

# Personify Health FAQ's

## Frequently Asked Questions



1. What is Personify Health?
  - a. The program helps members to make small, everyday changes to their wellbeing that are focused on 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.
2. How do I sign up for Personify Health?
  - a. Visit [join.personifyhealth.com/miltoncat](https://join.personifyhealth.com/miltoncat), or if already a member, visit [member.personifyhealth.com](https://member.personifyhealth.com).
  - b. "Milton CAT / RENTS" is the organization name.
  - c. Use your legal first name as listed in your UKG profile. For instance, it may be David rather than Dave.
  - d. Enter your 5-digital employee ID.
  - e. To find your ID number, [log into UKG](#), choose Myself, Personal, Employee Summary.
3. Whom should I contact if I have difficulty registering, logging in, or synchronizing my device?
  - a. If you are experiencing system or access issues with Personify Health, please call Personify Health support at 888-671-9395 or email [support@personifyhealth.com](mailto:support@personifyhealth.com).
4. Who can participate?
  - a. All employees are eligible to participate in Personify Health / Wellness Matters
5. Why should I track my activities and habits in Personify Health?
  - a. Personify Health is your hub for Wellness. Tracking your activity and healthy habits through Personify Health on a daily basis is not only the best way to earn the most incentives, it is also the place to take small steps and turn them into healthy habits. Small changes have been shown to successfully change behavior over time.
6. What is a Healthy Habit Challenge?
  - a. Each month a healthy habit will be promoted for seven-days. Examples include Bit of Everything (eating a variety of different foods from different food groups), Loosen Up (did you take time to relax your body before bed), and Seriously Fun (did you make work fun today by sharing a laugh, celebrating a win, etc.). Be on the lookout for the next Healthy Habit Challenge.
7. How points convert to rewards:
  - a. Each quarter, you will have the opportunity to earn as many points as you can to reach all 4 levels of the program. Everyone starts at Level 1 and must earn 500 points to reach your first reward of \$5. Keep earning points to reach new levels. Each participant can earn up to \$50 per quarter, or \$200 per year.

Level	Points	Money Earned	Cumulative (per Quarter)
1	500	\$5	\$5
2	4,000	\$10	\$15
3	8,000	\$15	\$30
4	15,000	\$20	\$50
8. How do I earn points?
  - a. You earn points for tracking your physical activity, completing the daily cards, keeping track of your sleep, completing monthly activity promotions and so much more. For a complete list of ways you can earn points, go to Home > Rewards > How to Earn.
9. How do I redeem my points for a gift card?
  - a. You can redeem your gift card at any time by going to the Rewards page and click on My Rewards. Select Spend > Get a Gift Card, and a list of gift cards will appear. Choose the one you want, enter in the

amount, and click next. An email will be sent to the email address you used to register with the e-card information. Make sure to check your junk email if you do not receive it.

10. Do points carry over from previous quarters?
  - a. No, your points reset to zero each quarter and everyone starts fresh.
11. How do I see how many points I have?
  - a. The top of the Home page will show progress along a bar and show where you are along the four levels. Go to the Rewards Page, How to Earn, to see what you have earned points for.
12. Can I add a workout for days in the past, or just the current day?
  - a. You can add a workout from a previous day, as long as it is not prior to the creation of your Personify Health account. Personify Health will only allow you to go back 14 days, it is recommended that you log in on your mobile device weekly so your activity points sync.
13. Do I have to synchronize a device to get credit for steps or a workout?
  - a. No, steps and activity can be entered into the app or the desktop without synchronizing a device. Note you will only be able to go back 14 days.
14. I forgot my password, how do I reset it?
  - a. You can go to the Personify Health member login screen and tap “Forgot Password.”. You will be asked to type in your username in order to receive an email from Personify Health to reset your password.
15. How do I log into Personify Health after registering?
  - a. Your username will always be your work email address. Simply enter your email and password into the fields provided at the sign in page.
16. Can I change the email preferences and notifications I receive?
  - a. Yes, go to the app settings on your mobile device or your Personify Health Profile settings on the desktop until you see the preferences available.
17. What should I do if I leave Milton CAT/Milton Rents?
  - a. Those leaving employment have 30 days to change your email address and cash in your earned rewards. If you cannot access Personify Health, contact Personify Health’s customer service to help with changing your personal email or to cash out your rewards.
18. Can I invite my spouse, family or friends?
  - a. Yes- invite your spouse or significant other to join Personify Health and embark on a wellness journey together. It’s a great way to stay active and motivated, while working towards shared goals. You can invite up to ten friends/family from outside the company. Those that you invite can create challenges, compare stats, track their healthy habits, and more. They will not be able to participate in some things, such as the company challenge, and are not eligible to receive company-sponsored rewards.
  - b. Choose Social > Friends > Invite Friends. Enter their email and select Send Invites.
19. Who can help me with technical issues:
  - a. Call Personify Health’s customer service line at 888-671-9395 or email [support@personifyhealth.com](mailto:support@personifyhealth.com). Phone support representatives are available 8:00 am – 9:00 pm, EST, Monday through Friday. Chat representatives are available 2:00 am - 9:00 pm, EST, Monday through Friday.