

FREQUENTLY ASKED QUESTIONS

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HOW DO I REGISTER FOR MY ACCOUNT?

1. Go to *www.allegantwellness.com*

2. Click on *Register*

Returning Users

If your company does not use Employee ID this could be your Insurance card number or last 5 digits of your social security number

Spouse Employee ID = Employee's ID number + Spouses Birthdate. Example: if the Employee ID is 12345 and the spouses birthdate is August 1 1955 then the Spouses Employee ID is 1234508011955

Company ID

Employee ID

Password
[Forgot password?](#)

First Time Users

Please click "Register" to begin your registration process.

3. Accept the Terms & Conditions

4. Enter in the following information

New User Registration

If your company does not use Employee ID this could be your Insurance card number or last 5 digits of your social security number

Spouse Employee ID = Employee's ID number + Spouses Birthdate. Example: if the Employee ID is 12345 and the spouses birthdate is August 1 1955 then the Spouses Employee ID is 1234508011955

[Need additional assistance, Click here](#)

Company ID

Employee ID

Gender Male Female

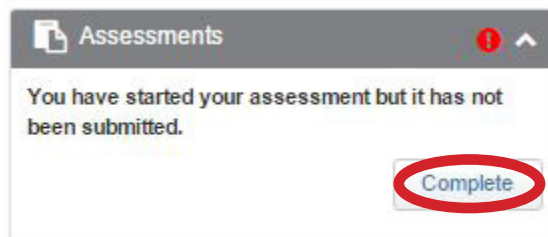
Date of Birth

e-mail address

5. Create a Password

HOW DO I COMPLETE AN HRA?

1. Go to *www.allegeantwellness.com* and sign into your account
2. Go to the *Assessments* widget
3. Click on *Complete*



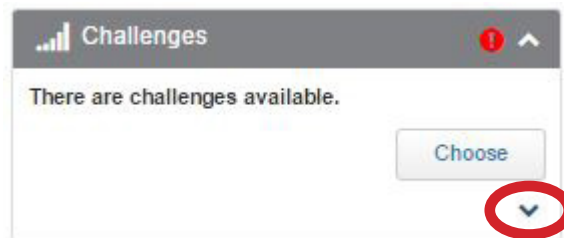
4. Answer all questions on each page and click *Next*



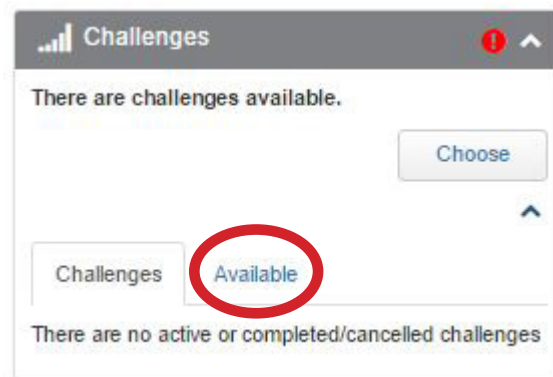
5. Once you answer all the questions, click *Submit*

HOW DO I ENROLL IN A CHALLENGE?

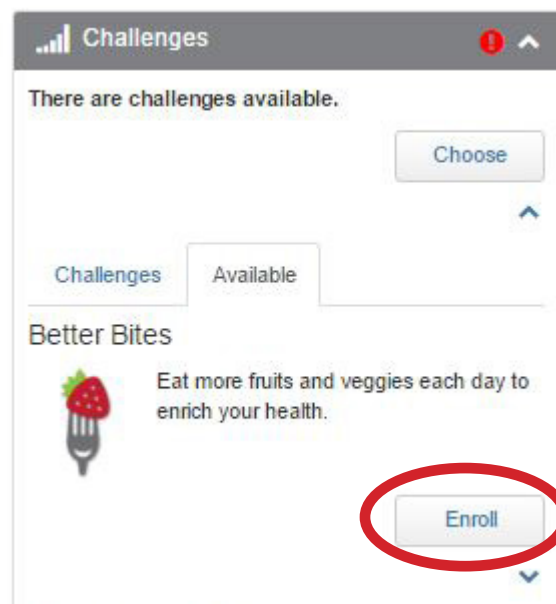
1. Go to *www.allegeantwellness.com* and sign into your account
2. Go to the *Challenges* widget
3. Click on the arrow in the bottom right corner



4. Click on *Available*



5. Find the challenge you want and click *Enroll*

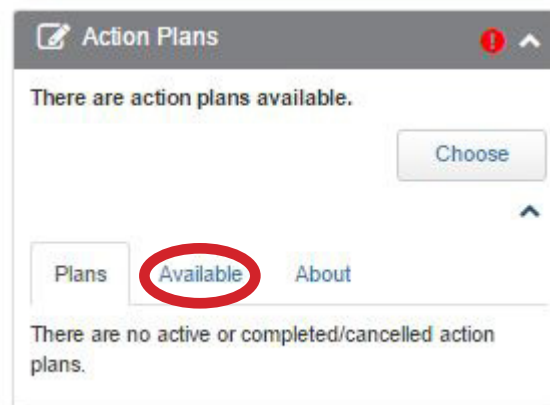


HOW DO I ENROLL IN AN ACTION PLAN?

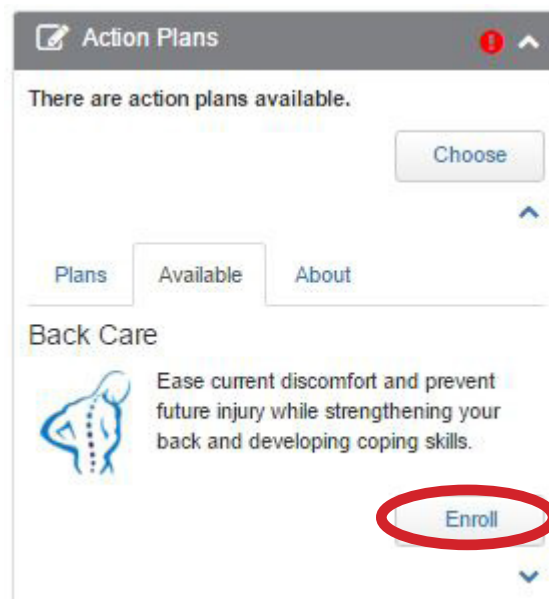
1. Go to *www.allegeantwellness.com* and sign into your account
2. Go to the *Action Plans* widget
3. Click on the arrow in the bottom right corner



4. Click on *Available*



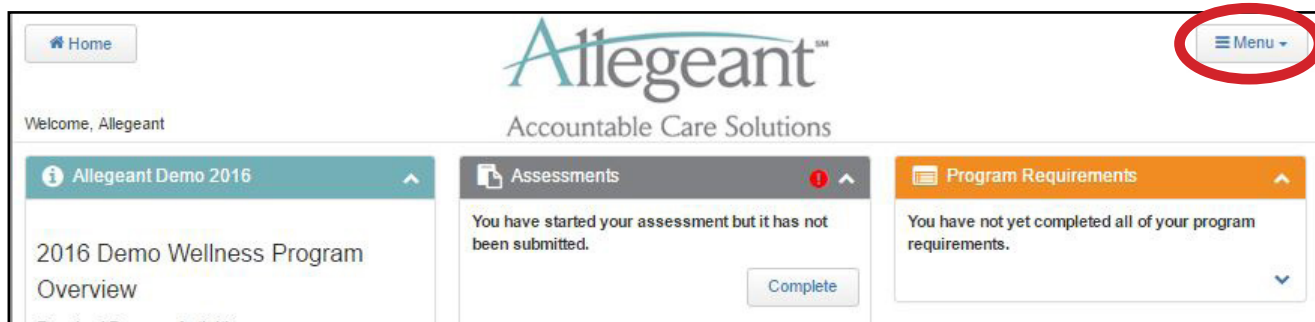
5. Find the action plan you want and click *Enroll*



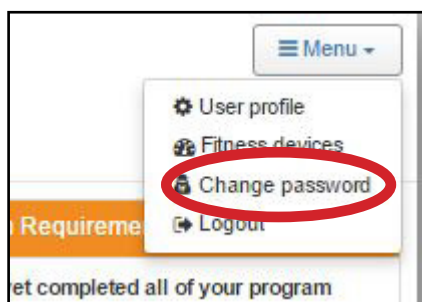
HOW DO I CHANGE MY PASSWORD?

1. Go to *www.allegeantwellness.com* and sign into your account

2. Click on *Menu* at the top right corner of the page



3. Click on *Change Password*



4. Type in your current password, then your new password

A screenshot of the 'Change Password' form. The form title is 'Change Password'. Below the title, it says 'Enter your current password and the new one you would like to use.' There are three bullet points: 'Password must include both upper and lower case letters.', 'Password must include at least one number.', 'Password must be at least 6 characters long.', and 'Previous 7 passwords cannot be reused.' Below the instructions are three input fields: 'Current password', 'New password', and 'Confirm password'.

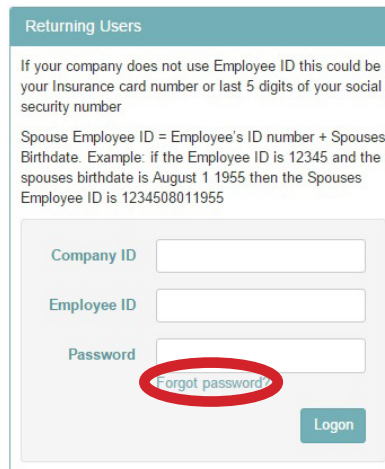
5. Click *Save*

A screenshot of the password form, showing the 'Current password', 'New password', and 'Confirm password' input fields. At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is circled in red.

FORGOT PASSWORD?

1. Go to *www.allegantwellness.com*

2. Click on *Forgot Password*



Returning Users

If your company does not use Employee ID this could be your Insurance card number or last 5 digits of your social security number

Spouse Employee ID = Employee's ID number + Spouses Birthdate. Example: if the Employee ID is 12345 and the spouses birthdate is August 1 1955 then the Spouses Employee ID is 1234508011955

Company ID

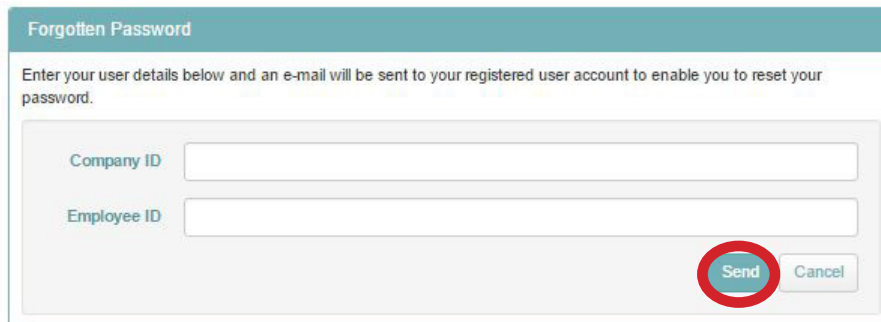
Employee ID

Password

[Forgot password](#)

Logon

3. Enter your Company ID and Employee ID and click *Send*



Forgotten Password

Enter your user details below and an e-mail will be sent to your registered user account to enable you to reset your password.

Company ID

Employee ID

[Send](#) [Cancel](#)

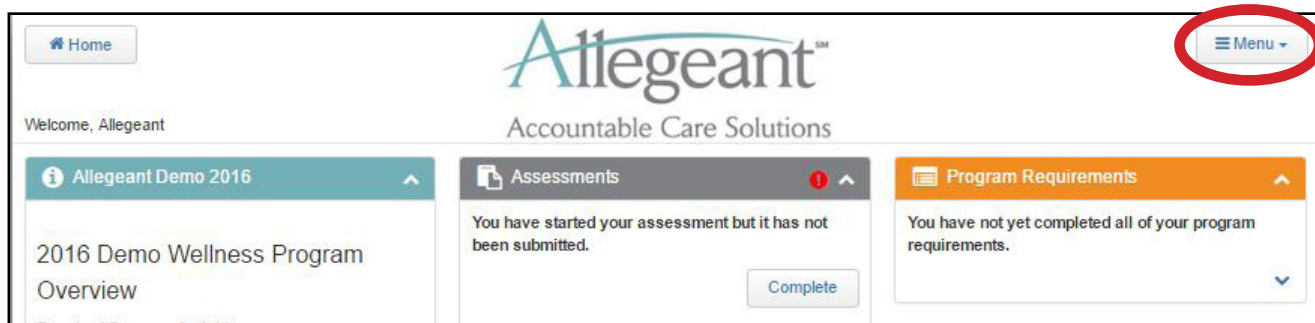
4. Thy system will send you an email (check your spam/junk folder)

5. If you do not receive an email within 24 hours, contact Customer Support

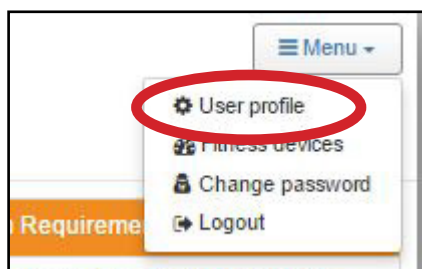
HOW DO I CHANGE MY EMAIL ADDRESS?

1. Go to *www.allegeantwellness.com* and sign into your account

2. Click on *Menu* at the top right corner of the page



3. Click on *User Profile*



4. Find the Email Address line

- Delete your old email and type in the new one
- Please make sure that your email is correct

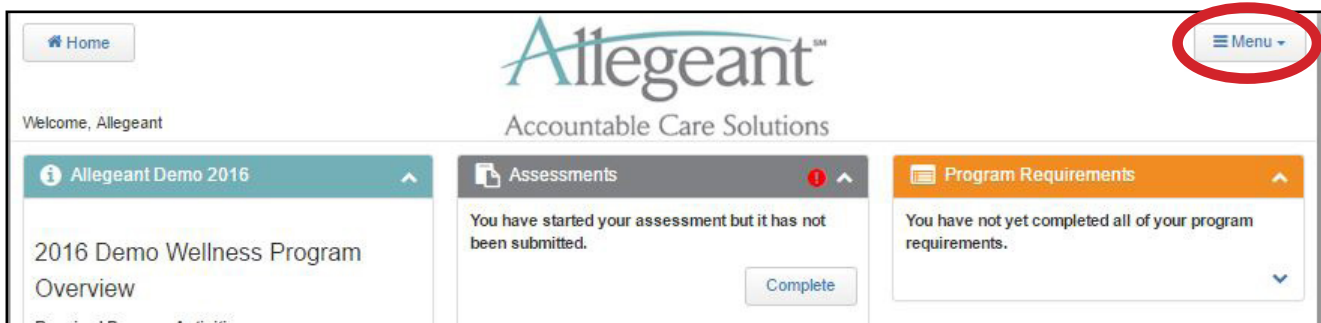
A screenshot of the user profile form. The form includes fields for 'First name', 'Last name', 'Gender' (Male/Female), 'Date of Birth' (Aug 16 1980), 'e-mail address', and 'Telephone no'. The 'e-mail address' field is circled in red. There are also two checkboxes for email notifications: 'Send notification messages to my e-mail address' and 'Send messages that don't contain personal health information to my e-mail address'.

5. Click *Save*

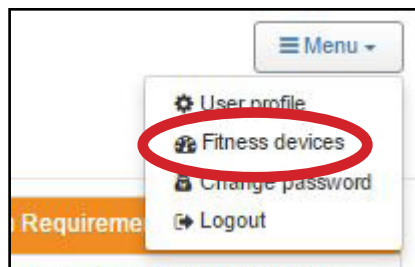
HOW DO I CONNECT MY FITNESS DEVICE?

1. Go to *www.allegiantwellness.com* and sign into your account

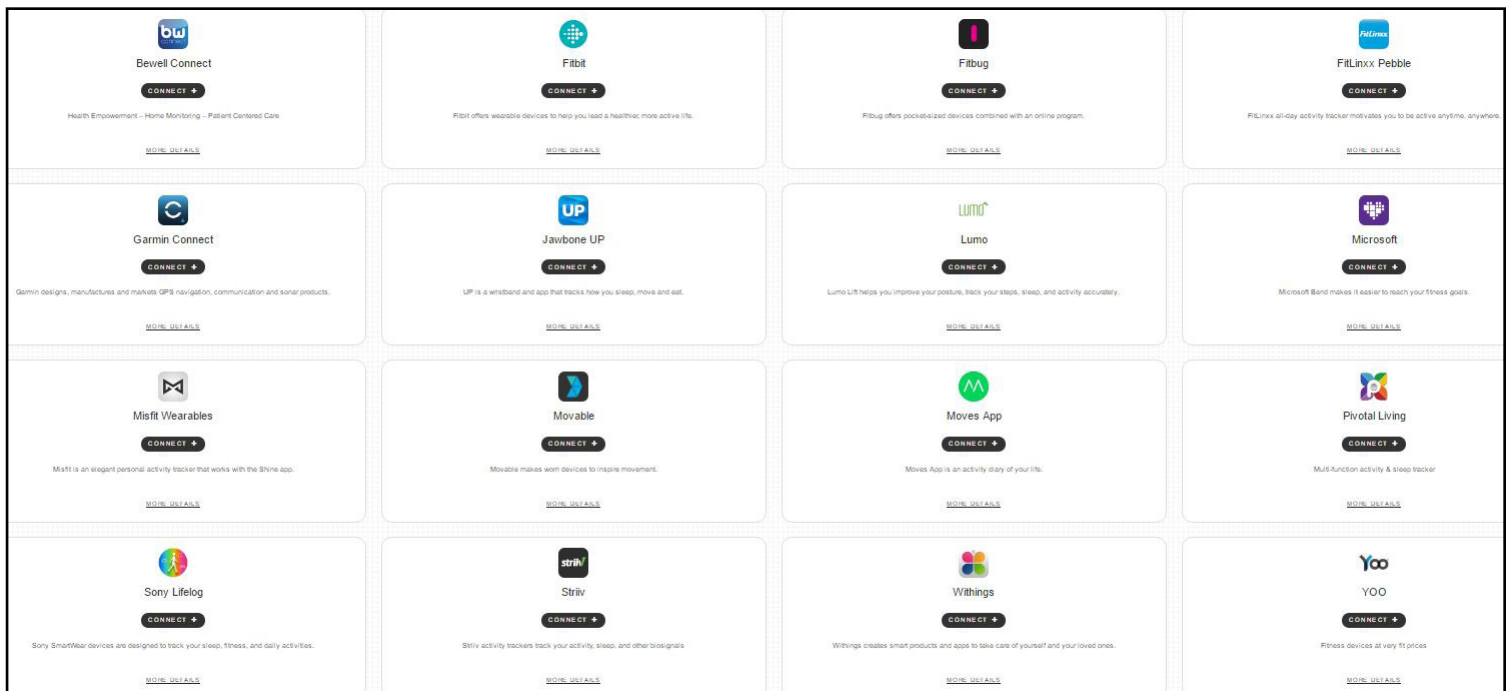
2. Click on *Menu* at the top right corner of the page



3. Click on *Fitness Devices*



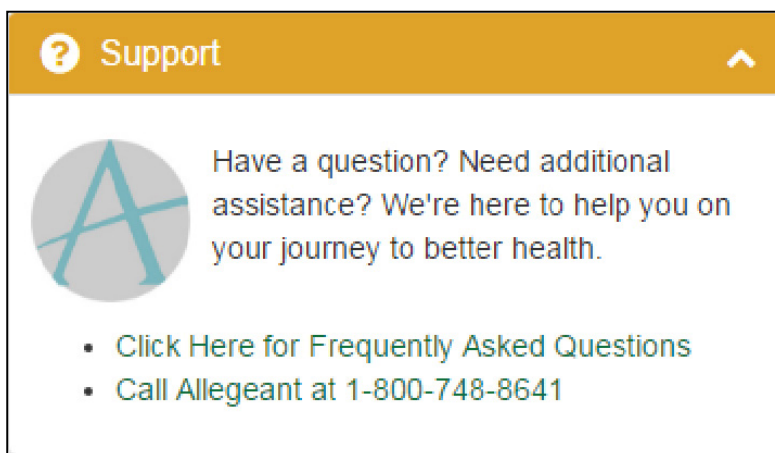
4. Find your device in the list and click on *Connect*



5. Enter in the required information and click the button to connect the device

HOW DO I CONTACT CUSTOMER SERVICE?

1. Call Allegeant at 1-800-748-8641
2. Hours of Operation: 8:00AM - 5:00PM
3. If you are on the portal, click on the Support Widget



4. Fax #: 410-605-0933, Alternative Fax #: 410-427-3699