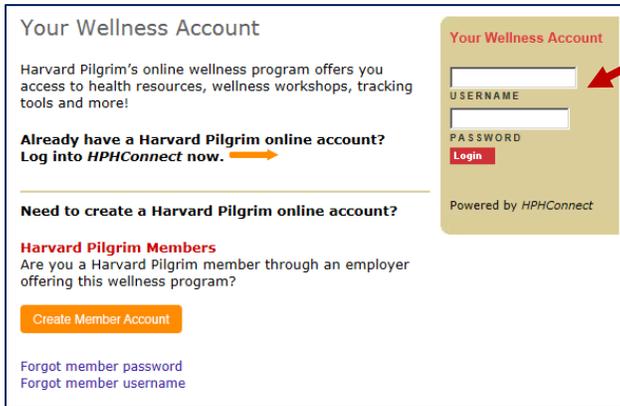


How to create a Harvard Pilgrim Wellness Account

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



Your Wellness Account

Harvard Pilgrim's online wellness program offers you access to health resources, wellness workshops, tracking tools and more!

Already have a Harvard Pilgrim online account?
Log into **HPHConnect** now. →

Need to create a Harvard Pilgrim online account?

Harvard Pilgrim Members
Are you a Harvard Pilgrim member through an employer offering this wellness program?

[Create Member Account](#)

[Forgot member password](#)
[Forgot member username](#)

Your Wellness Account

USERNAME

PASSWORD

[Login](#)

Powered by **HPHConnect**

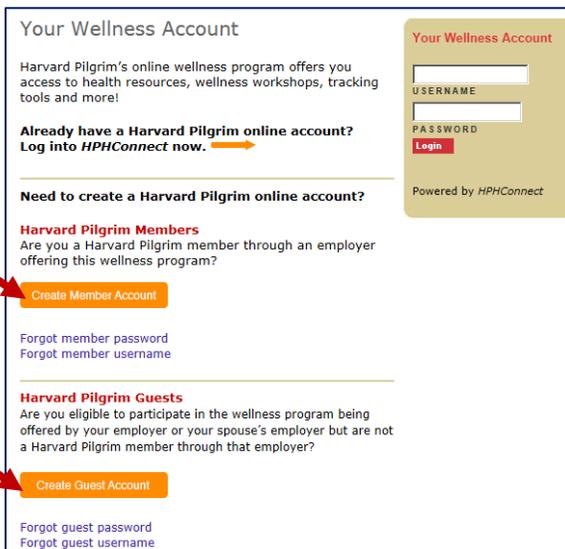
2. Proceed to page 7 for instructions on completing the Welcome screen to access your well-being program.

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).



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Harvard Pilgrim Members
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[Create Member Account](#)

[Forgot member password](#)
[Forgot member username](#)

Harvard Pilgrim Guests
Are you eligible to participate in the wellness program being offered by your employer or your spouse's employer but are not a Harvard Pilgrim member through that employer?

[Create Guest Account](#)

[Forgot guest password](#)
[Forgot guest username](#)

Your Wellness Account

USERNAME

PASSWORD

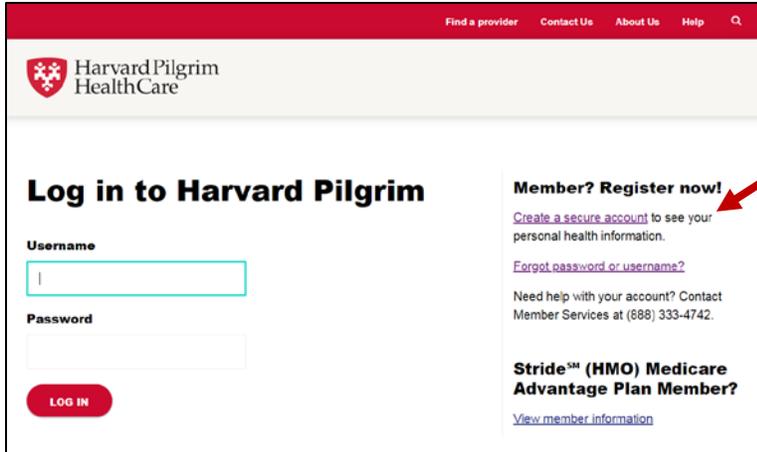
[Login](#)

Powered by **HPHConnect**

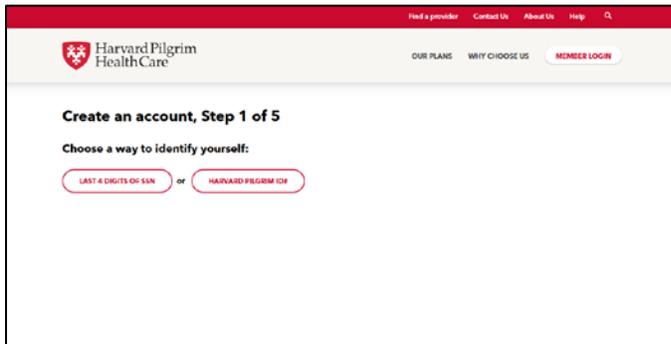
Creating a Member Account*

*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:

The screenshot shows the 'Create an account, Step 1 of 5' page. Under 'Choose a way to identify yourself:', the 'HARVARD PILGRIM ID#' option is selected. Below this, there is a text input field for the Member ID and a date of birth field with a dropdown menu. An inset image shows a sample Harvard Pilgrim ID card with the ID number 'HP000000-00' circled. A reCAPTCHA 'I'm not a robot' checkbox is also present.

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

The screenshot shows the 'Create an account, Step 1 of 5' page. Under 'Choose a way to identify yourself:', the 'LAST 4 DIGITS OF SSN' option is selected. Below this, there are input fields for the last four digits of the SSN, first name, last name, and date of birth. A reCAPTCHA 'I'm not a robot' checkbox is also present.

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 and enter your username and password you created and click **Login**.

The screenshot shows the 'Your Wellness Account' login page. It features a header with the title 'Your Wellness Account' and a brief description of the program. Below this, there is a section for existing users: 'Already have a Harvard Pilgrim online account? Log into HPHConnect now.' with an orange arrow pointing right. At the bottom, there is a section for new users: 'Need to create a Harvard Pilgrim online account?'. On the right side, there is a login form with fields for 'USERNAME' and 'PASSWORD', a red 'Login' button, and the text 'Powered by HPHConnect'.

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**

STEP 1 OF 5

Create an *HPHConnect* guest account

An *HPHConnect* guest account allows a non-member access to some secure functions on the Harvard Pilgrim for Members website, such as wellness.

To create a guest account, enter the Program Code provided by the Employer, and then click **Validate Program Code**.

* Red asterisk indicates a required field.

Program Code *

I'm not a robot

reCAPTCHA
Privacy • Terms

Validate Program Code

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

STEP 2 OF 5

Create an *HPHConnect* guest account

Select the option that describes you, and then click **Next**.

* Red asterisk indicates a required field.

Program Code * **validated**

I am an **employee** of *Boston College*

3. Fill out your personal information and click **Next**.

STEP 3 OF 5

Create an *HPHConnect* guest account

Enter your personal information, and then click **Next**.

* Red asterisk indicates a required field.

First Name *

Middle Initial

Last Name *

Date of Birth *

Gender * Male Female

Last 4 digits SSN *

Enter Email *

4. Fill out **HPHConnect** guest account information and click **Next**.

STEP 4 OF 5

Create an *HPHConnect* guest account

Enter your contact information, and then click **Next**.

* Red asterisk indicates a required field.

Address *

City *

State *

ZIP Code *

At least one primary phone number is required.*

Home Phone

Work Phone

Mobile Phone

5. Create Username and Password and click **Submit**.

STEP 5 OF 5

Create your *HPHConnect* username and password

Enter the information, and then click **Submit** to process your request.

* Red asterisk indicates a required field.

Username *

Enter password *

Re-enter password *

Username rule
Must be at least 7 letters and/or numbers.

Password rules
Must have at least 8 characters

- Must include 1 number
- Must not include your first name, last name, username, common name or a common dictionary word.

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**.

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Need to create a Harvard Pilgrim online account?

Your Wellness Account

USERNAME

PASSWORD

Login

Powered by HPHConnect

8. Click **Access my wellness account**.

HPHConnect for Guests
Login required.

My Account
Update and manage your wellness account.

- Access my wellness account
- Change my password
- Update my information

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.

Welcome, George!

Choose a language (see our translation services in the [Privacy Policy](#)).

English ▼

How would you like to be known on the site? [What's this?](#)

Sign-in name

Enter your email address

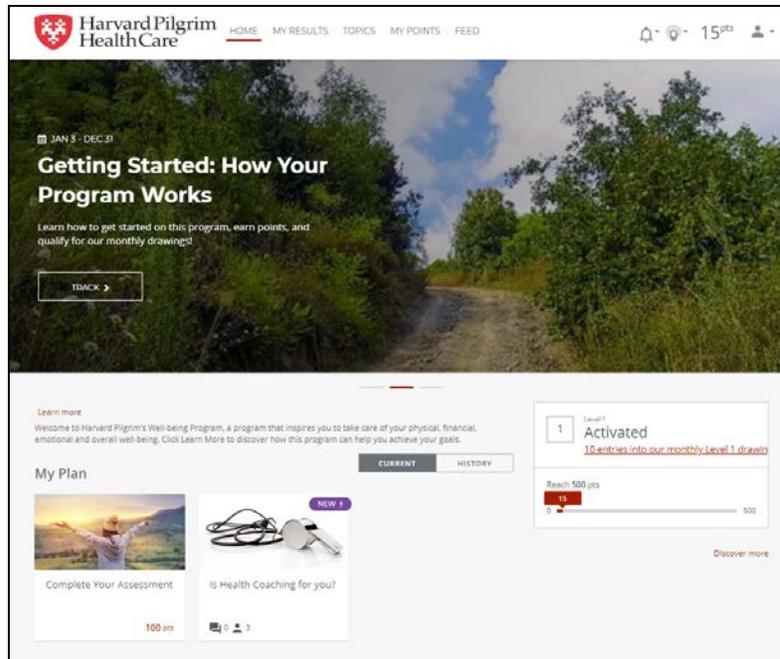
Email address

I accept the Terms of Service and Privacy Policy

CREATE MY ACCOUNT

Please create a sign in name. We recommend you use your first and last name. Your sign in name will appear throughout the platform as you track progress. You may change your sign in name at any time in your Settings. Please enter your preferred email address for challenge communications

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 **HPWellness@harvardpilgrim.org**.