

Kick-start your wellbeing!

User Guide

We'll help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.

Have questions? We're here to help.

- Check out **support.personifyhealth.com**
  Live chat: Monday–Friday, 2 am–9 pm ET
- Give us a call: 888-671-9395
  Monday–Friday, 8 am–9 pm ET
- Send us an email: **support@personifyhealth.com**

City of Hope®

personify™ HEALTH

Sign up and get started

Step 1

Visit **join.personifyhealth.com/cityofhope** or open the app and select **Create Account**.



Follow the progress bar as you complete these easy steps:

Tell us who you are. We'll ask for a few details about you and your sponsor organization to check your eligibility. Some of the fields may already be filled.

Legal and privacy. Review and agree to the rules, data collection and privacy policy.

Create your account. Add your email, make a password and give us some additional details to customize your experience.

You're all set. Your account is ready. Click **Take Me There** to sign in.

Step 2

Connect a device or app to get credit for your wellbeing activities like steps, nutrition and sleep. We sync with many trackers, such as Max GO, Apple Watch, Fitbit and MyFitnessPal, just to name a few.

Step 3

Upload a profile picture and add some friends.

Step 4

Set your interests to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well and more!

Step 5

Download the Personify Health mobile app for iOS or Android. Access your account and track your activity anywhere, anytime. Turn on your notifications to stay motivated and get friendly reminders.

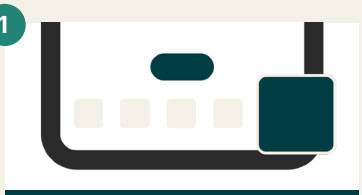
Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place. Be sure to sign in to your Personify Health app **at least once a week** so your data syncs and counts toward your activity goals. Activity tracking varies by device. Please consult your device instructions to learn more about available tracking features.

Scan the QR code to download the app.

Connect a device or app

Download the Personify Health app, and then follow these easy steps:

1



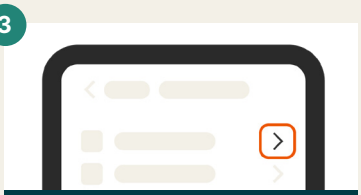
Click **More** in the bottom menu.

2



Click **Devices & Apps**.

3



Choose a device or app and click **Connect**.

Compatible devices and apps

Personify Health supports a variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:

myfitnesspal

Apple Health

STRAVA

WITHINGS

MAX GO™

Google Fit

GARMIN

iHealth

SAMSUNG Health

fitbit

POLAR

ŌURA

Max GO™

Get started with these easy steps:

Step 1

Before you pair Max GO, charge it and place it near your phone. Also, make sure your phone's Bluetooth, Location and Nearby Devices are turned on.

Step 2

Go to **More** and select **Devices & Apps**. Click on **Max GO** in the **Available Devices & Apps** section.

Step 3

Tap the **Connect** button on the new screen that opens. Select **Start Pairing**. Found devices will appear on the screen and your device will have Max GO in its name. Tap on **Connect** next to it.

Step 4

Tap the green check mark on the device to complete the pairing process. When paired successfully, you will be able to tap **Continue**, which will take you to the final step in the process: entering your height and weight. Then select **Continue** to save your information. A pop-up should appear, letting you know you're all set!

Note: The Max GO™ is **only** compatible with smartphones that have the Personify Health mobile app installed, specifically Android 9.0 and iOS 15.0 and above.

Max GO can help you:

Reach your step goal

You'll get a notification on your device when you reach your step goal. You can also turn on call, text and email notifications by going to the settings section on the mobile app.

Track your sleep

Max GO tracks your sleep when you wear it to bed. (Say hello to your new sleep buddy!)

What to expect:

Your Max GO has three different clock faces that you can choose from. By swiping through the screens, you can also view daily activity such as steps, calories, distance traveled and more. Max GO tracks and syncs steps, sleep, calories burned, workouts and active minutes.



Keep it up to date!

To upload your fitness tracker data to your wellbeing account, open the mobile app and pull down on the home screen to refresh.

Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place. Be sure to sign in to your app **at least once a week** so your data syncs and counts toward your activity goals.

City of Hope provides a **one-time subsidy of $40** toward a step-tracking device in the Personify Health Store.

Scan the QR code to visit the store or go to **Home** > **Rewards** > **Spend** from your account, then select **Shop the Store** > **Shop Now**.

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Engage in activities that fit your interests

Learn easy ways to get more active, eat well and manage life's ups and downs—every day!

Challenges
Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends, and challenge one another to start a new healthy habit.

Coaching
Talk to a coach to set goals and get one-on-one support, expert guidance and answers to your questions.

Daily Cards
Every day we'll send you two new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

Friends and Family
Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members outside of work!

Health Check
This short, confidential survey assesses your health across seven factors, from mental health to fitness. You'll receive a personalized report and recommended actions you can take to start improving your wellbeing.

Healthy Habits
Healthy Habits offer you bite-sized ways to build a healthy routine and improve your wellbeing. Your Healthy Habits will be customized based on your Health Check results and the interests you set in your profile.

Journeys®
Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

Media Library
The Media Library offers interactive videos led by our team of trainers and coaches on a variety of topics. There's something for everyone.

Nutrition Guide
Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips and recipes to help you achieve your goals.

Pillars
Get straight to the information that matters to you the most. Pillars make it easy to find content that is important to you and provide quick access to many helpful tools and resources.

Recipes
Get ideas for healthy meals, build a shopping list and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Shoutouts
Support a colleague or friend with a message of thanks or appreciation using the Shoutout feature.

Sleep Guide
What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

Social Groups
Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.

Create a challenge

About challenges:

Personal Challenges

Create a personal step challenge to increase your activity for one, two or five days in a week. Make sure your fitness tracking device or app is connected to your account and start stepping. Invite your coworkers and friends for some friendly competition and see who comes out on top.

Healthy Habit Challenges

You can create a challenge for a Healthy Habit you're currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances and more. Simply track it every day in order to reach your goal.

How to start a challenge:

Step 1

From the home page, go to the **Social** tab, select **Challenges** and then select **Create**. Once you're in this section, choose **Personal Challenge** or **Healthy Habit Challenge**.

For personal challenges, you'll choose the duration of the challenge and start it up.

For Healthy Habit challenges, you'll select the habit you want to work on, write a personal message and get it started.

Step 2

Now that your challenge is set up, invite others to join! Select **Invite Players**, and you'll have the option to invite from your friends list, search for friends or invite a Group. You can also add an email list of up to 250 people.

Things to explore:

Chat

If you invited others to join your challenge, connect and share images or tips on how to build habits and stay active via the challenge Chat feature.



Leaderboard

If you're in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who's in the lead. If you're falling behind, put the pedal to the metal and aim for that #1 spot.



Try Journeys®

How to get started:

Step 1

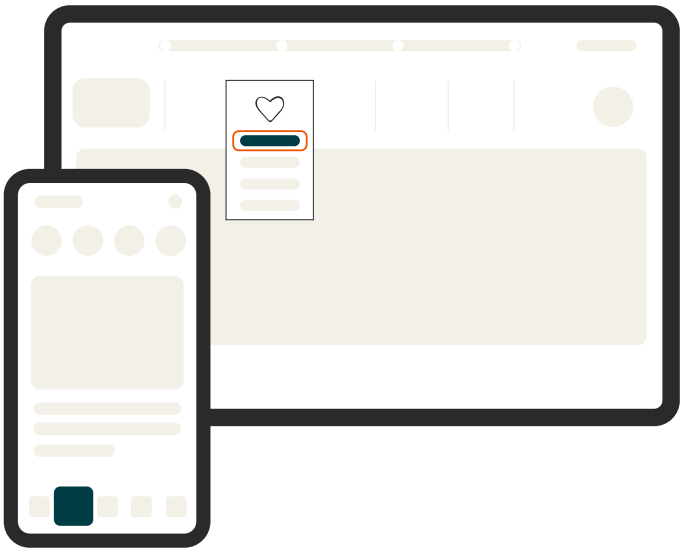
Open the Personify Health mobile app or go to the website and find **Journeys** in the **Health** menu.

Step 2

Find the Journey that's right for you. If you would like to view all the available Journeys in a topic, click **View All**.

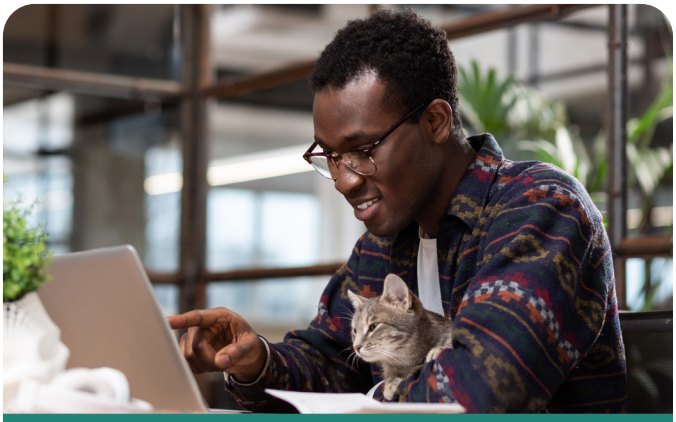
Step 3

Click on the Journey you would like to learn more about. Click **Start** to begin your Journey.



Journeys can help you:

- Quit smoking
- Reduce stress
- Strengthen your financial fitness
- Embrace diversity, equity and inclusion
- Cope with grief and loss
- Reduce your alcohol and/or tobacco consumption



Do you have a new health concern that impacts your daily wellbeing? Journeys can help you manage:

- Heart Health
- Lung Health
- Mental Health
- Women's Health
- Back, Muscle & Joint Health

Work with a coach

Reach your health goals, together

Making changes to your health routine isn't always easy. Whether you're starting to exercise, training for a marathon or anything in between, our health coaches help motivate and encourage you along the way. Connect with a coach to set goals, monitor your progress and get extra tips to keep going.



What to expect

Your first session will help you build a meaningful relationship with your coach. Together, you'll work to find small steps you can take to make progress toward your goal. During your follow-up sessions, you'll update your coach on your progress and plan next steps to help you stay on track.

01

Set a goal

Are you trying to get fit, eat healthier or sleep better? Your coach can help you set a goal and stay with it.

02

Monitor your progress

Coaches can see how you're doing and offer tips to help you do even better.

03

Get support and encouragement

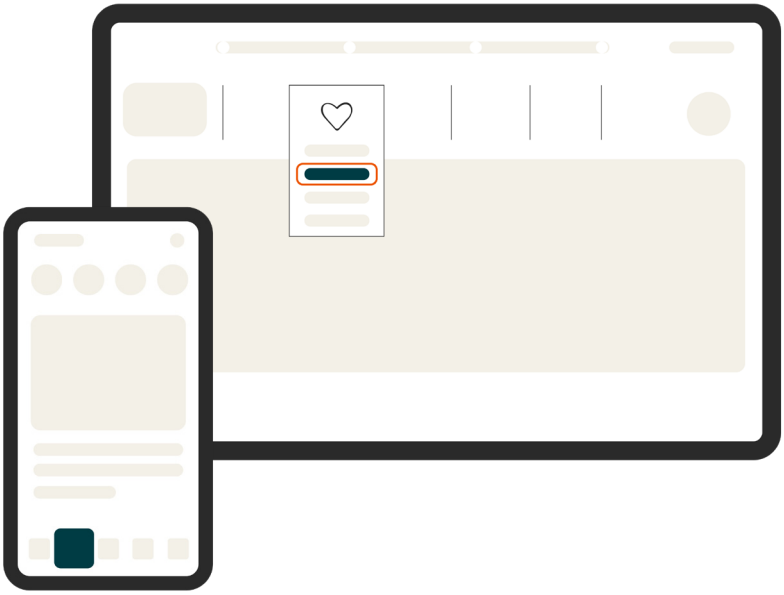
Chat with your coach online or via our app, and get personal, encouraging messages.

Coaching topics

Choose a topic that you'd like to cover with your coach, such as Get Active, Eat Healthy, Reduce Stress, Manage Weight, Sleep Well or Be Tobacco-Free.

Get a coach

How to get started:



Step 1

Once you're signed in, go to the **Health** tab and select **Coaching**. If you have the app, just scan the QR code:

Step 2

Select **Schedule a Session** and then pick your preferred topic by clicking an image.

Step 3

Choose an available date and time that works for you.

Step 4

Enter your phone number, and click **Confirm Appointment**.

You'll receive convenient appointment reminders through your email, mobile device or both!



"Having someone to talk to actually made me enthused to take these simple, easy steps. I am gradually feeling less stressed, and I'm motivated to continue."

— Rosie