

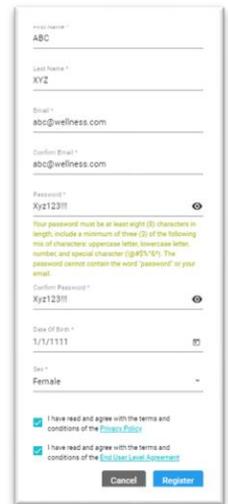
Register your Account in the Wellness Portal



- 1** Go to <https://hopewellness.wellright.com>
REGISTRATION CODE: hopewellness

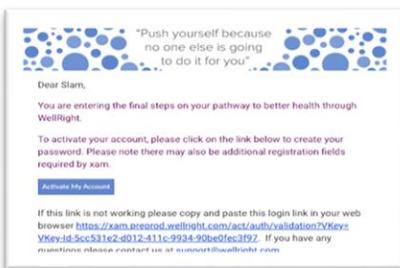
- 2** Create your account

- Complete all required fields and check boxes.
- A valid Email address is required and must be unique to each participant
 - Contact Support if you need help creating an Email address.
- Create your own password
 - If the text below the password field is **RED**, there is an error in your password. Read the password requirements and try a new password or confirm passwords are matching.
 - Use the eye icon () to view the typed password.
- Enter your name as it shows on your paystub.
- Click **Register**.



- 3** Check Your Email

- Click the link sent to your email from noreply@onsitewellnessllc.com to verify your Email address.
- If you do not see the Email in your inbox remember to check your spam/junk mail.



- 4** Get Started!

- Bookmark the URL; press "CTRL + D" to save to your favorites.
- Complete the Health Questionnaire to kick off your journey!



Need assistance? Call for help!

616.309.2773

support@onsitewellnessllc.com



Frequently Asked Questions

Why is Email address a required field?

By providing your Email address, you will be able to reset your account password without having to call an administrator. You may also receive confirmation for events that you choose to participate in. We do not share your Email address with anyone, and you will only receive messages that relate to wellness programs. You are able to edit your preferred Email address in your account profile. If you would like to change the email address attached to your account, contact Support.

I entered my Email and password and filled in my account information, why couldn't I enter the wellness portal? This could be due to any of the following reasons:

- Passwords are case sensitive; verify uppercase or lowercase letters in your password.
- Passwords must be at least 8 characters long and include a minimum of three (3) of the following mix of characters: uppercase letter, lowercase letter, number and special character (!@#\$\$%^&*).
- Passwords cannot contain the word "password" or your Email.
- Need assistance– call for help. See contact information below.

How do I bookmark the wellness portal in my internet browser so I can find the site again?

Creating a bookmark, or favorite, for a website varies depending on which internet browser you are using. First, go to the URL of the website you want to save. Second, select keys "Ctrl+D" at the same time. Give the page a title and select Add or Done to save. If using Safari, click on open book icon and select "Done". Other browsers have a similar process. We also suggest downloading the mobile app to be able to access everything directly from your Android or Apple phone at anytime.

What if I forgot my password?

On the login page, click "Forgot Password?" and ensure your Email address is correct. Click "Reset Password". Login to your Email account to find an email from noreply@wellright.com. Click on the "Reset Password" link. Create a new password.

What if I forgot my Email address?

Call Support to verify your identity and we can remind you of the Email address on your account. Email addresses can only be confirmed via telephone.

When I hit the arrow button in the Health Questionnaire, the cursor stays on the same page. What should I do?

Most questions require an answer before you can move on to the next page. Make sure that all questions in the section are answered.

I started my questionnaire but did not finish. How can I finish?

Log into your account, click *Health Questionnaire*. The questionnaire will open to the page where you last left off. Continue through each section until it is completed.

Need assistance? Call for help!

616.309.2763

roy@onsitewellnessllc.com
