



## Frequently Asked Questions

### What is Wellvolution?

Wellvolution is Blue Shield's easy, social and fun approach to well-being. As a **High Desert & Inland Employee-Employer Trust (HDIEET)** eligible employee, you can participate in our Wellvolution programs and you can win \$300 by participating in Walkadoo.

### How does it work?

Register on the Wellvolution platform at [www.mywellvolution.com](http://www.mywellvolution.com) from a computer, tablet or smartphone. The Wellvolution platform is made up of the wellness programs that are available to you: Well-Being Assessment, Daily Challenge, QuitNet Digital, and Walkadoo.

If you would like to access [www.mywellvolution.com](http://www.mywellvolution.com) on your computer, the browser requirements are as follows:

- **Firefox, Safari, and Chrome:** These browsers are self-updating, so the latest version will optimally support the Wellvolution programs. We recommend that you access [www.mywellvolution.com](http://www.mywellvolution.com) and participate in the wellness programs using one of these browsers.
- **Internet Explorer (IE):**
  - Mywellvolution.com wellness programs are supported by the "last four" versions of Internet Explorer at any given time. For example, the newest version of IE is IE11, which means versions IE8, IE9, IE10, and IE11 will optimally support products. When a new browser version is released, support for the oldest one is retired because Microsoft will no longer support it.

### What is the Well-Being Assessment?

The Well-Being Assessment measures your overall well-being in five areas: social, purpose, physical, financial, and community. Your responses to the questions create a report with scores in these areas that compare you with others of your same age and gender across the country. It gives you a clear idea of what areas of your own personal well-being may need additional focuses.

### What is Daily Challenge?

It's a fun, easy and social wellness program that introduces small daily actions and choices that are designed to improve your well-being. Each day you receive a message with one simple activity or "challenge" to complete and why it matters. You can invite your friends and family to participate with you.

### What is QuitNet Digital?

QuitNet Digital is a tobacco cessation program with the world's largest therapeutic online social community. It's a web and mobile intervention that combines assessments, appointment dynamics, gamification, and social science. This self-guided quit-smoking program is engaging and easy to use.

### What is Walkadoo?

Walkadoo is a wireless, pedometer-powered daily activity web and mobile app program. It gives members realistic goals that adjust and evolve as Walkadoo learns your activity habits. It also provides a supportive community where members can share and celebrate their goals and invite their friends and family to join. Walkadoo is an engaging social experience where people learn to walk more each day. Participants will be eligible to win up to \$300 beginning Fall 2016! More details are below under the Walkadoo Rewards program section.

### How do I access these wellness programs?

1. Visit [mywellvolution.com](http://mywellvolution.com) and select the **Create an Account** button, or if you are already registered simply click on the **Sign In** button.
2. Complete the registration process. Note: Use the same name and ZIP code that appears on your Blue Shield member ID card or as it is on file with your employer. Don't use nicknames.
3. Once you complete the registration process, click *Begin*.
4. Next step "Welcome to Well-Being Tracker" click *Next*.
5. Next step "Start on your well-being journey today" click *Start Now* or click *Skip and get my score later*. The Well-Being Assessment takes about 10 to 12 minutes to complete.
6. Once you complete the assessment, click *Finish* and you will receive all your scores for overall well-being: social, financial, purpose, community, and physical.
7. Next step click *Programs Page* top right.
8. Create your Daily Challenge account to begin improving your well-being.
9. **As part of creating your account, you will automatically be signed up for Walkadoo and will soon receive an email that will contain instructions on how to get your activity tracker. You should receive your activity tracker in seven to ten business days and you will receive a confirmation email.**

### Wellvolution technical support

For technical assistance, please send an email to [support@meyouhealth.com](mailto:support@meyouhealth.com). Although you can also contact support by telephone, we recommend using email for the fastest response. Call us at (866) 304-1980, between 5 a.m. and 7 p.m. on weekdays.

### How does the High Desert & Inland Employee-Employer Trust Walkadoo Rewards program work?

During the drawing period, which will take place in the Fall of 2016 (10/14 – 11/11) and Spring of 2017 (dates TBD) eligible employees have a chance to win either \$10 or \$300 each week for the four week drawing period.

### **Drawings are held every Friday for 4 weeks.**

Employees who earn up to 500 points per week have a 1 in 5 chance of winning \$10 or 1 in 100 chance of winning \$300 each week.

### **How can I receive my Walkadoo program rewards, and when will I receive them?**

Any rewards won during a program will be delivered on an Amazon.com gift card on the day of the final drawing. The gift card will be delivered via email as a claim code that can be redeemed [here](#).

### **What is an Amazon.com Gift Card?**

Amazon.com gift cards never expire and can be redeemed towards millions of items at [www.amazon.com](http://www.amazon.com), [www.myhabit.com](http://www.myhabit.com), and certain of its affiliated websites.

Participants can use their Amazon.com gift cards to shop from a huge selection of health and fitness items, books, electronics, movies, apparel and more.

### **How do I use their gift card claim code?**

To redeem an Amazon.com gift card claim code, participants will be instructed to follow these steps:

1. Visit [this page](#) at Amazon.com
2. Click **Redeem a Gift Card**
3. If you have not logged on to Amazon.com yet, do that now
4. Enter the gift card claim code and click **Apply to your balance**
5. Gift card funds will be applied automatically to eligible orders during the checkout process

## **Walkadoo and Daily Challenge**

### **How do I stop emails or change the frequency and type of emails I get?**

Please follow these steps:

Log in to mywellvolution.com and access either the Daily Challenge or Walkadoo program from your *Programs Tab*. Once you are in either program (the process is the same for both) take the following steps:

Hover over your name at the top of the page. A black box will drop down. Click on *Settings*. Click on the Email tab for Daily Challenge, and the Email & SMS tab on the left side of the page for Walkadoo. Use the check boxes to customize your email enrollment and/or your SMS. Click on *Save changes*.

### **How do I change my privacy settings?**

Follow the same process as above to log in to either Walkadoo or Daily Challenge. Hover over your name at the top of the program page and then choose the *Settings* option to go to your account settings from the black drop-down menu. Then within account settings choose *Privacy* from the list. Review and click on your desired privacy option and click on *Save*.

## Walkadoo FAQ

### How do I earn points in Walkadoo?

You can earn points for activities like wearing your device, completing your card, and responding to Walkie Talkie prompts. Here is a breakdown:

Action	Related Points
Wearing your device	50 points per day
Wearing your device streak bonus	After the first day of wearing your device, you get an extra 10 points per day, with a maximum of 50 points. For example, if you wore your device for five days straight, you would get a 40-point bonus
Following another user	5 points per user, with a maximum of 30 points
Another user following you	5 points per user, with a maximum of 30 points
Responding to a Walkie Talkie	50 points each day
Replying to someone else's post	3 points per response, with a daily limit of 9 points
Smiling at someone else's post	1 point per smile, with a daily limit of 5 points
Completing your everyday Walkadoo card	100 - 150 points, depending on the step challenge
Completing your All or Nothing card	200 - 300 points, depending on the step challenge
Completing your Unlimited card	There's no limit to how many points you can earn on an Unlimited card.

### How do you pick my step goal?

Your Walkadoo step goals are based on your own individual walking history.

Walkadoo looks at your last nine days of steps and chooses a goal for you between your highest and lowest step count during that period. If you have a few higher step count days in your 9-day history, you may find your step goals are a bit higher. However, if you have a few lower days, your step count will also come back down.

If your goal is toward the higher end of your own personal 9-day spectrum, you'll receive more points for reaching your goal. If the goal is lower, your points are lower as well.

There is no setting in Walkadoo to adjust your step goals higher or lower. The site adjusts to reflect your own activity level. Walkadoo challenges you to get more active without pushing you to do more than you've shown you can do before.

### **Do I need a pedometer to use Walkadoo?**

You will need a step tracking device to use Walkadoo, and HDIETT has purchased an activity tracker for each employee. You can also use a compatible app on your phone that utilizes your smart phone's accelerometer to measure step activity.

**Supported step tracking devices are listed below.**

#### **Wearable pedometers:**

[All models of FitBit](#)

[All models of Jawbone](#)

[All models of Misfit](#)

#### **Phone apps:**

[Walkadoo app tracker for iPhone](#)

[Walkadoo app tracker for Android](#)

Moves app for [Android](#) or [iPhone](#)

### **How do I find my friends?**

On Walkadoo, you have the ability to find and follow other fellow Walkadoo members. To locate someone you know is participating, visit your Walkadoo homepage by clicking on (the Walkadoo logo). Then scroll down to the Friend Suggestion box on the left side of the page. Here you'll see some suggested friends but you can also type in the name of other fellow Walkadoo members to locate their profiles and start following them.

When you're following someone, you'll see their Walkie Talkie answers in your news stream. You'll be able to invite them to derbies and more!

### **How do I create a derby?**

To create a derby, just follow these steps:

1. Log in to your Walkadoo account at [www.mywellvolution.com](http://www.mywellvolution.com)
2. Locate the racing flag icon at the top right of the page and hover over it
3. Choose the 'Start a derby' option
4. Give your derby a name
5. Choose a derby type (point contest or step contest)
6. Choose private or public
7. Invite people you follow to be in your derby\*
8. Click 'Create derby'

**Please note that a derby must be created by 3 p.m. on Sunday in order to start the following Monday.**

\*You may invite only people you follow who are not currently participating in a derby. You can issue up to 25 invitations but there are only five open slots in your derby, since you occupy the sixth. Invitees join on a first-come, first-served basis.