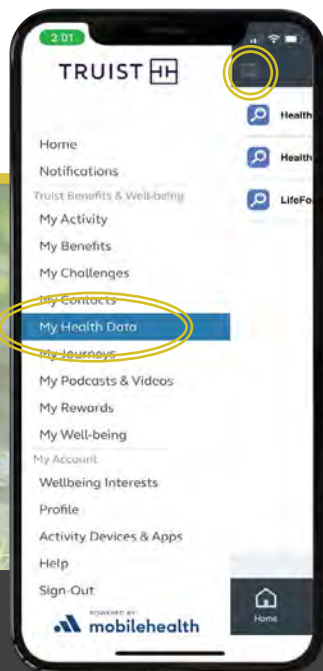


# My Health Data

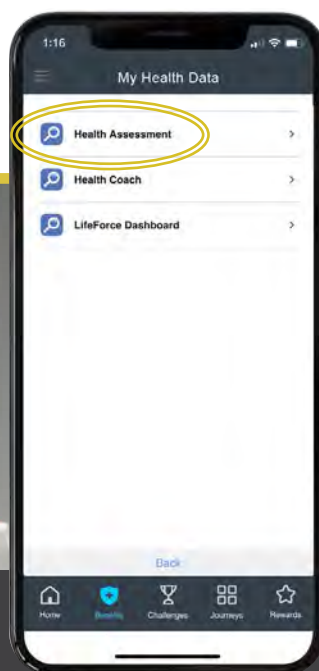
## Health and Well-being Assessment

Completing your health and well-being assessment is an important step in your journey, while also personalizing your experience with CarePlus Mobile Health.

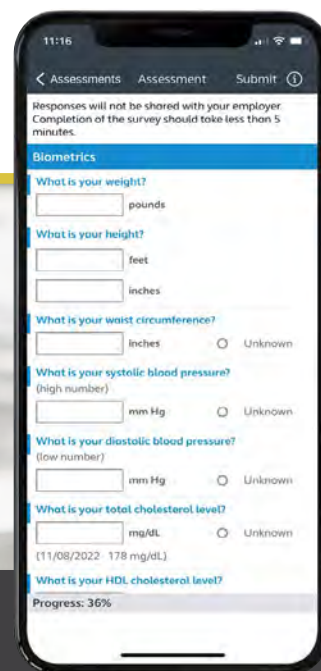
The assessment asks a few questions about your health and well-being, resulting in immediate feedback and education on your health and any health risks. CarePlus Mobile Health will also provide a personalized pathway to eligible resources to help improve your health and well-being.



Tap the left navigation menu, then tap **My Health Data**



Tap **Health Assessment**



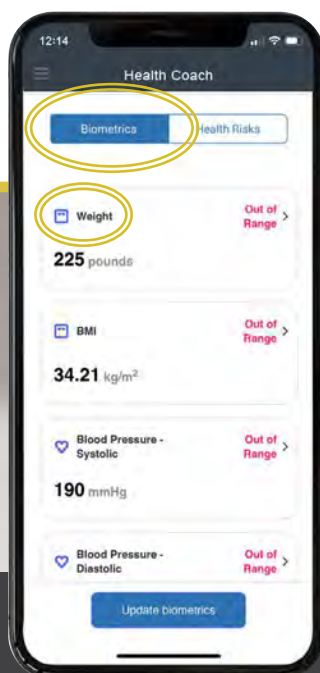
Enter your biometric and health information



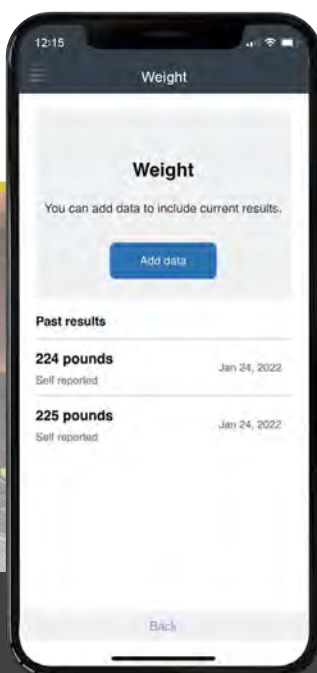


## Health Coach

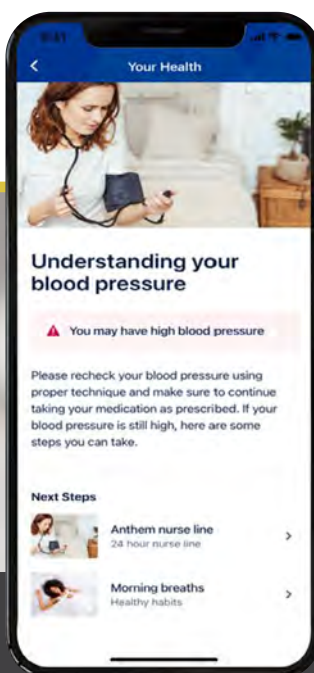
After completing your health assessment, you will be brought to your Health Coach page, which provides you with valuable information on your health, as well as highlight any of your out of range health risks. The Health Coach page will also provide evidence-based education and resource videos to help improve your health and well-being.



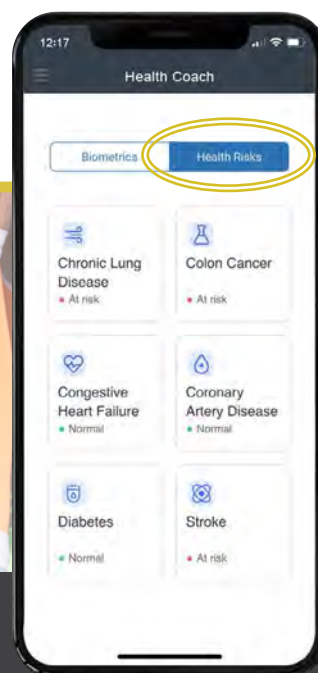
Learn if your biometrics are within healthy guidelines



Track your biometrics over time



Receive personalized coaching, education, and navigation to resources to improve or maintain health



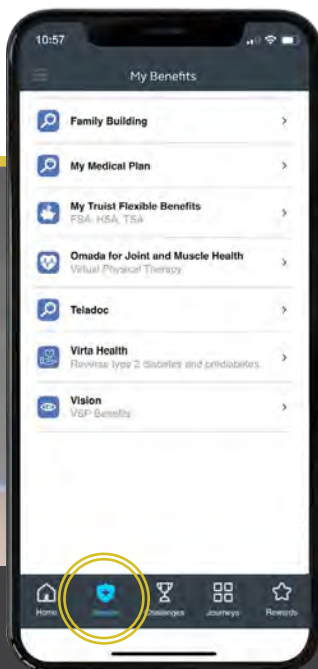
Learn of any health risks and receive education to improve your health



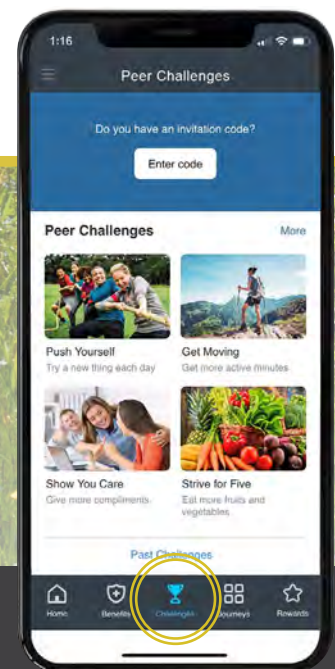
# My Benefits

# My Challenges

The **My Benefits** tab provides access to eligible health and well-being resources, such as your medical and dental carrier information, Behavioral Health program, EAP program and Truist Fitness resources. You can also access CarePlus Customer Service and Truist Teammate Care line for additional help. Tapping each resource provides you with additional information.



The **My Challenges** tab reviews the different types of peer challenges. Peer challenges allow you to choose the type of challenge, the duration, and who to invite. The library lets you choose from physical, emotional, work-life, career, and financial challenges. Challenge a teammate today to improve your health alongside your peers.



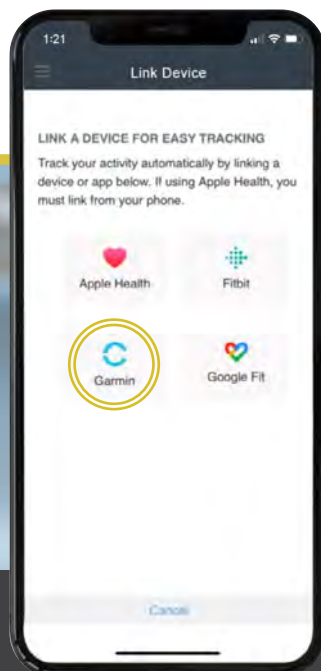


# My Activity

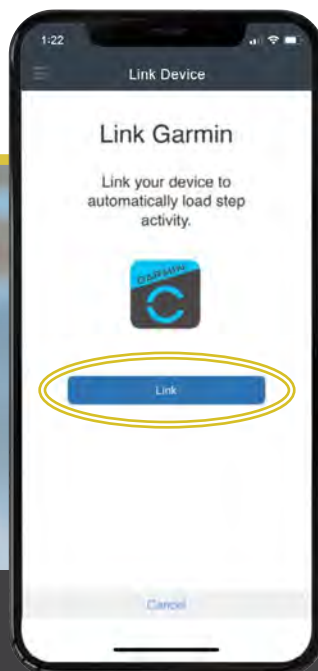
## Link an Activity Tracker

At the bottom of the challenge home page you can link an approved activity tracking device, such as Google Fit, Garmin, Apple Health, or Fitbit.

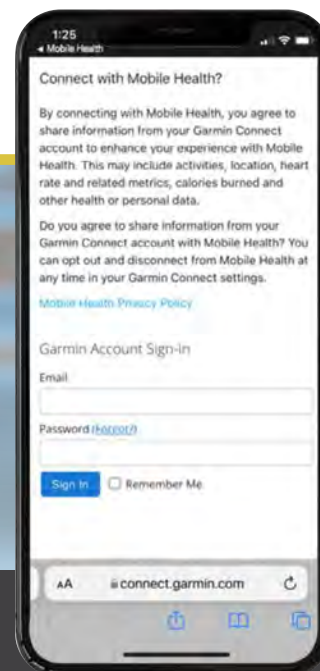
Linking your device allows for automatic syncing of your activity to CarePlus Mobile Health when participating in physical challenges.



Choose an activity tracker to link to CarePlus Mobile Health



Tap the **Link** button

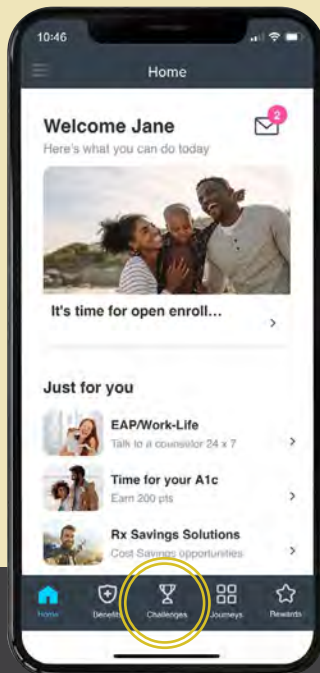


Enter your username and password for your activity tracker account

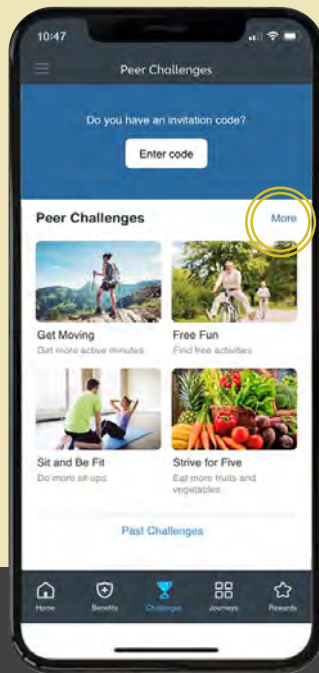


## Peer Challenges

CarePlus Mobile Health allows you to challenge your friends, helping one another meet health and well-being goals. Access your Challenge library by tapping the Challenge icon at the bottom of your home page. The library lets you choose from physical, emotional, work-life, career, and financial challenges. You choose the challenge, who to invite, and the duration of the challenge.



Tap the **Challenges** icon on the home page

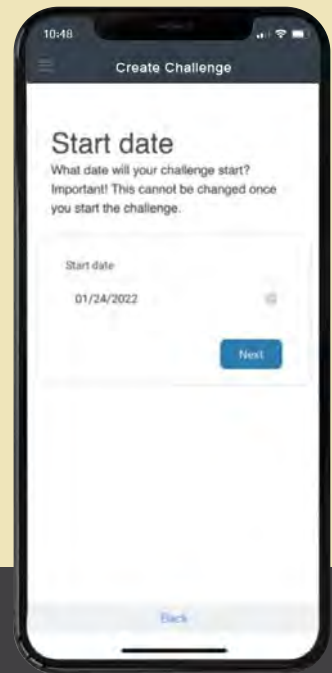


View ongoing challenges or create a new challenge

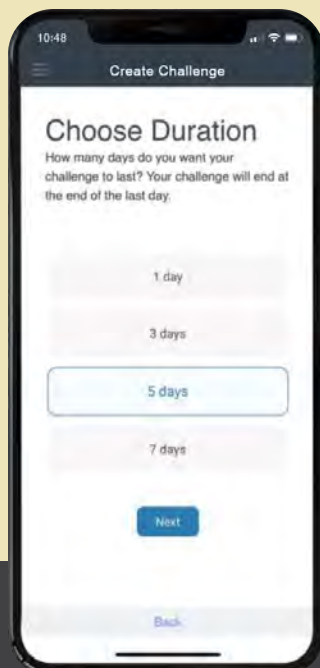
Tap **More** to view all Challenges



Review the rules and tap **Get Started** at the bottom of the screen



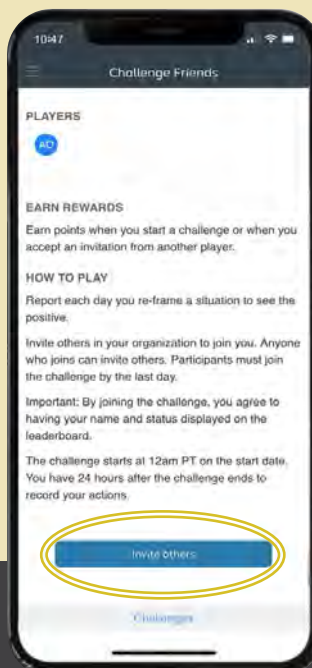
Choose the start date of your challenge



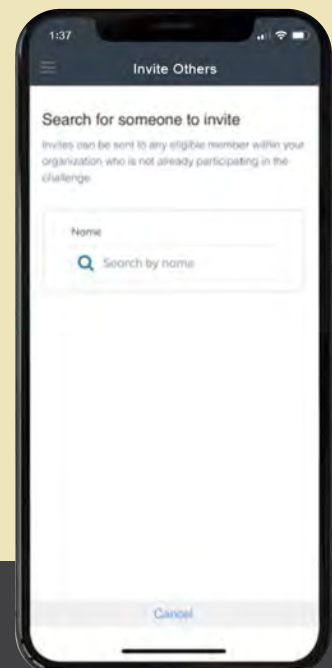
Choose the duration of your challenge



Tap **Create Challenge**



Tap **Invite Others** to invite members



Search for other eligible members to invite to your challenge



# My Journeys

Journeys are a great way to better understand your health and well-being, while also learning healthy habits to make improvements. Journeys are personalized just for you based on a quick assessment.

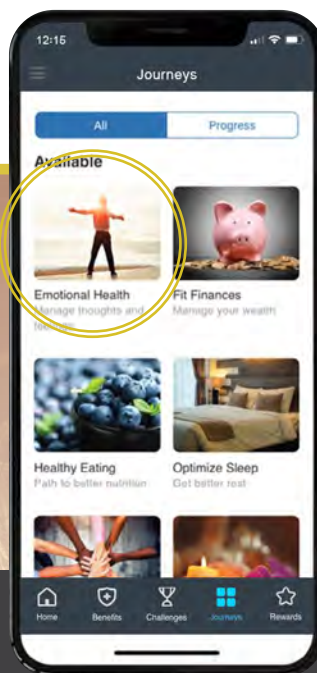
Journeys provide you with small steps to improve areas such as nutrition, physical activity, sleep, resiliency, reducing stress, tobacco cessation, work-life balance, and financial well-being. Journeys allow you to progress at your own pace, while earning rewards for completion.

*"It forced me to recognize certain triggers that cause me to want to smoke. It also brought awareness to my lifestyle indirectly."*

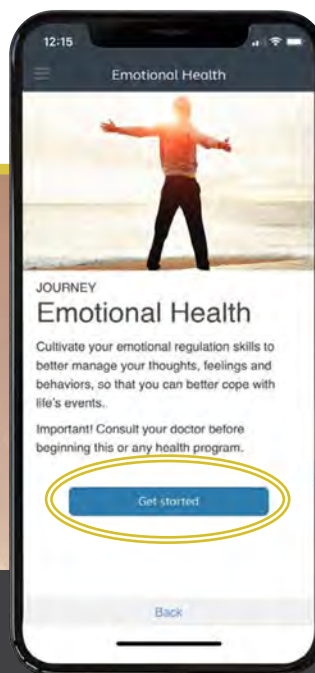
Mobile Health Member, Tobacco Cessation Journey feedback



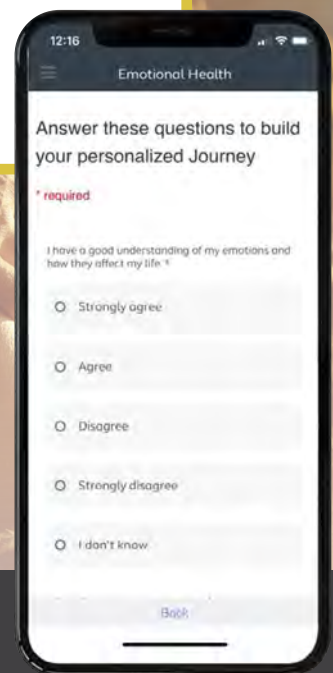
Tap the **Journeys** icon to access the Journeys library



Select a Journey



Tap **Get Started**



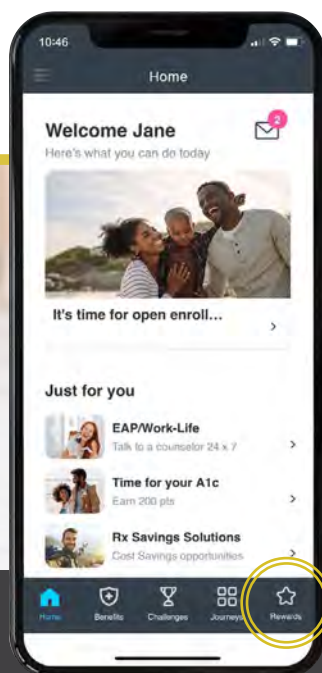
Answer a few questions to receive a personalized Journey just for you



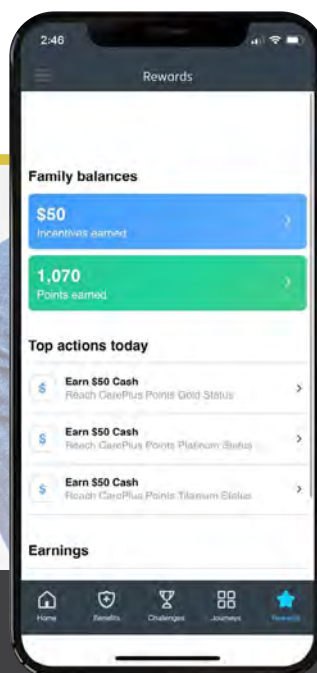
# My Rewards

## Earn Rewards

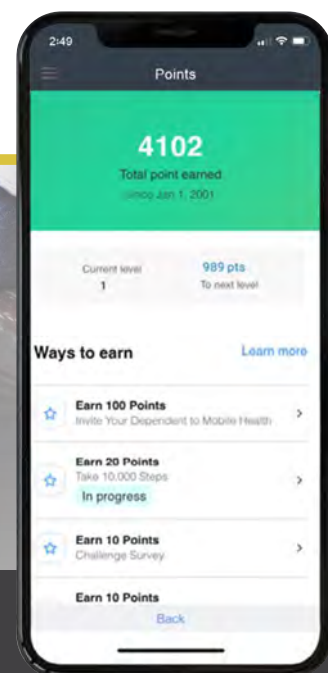
CarePlus Mobile Health provides numerous ways to earn rewards for being healthy. Whether reading your personal notifications, participating in a journey, getting your flu shot, or participating in a challenge – all of these activities can lead to rewards!



Tap **Rewards** to access your dashboard



View a summary of earned rewards



Tap a specific reward type such as **Points** to view earned and outstanding activities, as well as points balance and level



# Notifications

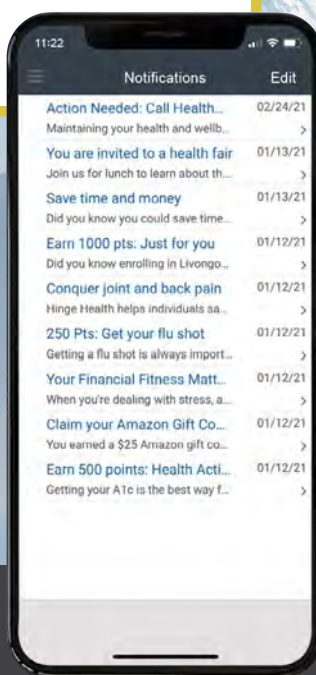
# My Account

## Communications

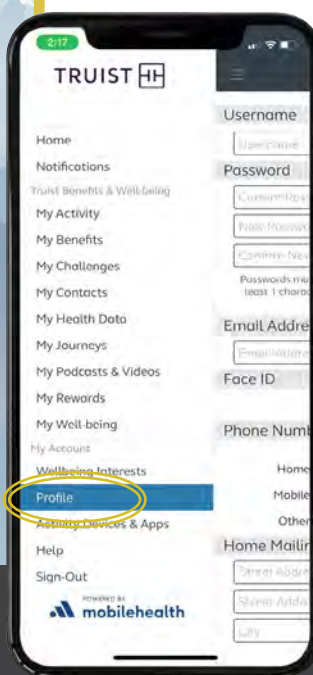
CarePlus Mobile Health provides personalized communications from Truist, as well as communications about your health, well-being, and resources.



Tap the envelope on your home page or tap the left navigation menu to access your communications



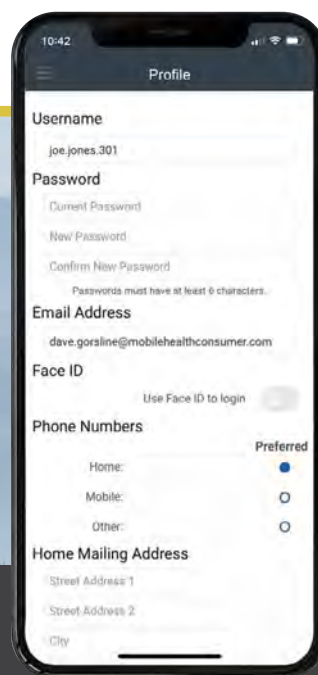
Tap on a communication to open the message



Tap any resource to view the corresponding page or tap **Profile** to update your personal information

## Resources and Profile

Tapping the three stacked bars on the top left corner of your home page opens the tool bar. Here you can access your resources, update your profile, and invite a dependent.



Under Profile you can update your username, password, email address, challenge settings and more

## You are all set!

You have taken important steps to personalize your Mobile Health experience just for you. CarePlus Mobile Health provides personalized navigation, education, and coaching to help you live your healthiest life!