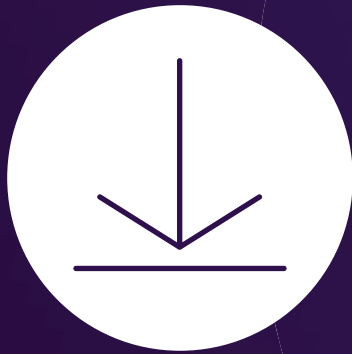




# How to Download and Activate HealthJoy



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# Welcome Aboard!

HealthJoy is the first stop for all your healthcare and employee benefits needs. Getting started is simple, all you need to do is activate your HealthJoy account and download our app.



Text message

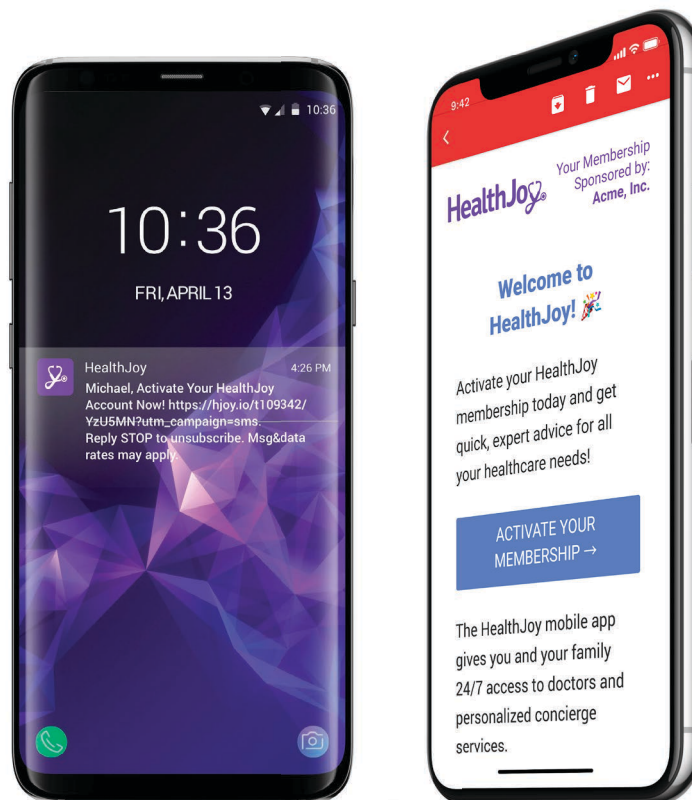


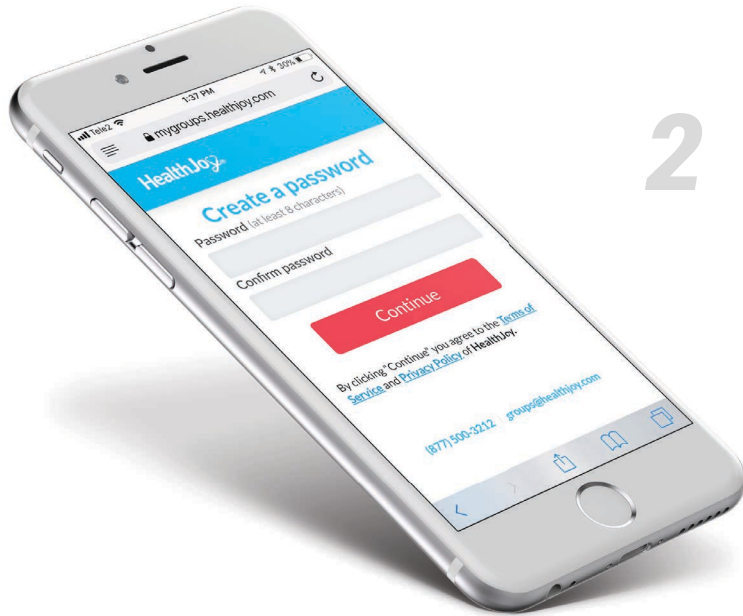
Email

You'll receive a welcome message in two ways possibly: email and text messages to your smartphone (when supplied by your company).

1

To activate, click the web link in either message from your smartphone. The link will take you to an activation screen where you can create an account.



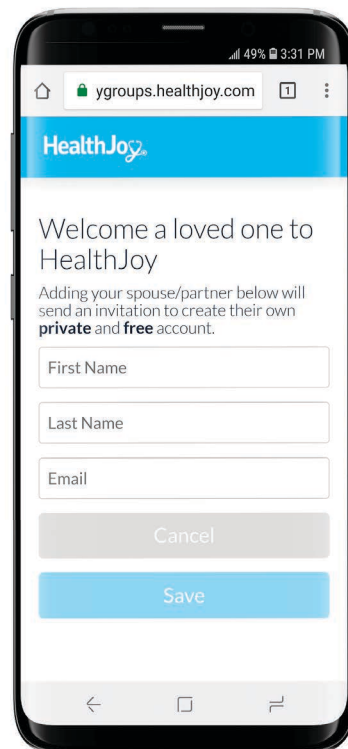
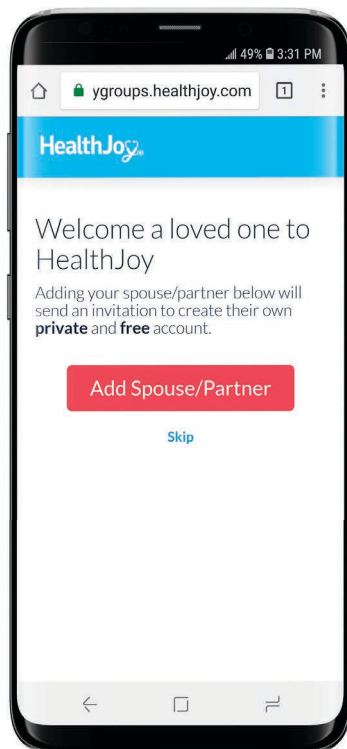


2

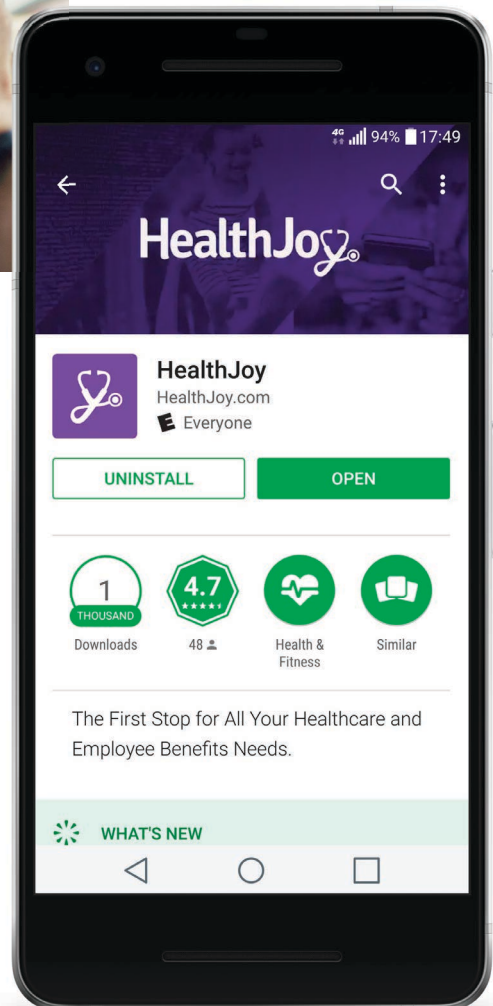
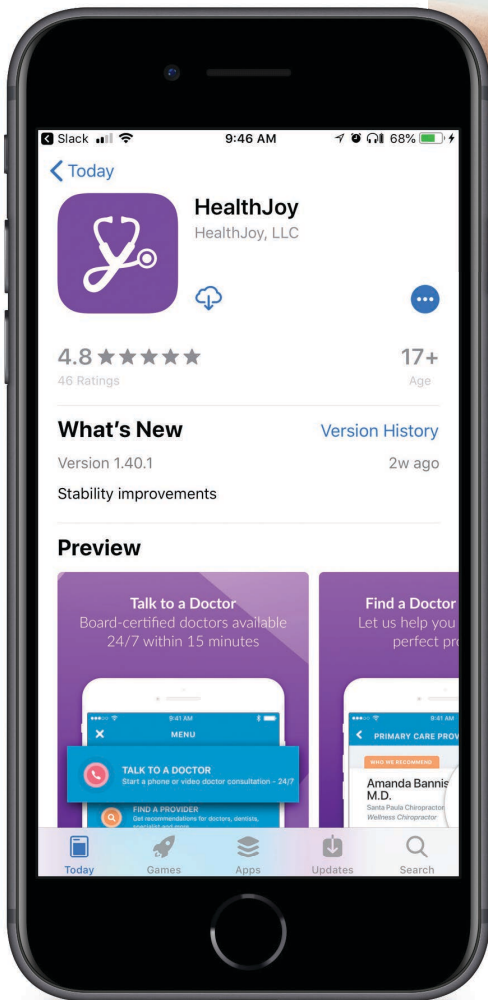
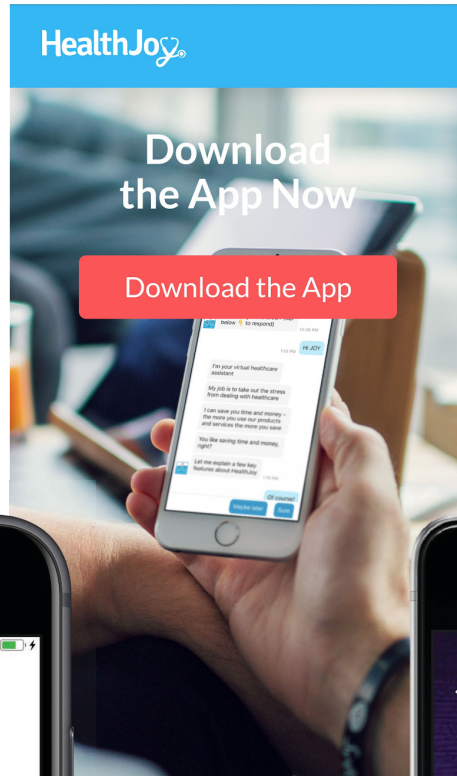
You'll be taken to a web page asking you to create an 8 character password.

3

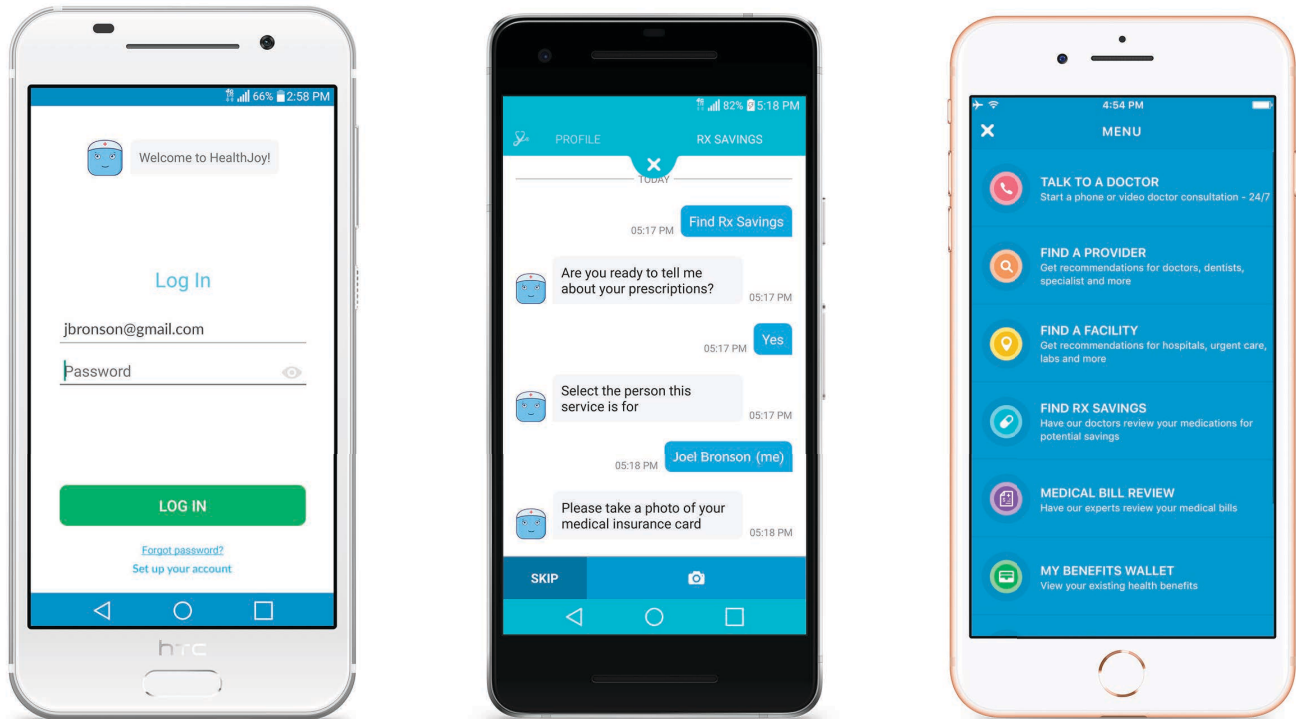
After you create a password, we'll ask you to add family members. Adding family members is free, and we encourage you to invite all members of your immediate family that are over 18 years old. They will get access to all the same services including access to free healthcare Concierges and online doctors.



4 The final step is to download, install and log into the HealthJoy app. The app is available for Android, iPhone, and iPad and requires an Internet connection. Just click the download button at the end of the setup process and will be taken to our app within your smartphone's app store.



After you download the HealthJoy app, all you need to do is log in to the app with the email address where you received your invitation and the password you created. JOY, your virtual healthcare assistant, will welcome you to the app. You can start using the app within seconds.



## Did Someone Forget Your Password or Need Your Activation Email Again?

**Forgot password** — If you forgot your password, all you need to do is open the HealthJoy app and tap the “Forgot Password?” link at the bottom of the login screen. We will send you a link to create a new password to the email your company supplied us.

**New Activation Email** — If you can’t find or accidentally deleted our activation email, click “Set up your account” at the bottom of the login screen to request a new one. We will ask you for your email address, and our Concierge will confirm your eligibility. We’ll send a new activation email within 24 hours.

If you have any other issue with activation or logging into our system, please call or email us at:

[support@healthjoy.com](mailto:support@healthjoy.com)  
(855) 947-6900