How to create a Harvard Pilgrim Wellness Account

Already have a Harvard Pilgrim online account?

1. Visit www.harvardpilgrim.org/wellnessaccount and either:
   a. Log in with your Harvard Pilgrim secure account username and password, or
   b. Click Forgot member password or username to reset

2. Proceed to page 7 for instructions on completing the Welcome screen to access your well-being program.

Need to create a Harvard Pilgrim online account?

1. Visit www.harvardpilgrim.org/wellnessaccount and determine which scenario applies to you:
   a. Are you a Harvard Pilgrim member through your employment at Boston College? If so, click Create Member Account and proceed to the next page to follow instructions.

   OR

   b. Are you eligible to participate in the wellness program being offered by Boston College – but NOT a Harvard Pilgrim member through your employment at Boston College? If so, click Create Guest Account (scroll to page 4 for instructions on how to create your guest account).
Creating a **Member Account**

*If creating a Guest Account proceed to page 4*

1. Click **Create a secure account**

2. To identify yourself, select either the last four digits of your Social Security Number (SSN) or your Harvard Pilgrim Member ID (from your Member ID card).
Using Member ID, enter your date of birth:

Using SSN, enter the last four digits of your SSN, first and last name and date of birth:

3. Follow the remaining prompts to create a username and password. **Once your online account has been created, close the browser.**

4. Visit [www.harvardpilgrim.org/wellnessaccount](http://www.harvardpilgrim.org/wellnessaccount) and enter your username and password you created and click **Login.**

5. Proceed to page 7 for instructions on completing the Welcome screen to access your well-being program.
Creating a Guest Account

Follow these instructions to create a guest HPHConnect account (if you are not a Harvard Pilgrim member through the employer group offering this well-being program).

1. Enter the Program code C10013, check the box next to I’m not a robot, click Validate Program Code.

2. Select I am an employee and click Next.

3. Fill out your personal information and click Next.
4. Fill out HPHConnect guest account information and click Next.

5. Create Username and Password and click Submit.

6. You have successfully requested your HPHConnect guest account. Your account will be activated in 24 hours, at which time you can complete team sign-up.
7. After the 24-hour activation period, visit www.harvardpilgrim.org/wellnessaccount and enter your username and password you created and click Login.

8. Click Access my wellness account.
Complete the Welcome Screen to access your Well-being program

1. The first time you log into your Wellness account, you will be prompted to determine your preferences. Once you have entered the following information, click Create My account:
   a. Select language
   b. Enter the name you would like to be known by on the Wellness site
   c. Enter your email address.
   d. Accept Terms of Service and Privacy Policy.
2. Participants will see the BC page with the tiles and descriptions.  
(Please note: This is an example of a home page. Your Live Wellness Home page will display your employer’s logo and will reflect your specific program and tiles.)

PLEASE NOTE:

Once your account has been created, please bookmark the site: www.harvardpilgrim.org/wellnessaccount, so you can easily return to use your wellness account.

Please contact Harvard Pilgrim’s Wellness Services, if you need assistance,  
Monday – Friday, 9am – 5pm at 877.594.7183 or by email at LivingWellSupport@point32health.org