LivingWell Program:
WebMD One Registration Guide

Get Started at KEHPLivingWell.com

1

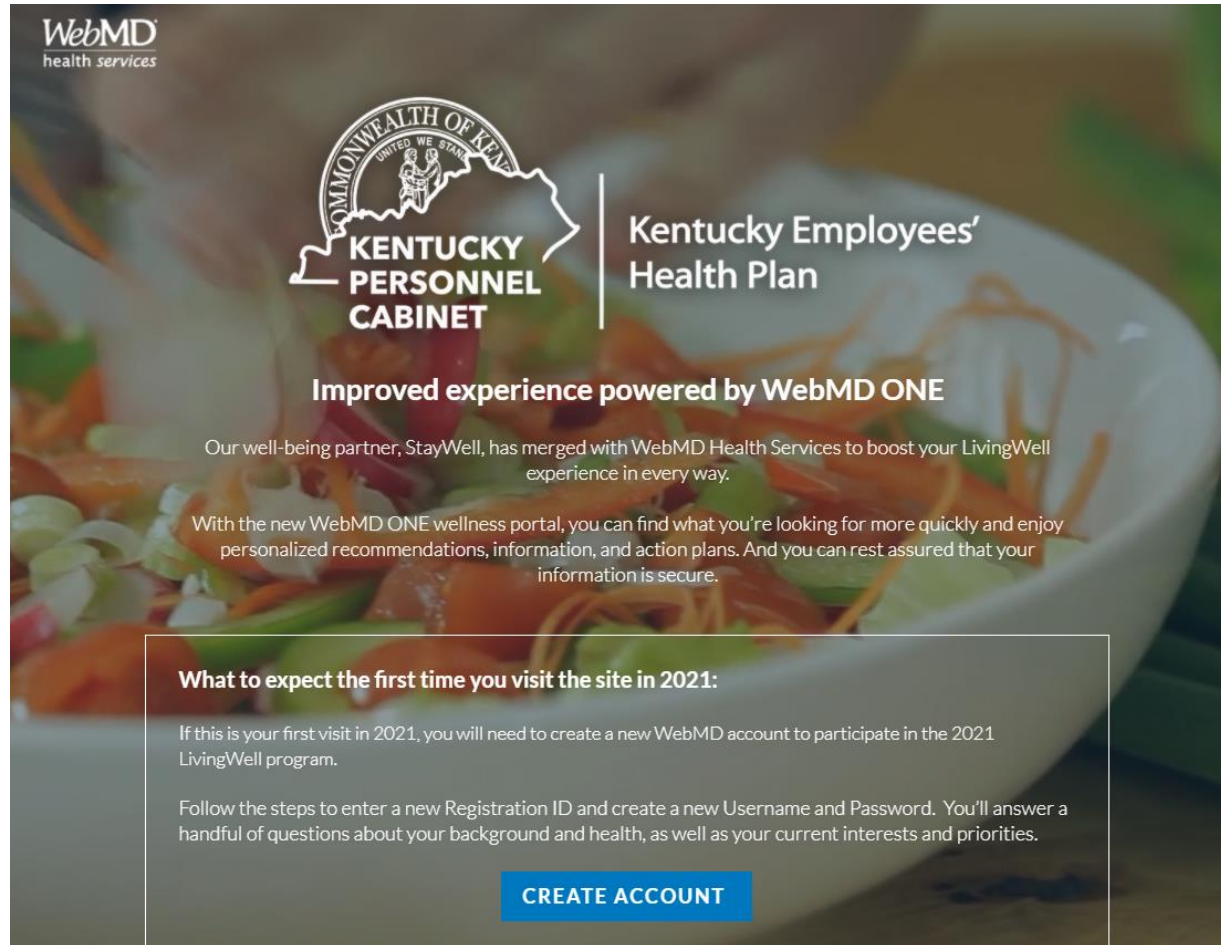**CREATE ACCOUNT**

2

ANSWER SECURITY QUESITONS

3

SET UP TEXT MESSAGE VERIFICATION

STEP 1:
CREATE ACCOUNT

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Click "CREATE ACCOUNT"

Click "CREATE ACCOUNT"

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.
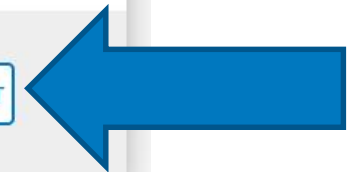
Enter Registration ID

Kentucky Personnel Cabinet | Kentucky Employees' Health Plan

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> **Frequently Asked Questions**

Authentication and Security Information

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.

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Create a username and password

Username *

_____

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

Password *

_____

[ON] Hide Password   Requirements & Safety

Retype Password *

_____

☐ **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) ·

_____

Email Address ·

_____

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

Verify Email Address ·

_____

(Please confirm your email address.)

Agreement
_____

☐ · 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

Helpful Tip:

- You can use your personal email or work email.

GO

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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.
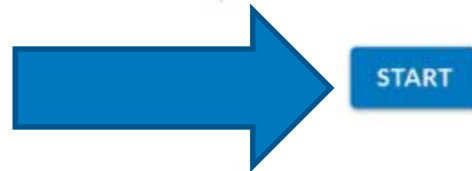
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STEP 2:
ANSWER SECURITY QUESTIONS

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Click "START" to begin security questions

Answer the security questions & click "SUBMIT" to proceed

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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.

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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

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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.
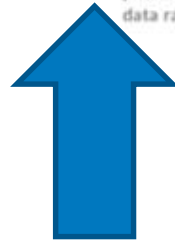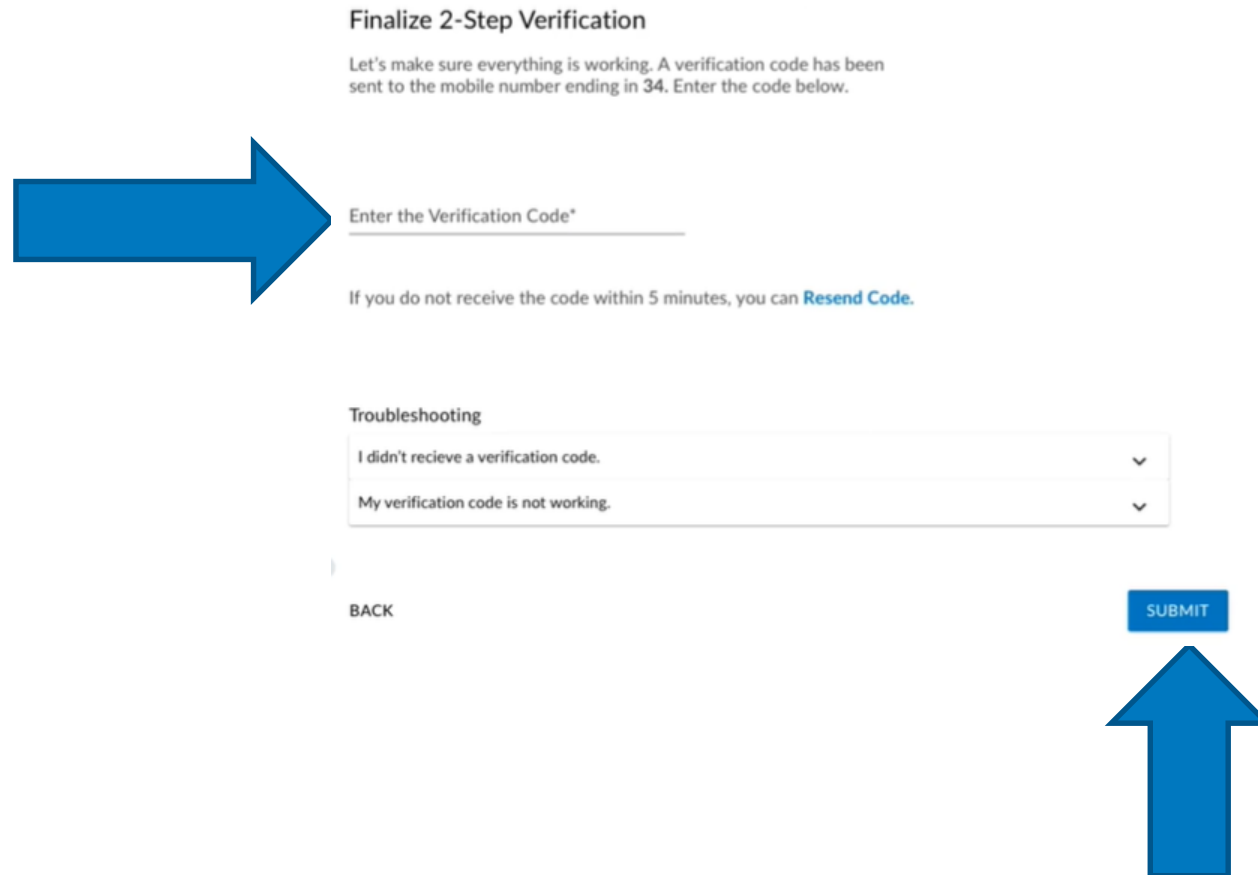
Enter your Mobile Phone Number*

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 my apply.

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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 recieve a verification code.

My verification code is not working.

BACK

SUBMIT

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Click "LET'S GO!" to enter your account

Your account has been secured!

Now we will personalize your experience.

LET'S GO!