



My Healthy Advantage

FAQs

health
assured.org

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1. Setting up My Healthy Advantage

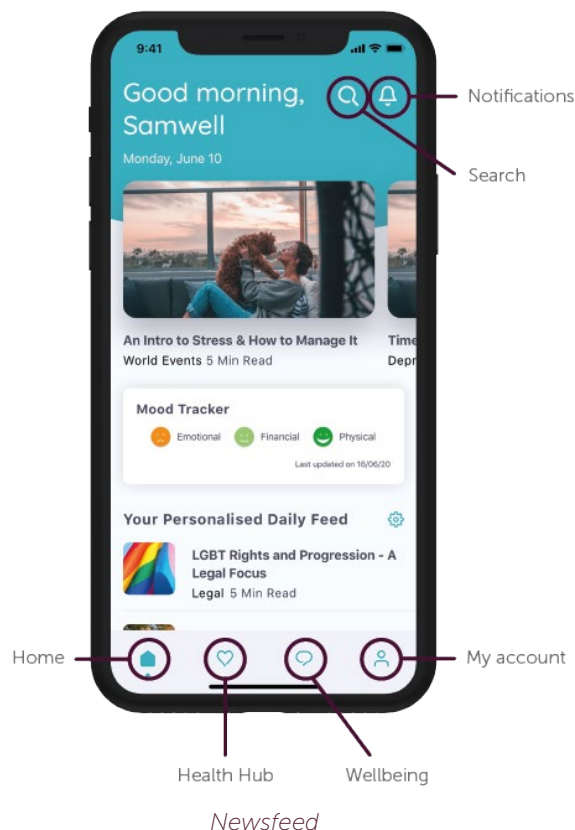
Where can I find My Healthy Advantage?

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. After each instruction, tap 'Next' to proceed.

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



I don't have an Employer Code

You will need an Employer Code to access My Healthy Advantage. Speak to the designated app admin in your organisation to supply you with an Employer Code.

Does My Healthy Advantage support facial recognition?

Depending if your device supports this, you can set up facial recognition when you first sign up to the app. You can turn this function on/off in My Account.

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

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

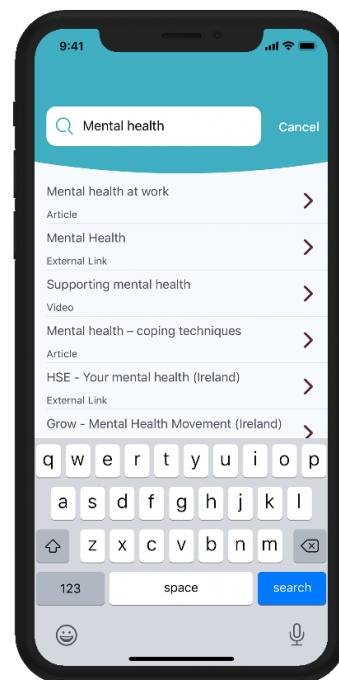
How do I select a wellbeing video?

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

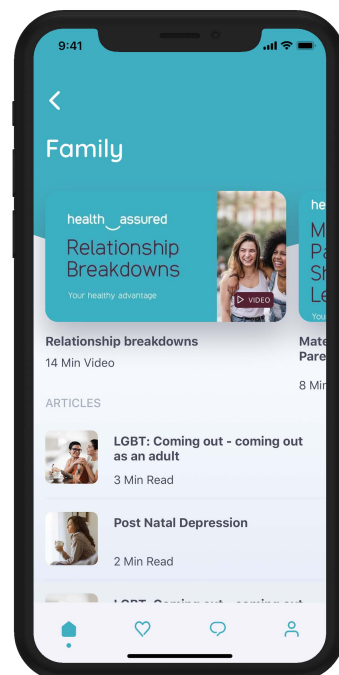
2.2 Wellbeing articles

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

3. Health Hub

3.1 4 Week Plans

How do I access a 4 Week plan?

1. Tap the Health Hub icon
2. Select '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. Select '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

3.2 Mini Health Checks

How do I access my Mini Health Checks?

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

3.3 Weekly Mood Tracker

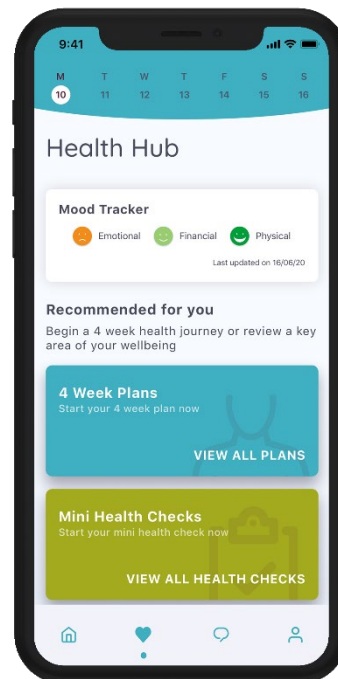
How do I input my mood on the Mood Tracker?

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

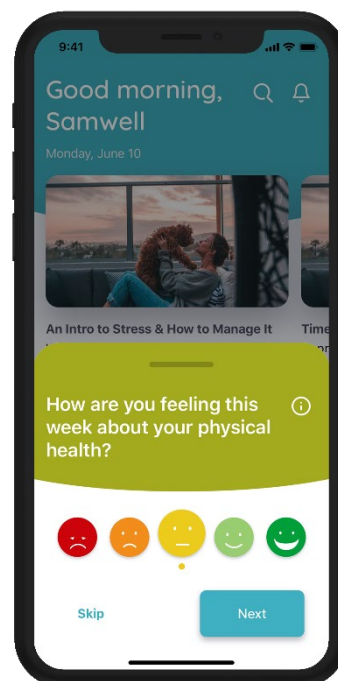
1. On each of the three questions, select the face icon that best represents your emotional, physical and financial wellbeing
2. Tap 'Next' to proceed to the next question. You can select 'skip' if you wish

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



Health Hub



Mood tracker

4. Wellbeing

4.1 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

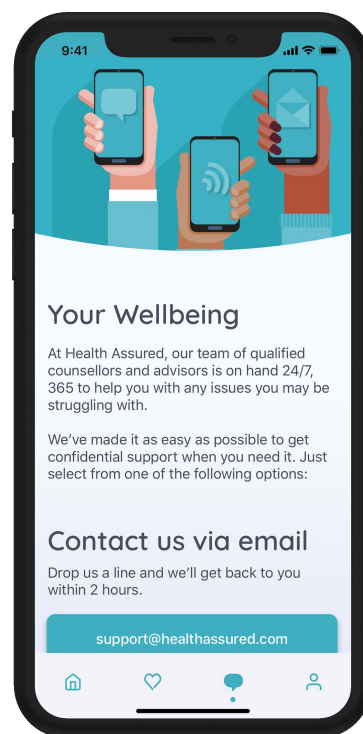
Tap the 'Start a conversation' button – this will start a LiveChat window with a member of our support team

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



Wellbeing tab

5. My Account

Is my phone compatible with My Healthy Advantage?

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

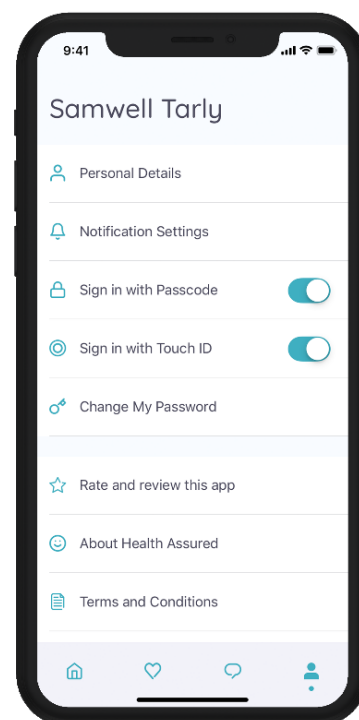
- OS10 (iPhone) – optimised for iPhone 7 or later
- OS9 – (Android) – optimised for OnePlus 6 or later
- OS7 (Android) - optimised for Google Pixel or later
- OS5 (Android) – optimised for Samsung J5 or later

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



My Account

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?

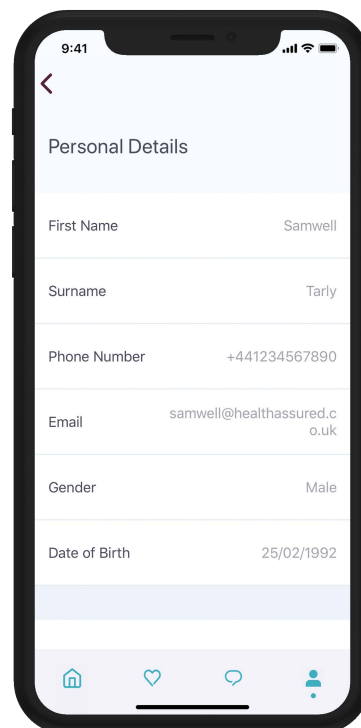
1. Tap the Account icon
2. Select rate and review this app

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'



Personal details