

# LivingWell Program: WebMD One Registration Guide

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# Get Started at KEHPLivingWell.com

**1**

**CREATE ACCOUNT**

**2**

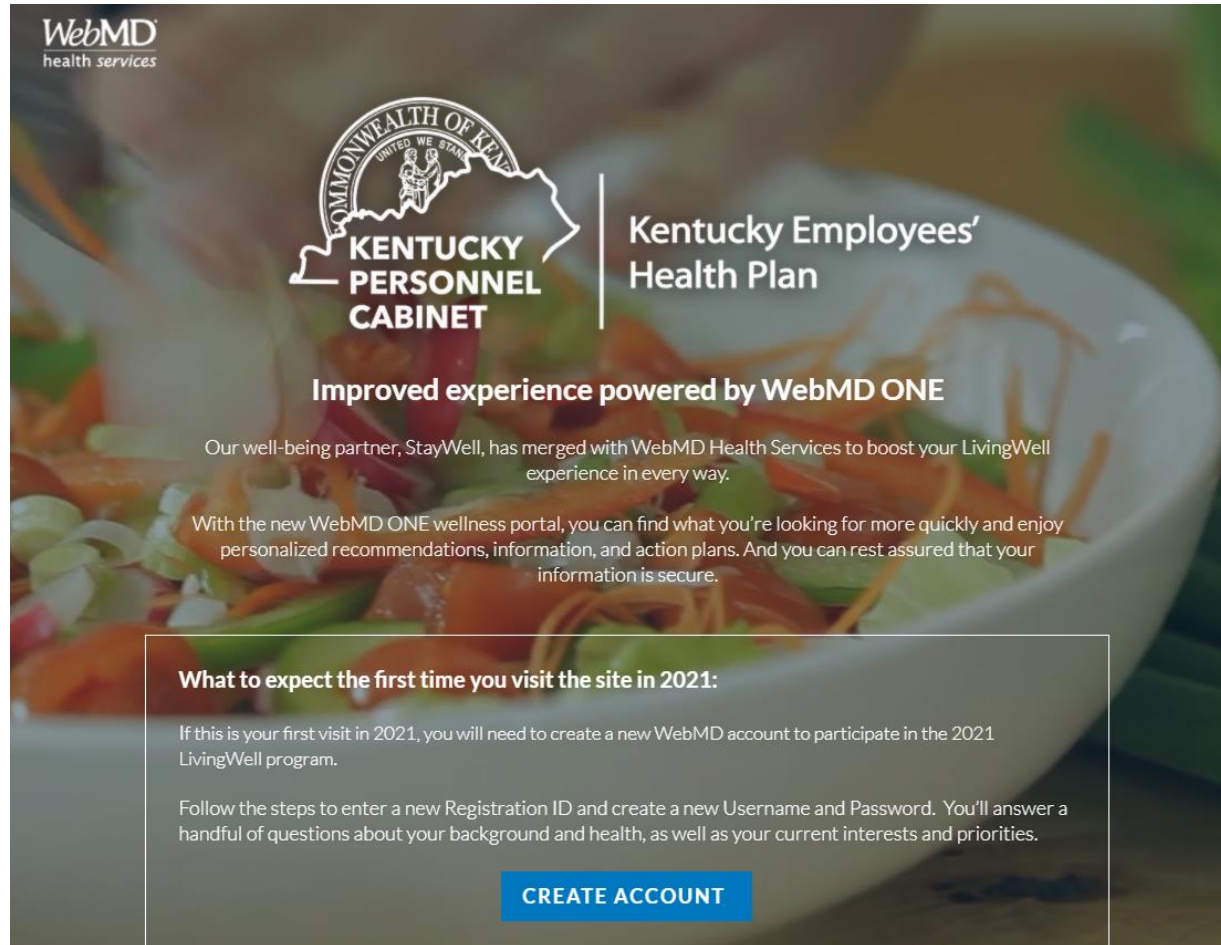
**ANSWER SECURITY  
QUESTIONS**

**3**

**SET UP TEXT MESSAGE  
VERIFICATION**

# STEP 1: CREATE ACCOUNT

# Click “CREATE ACCOUNT”



The image is a screenshot of a website for the Kentucky Employees' Health Plan. At the top left is the WebMD health services logo. In the center, there is a logo for the Commonwealth of Kentucky with the text 'KENTUCKY PERSONNEL CABINET' and 'Kentucky Employees' Health Plan' to its right. Below this, the text reads 'Improved experience powered by WebMD ONE'. A paragraph follows: 'Our well-being partner, StayWell, has merged with WebMD Health Services to boost your LivingWell experience in every way.' Another paragraph states: 'With the new WebMD ONE wellness portal, you can find what you're looking for more quickly and enjoy personalized recommendations, information, and action plans. And you can rest assured that your information is secure.' A white-bordered box contains the heading 'What to expect the first time you visit the site in 2021:' followed by two paragraphs of text. At the bottom of this box is a blue button with the text 'CREATE ACCOUNT' in white.

WebMD  
health services

COMMONWEALTH OF KENTUCKY  
UNITED WE STAND  
KENTUCKY  
PERSONNEL  
CABINET

Kentucky Employees'  
Health Plan

Improved experience powered by WebMD ONE

Our well-being partner, StayWell, has merged with WebMD Health Services to boost your LivingWell experience in every way.

With the new WebMD ONE wellness portal, you can find what you're looking for more quickly and enjoy personalized recommendations, information, and action plans. And you can rest assured that your information is secure.

**What to expect the first time you visit the site in 2021:**

If this is your first visit in 2021, you will need to create a new WebMD account to participate in the 2021 LivingWell program.

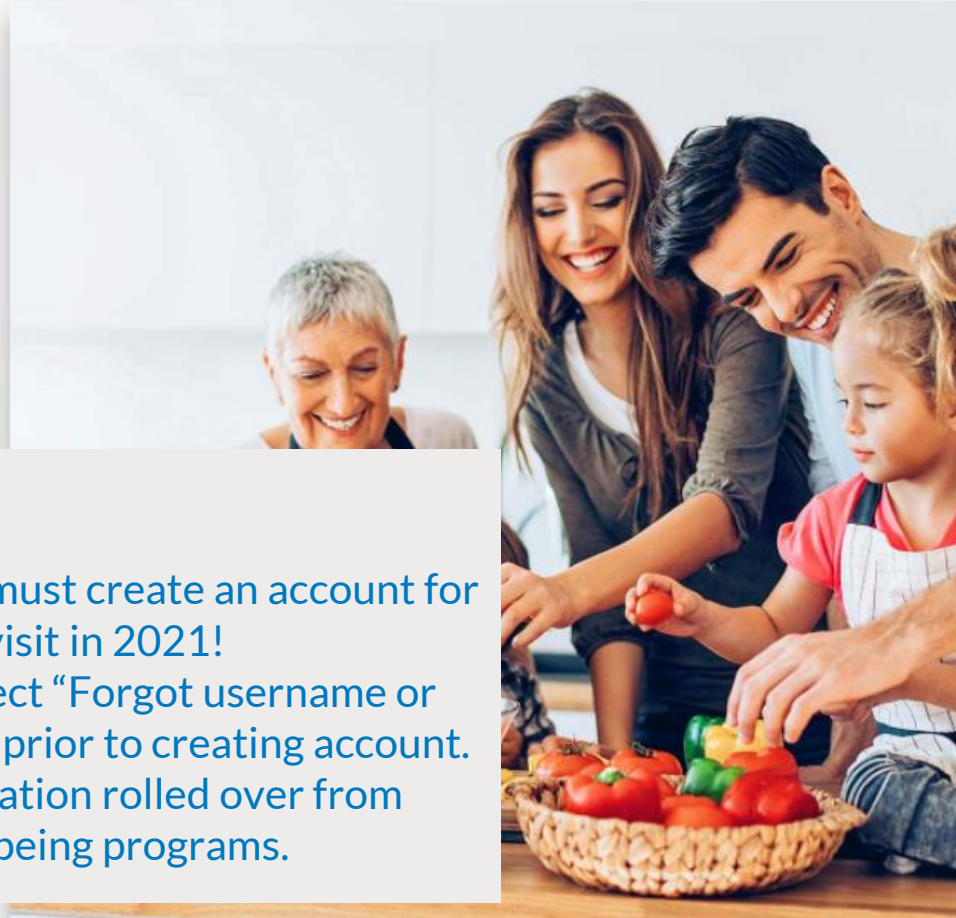
Follow the steps to enter a new Registration ID and create a new Username and Password. You'll answer a handful of questions about your background and health, as well as your current interests and priorities.

**CREATE ACCOUNT**

# Click “CREATE ACCOUNT”



Living > Well



## Helpful Tips:

- Everyone must create an account for their first visit in 2021!
- Do not select “Forgot username or password” prior to creating account.
- NO information rolled over from prior well-being programs.

Welcome

Username \*

Password \*



SIGN IN

[Forgot username or password?](#)

Don't have an account yet?

CREATE ACCOUNT



# Enter Registration ID



Kentucky Employees' Health Plan



▶ Frequently Asked Questions

## Authentication and Security Information

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### Registration ID

**Employee:** Please enter your 6-digit date of birth followed by the first 2-characters of your first name and finally the last 4 digits of your social security number. If you only have 1-letter in your first name, please repeat it.

- **Example 1:** Jane Smith; Birthdate is 05/03/1968; SSN is 123-45-6789. The Registration ID is: 050368JA6789.
- **Example 2:** J Smith; Birthdate is 05/03/1968; SSN is 123-45-6789. The Registration ID would be 050368JJ6789.

### Helpful Tips:

- Enter the **6-digit** DOB.
- Enter the first 2 letters of your **first name** that's in KHRIS.
- Enter the **last 4** of your SSN.
- Make sure no spaces or dashes are entered in the Registration ID field.

# Create a username and password

Username ·

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(6 or more letters or numbers; special characters allowed; no spaces)

Password ·

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ON Hide Password [Requirements & Safety](#)

Retype Password ·

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**Remember me** (to safeguard your privacy, we'll ask you to enter your password to access secure information or functions)

## Helpful Tips:

- Your username will be used at login, not your email.
- Make your username something you'll remember that's unique to you.
- Your password must contain at least **9 characters**.
- Click the "Remember me" box to save your username for login.

# Finish registration and click “GO”

Birthdate (mm/dd/yyyy) \*

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Email Address \*

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Enter the personal email address where you would like to receive your Health Manager mail.

Verify Email Address \*

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(Please confirm your email address.)

## Helpful Tip:

- You can use your personal email or work email.

## Agreement

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I have read and agree with WebMD's [Terms and Conditions](#) and [Privacy Policy](#)


For more information about what you should expect from us as we strive to deliver health and wellness solutions, review [Your Rights](#)



GO



# Potential user-error message

 Frequently Asked Questions

Whoops! There was a problem with some of the information you've entered here. In order to continue, please check the following fields and re-enter data as specified on this page (do not use your browser's 'Back' button as you may be forced to re-input all of your information):

- We could not validate the Eligibility ID and date of birth. Please try again.

## Helpful Tips:

- Verify the Registration ID was entered in the format requested.
- Verify the Registration ID was not entered in the "Username" field.
- This error is most commonly referring to the Registration ID.

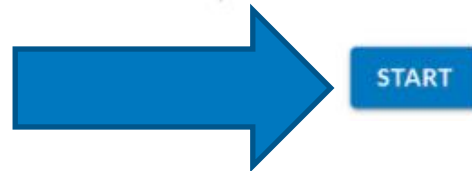
# STEP 2: ANSWER SECURITY QUESTIONS

# Click “START” to begin security questions



Your eligibility has been confirmed!

Next, we will verify your identity to keep your account secure. You will have 90 seconds to answer 4 questions on the following screen.



Answer the security questions & click “SUBMIT” to proceed

# Potential user-error message

## Identity Verification Incomplete

Based on the information provided, we are not able to confirm your identity at this time.

You have 1 attempt left . You may try again now or visit the [FAQ section](#) for help.

TRY AGAIN

### Helpful Tips:

- There may be some questions that have more than one answer.
- There may be some questions where “none of the above” is the best answer.
- You will have a new set of questions next attempt.

# Potential user-error message

## Identity Verification Incomplete

Based on the information provided, we are not able to confirm your identity at this time

Please contact [Customer Service](#).

RETURN TO HOME

### Helpful Tips:

- Click the “Customer Service” link to be provided the contact information for customer service.
- If you get this message, you must contact customer service for help.

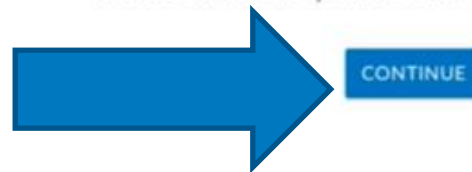
# STEP 3: SET UP TEXT MESSAGE VERIFICATION

# Click “CONTINUE” to begin 2-Step Verification



Your account has been created!

Now we will secure your account with 2-Step Verification.



CONTINUE



# Enter SMS-capable phone number & click the box to agree to the terms

## Enable 2-Step Verification

2-Step Verification is required to secure your account. Each time you sign in, you will be asked to enter a code sent by SMS text message to your mobile device. This helps us protect your account from unauthorized access.

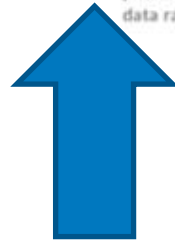


Enter your Mobile Phone Number\*

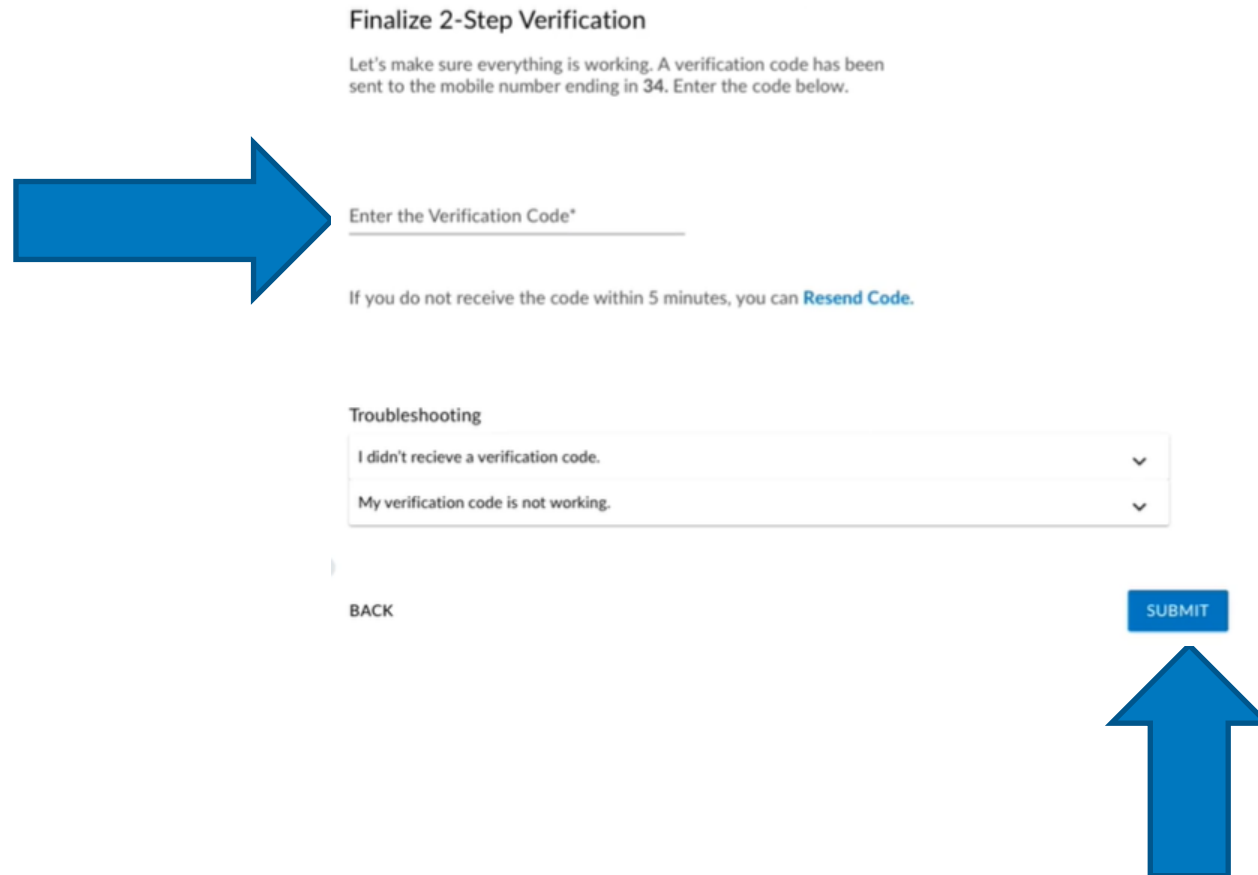
555-555-5555

Numbers outside the US are not yet supported.

\*I agree to let WebMD Health Services store this phone number and to send this phone number SMS (text) messages for account security purposes. Message and data rates may apply.



# Enter the verification code sent via SMS text & click “SUBMIT”



**Finalize 2-Step Verification**

Let's make sure everything is working. A verification code has been sent to the mobile number ending in 34. Enter the code below.

Enter the Verification Code\*

If you do not receive the code within 5 minutes, you can [Resend Code](#).

**Troubleshooting**

- I didn't receive a verification code. ▾
- My verification code is not working. ▾

[BACK](#) [SUBMIT](#)

# Click “LET’S GO!” to enter your account



Your account has been secured!

Now we will personalize your experience.



LET'S GO!




Interested in accessing your account on the go?



DOWNLOAD THE WELLNESS AT YOUR  
SIDE MOBILE APP

# Wellness at Your Side Mobile App

**Wellness at Your Side**

Let's get your phone connected

- 1 Install the FREE Wellness app from one of these stores:  
  
 
- 2 Open the app and enter this Connection Code:  
**KEHP**



## Helpful Tips:

- Registration through the app will mirror the online experience.
- If you create an account online, login using the same credentials.

