

1. Are you using the correct username?

When you registered your account on the *myhealthywithhsi.com* portal, you created your own username for future visits to the portal. If you forgot your username, select 'Forgot username?' enter your member ID (as listed on your enrollment instructions), and click Send. Check your email for next steps to reset your username.

Didn't receive an email? Your Member ID *must be correct* to receive a message to the email you used to register your account. It's possible that you are entering your member ID incorrectly OR the message was sent to your spam folder. Please be sure to check all possible "junk" folders.

2. Are you using the correct password?

If you forgot your password, select 'Forgot password?' enter your username, and click Send. Check your email for next steps to reset your password.

Didn't receive an email? Your username *must be correct* to receive a message to the email you used to register your account. It's possible that you are not using the correct username OR that the message was sent to your spam folder. Please be sure to check all possible "junk" folders.

3. 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 your company's 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 first of the month following your benefit eligibility/start date before trying to log in.

4. Are you eligible to participate in the program?

Refer to your company's incentive guide to review the eligible population for your company's wellness program.

If you have additional questions about eligibility, please reach out to your Human Resources Department.