

Wellness Portal

Log-In Troubleshooting

1. Are you using the right Company name?

The company name is all one word, zero spaces. Please reference the enrollment letter to ensure you're using the correct information.

**This information must be correct to logon/register your wellness portal*

2. Are you using the right Member ID?

The member ID is specific to each individual. Please reference the enrollment letter to ensure you're using the correct format.

**This information must be correct to logon/register your wellness portal*

3. Has your password expired?

Passwords may expire after 90-days of inactivity. To reset your password, please select 'Forgot Password?' and enter the required fields (company name and member ID). A message will be sent to the email on file.

**This information must be correct to have a message sent to your email*

4. Did you select 'Forgot Password?' and not receive an email?

The Company Name and Member ID must be correct to receive a message to your email used to register your account. It's possible that the message was sent to your spam inbox. Please be sure to check all possible "junk" inboxes

5. Are you a new hire?

Congratulations on your new position! We are excited to see that you are taking an active role in participating in the Wellness Program offered by Health Solutions. Because you are a new hire, we are still in the building process of your wellness portal! Please wait until the 1st of following month before trying to log in

6. Are you eligible to participate in the program?

If you received a letter/email from Health Solutions, you are eligible to participate in the wellness program. If you have additional questions about eligibility, please reach out to your HR Representative.



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