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


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 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 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 your 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. Proceed to **Ready to Log in to Your Wellness Account?** on page 7.
Creating a **Guest Account**

Follow these instructions to create a guest HPHConnect account (if you are not currently a Harvard Pilgrim member through Boston College).

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

![Create an HPHConnect guest account](image)

2. Select **I am an employee** and click **Next**

![Create an HPHConnect guest account](image)

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 created your HPHConnect guest account. Click Log into HPHConnect now to finish creating your wellness account.

7. Click LOG IN NOW.
8. Enter the Username and Password you created and click **LOG IN**

9. Click **Access my wellness account**.

* Users who have never created a Guest account in the past, will need to wait ~24 hours to allow activation of the guest account by Limeade. Proceeding to the next step prior to that time span will result in an error message displaying.
Ready to login to your Wellness account?

1. Visit www.harvardpilgrim.org/wellnessaccount and enter your username and password

2. You will be taken directly to your Wellness account and will be prompted to determine your preferences as a one-time only step. 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.
• 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 HPWellness@harvardpilgrim.org.