

ORNL Rally/Optum Engage Member Experience

Registration made easy with HealthSafe ID (HSID)

An enhanced, secure way for members to sign into their account

What is HealthSafe ID?

We are updating our sign-in process to use HealthSafe ID. HealthSafe ID is our leading technology that strengthens website authentication protocols and enhances the security of a member's account by adding dual-factor authentication.

HealthSafe ID makes signing in easy and more secure

Using a HealthSafe ID gives members access to many of their health benefits with just one username and password. No more multiple passwords for multiple sites. Use it whenever you see the HealthSafe ID name.

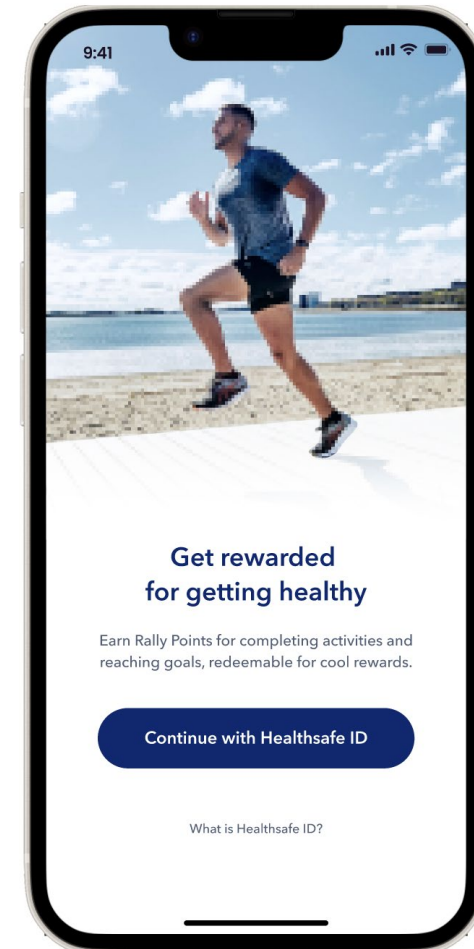
HealthSafe ID is used as a single set of sign-in credentials across UnitedHealth Group, which allows Rally to take advantage of the scale of UnitedHealth Group in safeguarding consumer account information.

Rally data is not shared

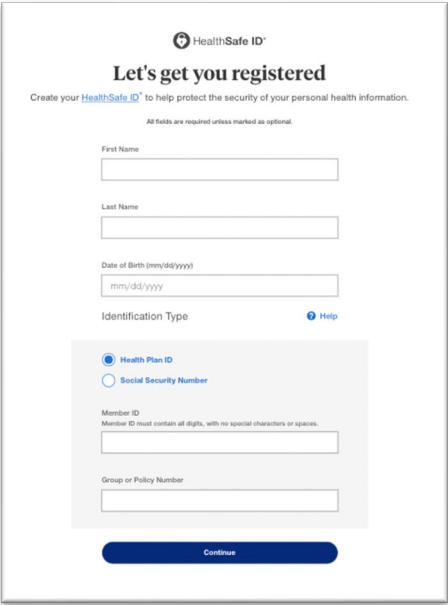
A member's Rally data is never shared with UnitedHealthcare, or any other groups unless a member has UnitedHealthcare medical insurance. In fact, HealthSafe ID does not store any demographic information, and the email collected is strictly for two-factor authentication for security purposes.

Who owns HealthSafe ID?

HealthSafe ID is owned by UnitedHealth Group, which is the parent company of both UnitedHealthcare and Optum. Optum manages the HealthSafe ID solution within UnitedHealth Group.



Registration – Current Member Flow



HealthSafe ID®

Let's get you registered

Create your [HealthSafe ID](#)® to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (mm/dd/yyyy)

Identification Type [Help](#)

☒ Health Plan ID

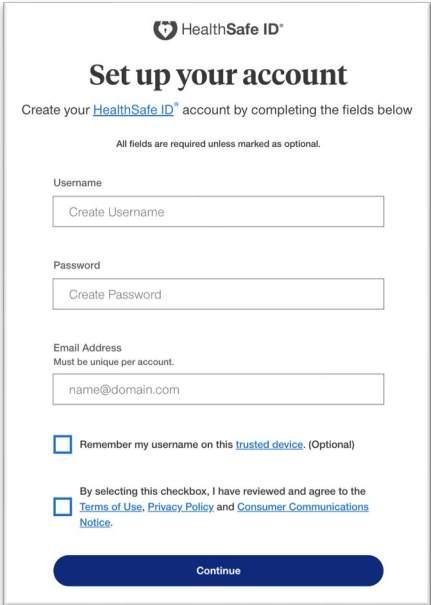
☐ Social Security Number

Member ID
Member ID must contain all digits, with no special characters or spaces.

Group or Policy Number

[Continue](#)

Eligibility checks
Name / DOB / Unique
Identifiers



HealthSafe ID®

Set up your account

Create your [HealthSafe ID](#)® account by completing the fields below

All fields are required unless marked as optional.

Username

Create Username

Password

Create Password

Email Address
Must be unique per account.

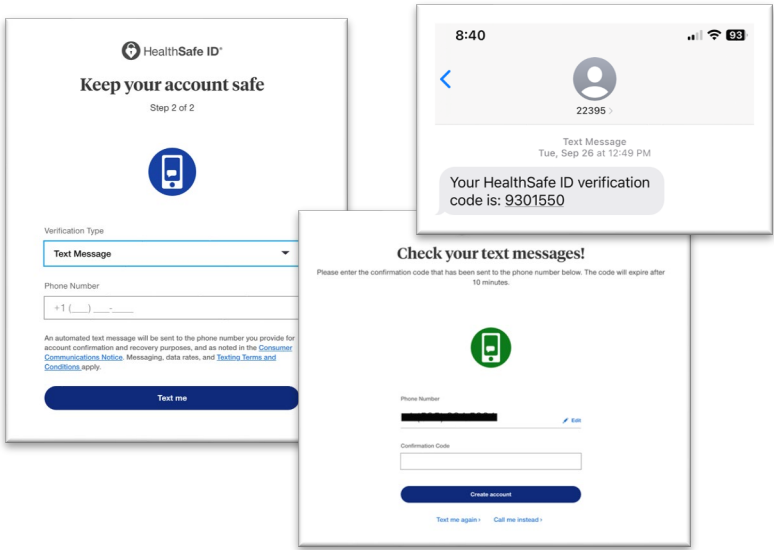
name@domain.com

☐ Remember my username on this [trusted device](#). (Optional)

☐ By selecting this checkbox, I have reviewed and agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communications Notice](#).

[Continue](#)

Username / Password /
Email
Terms of Use / Privacy
Policy



HealthSafe ID®

Keep your account safe

Step 2 of 2

Verification Type
Text Message

Phone Number
+1 () - - - -

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, and [Texting Terms and Conditions](#) apply.

[Text me](#)

8:40

22395

Text Message
Tue, Sep 26 at 12:49 PM

Your HealthSafe ID verification code is: 9301550

Check your text messages!

Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes.

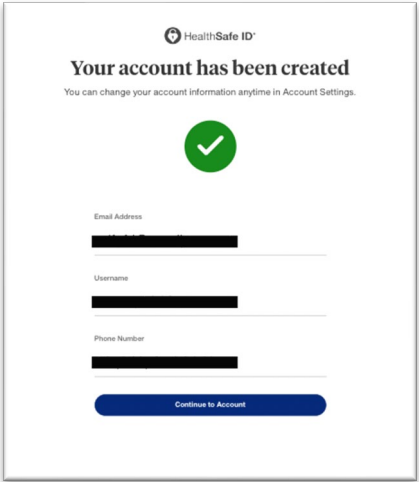
Phone Number
- - - - -

Confirmation Code

[Create account](#)

[Text me again](#) [Call me instead](#)

Multi-Factor
Authentication setup +
verification on device



HealthSafe ID®

Your account has been created

You can change your account information anytime in Account Settings.

Email Address

Username

Phone Number

[Continue to Account](#)

Account created

Step 1: Create an account using HSID

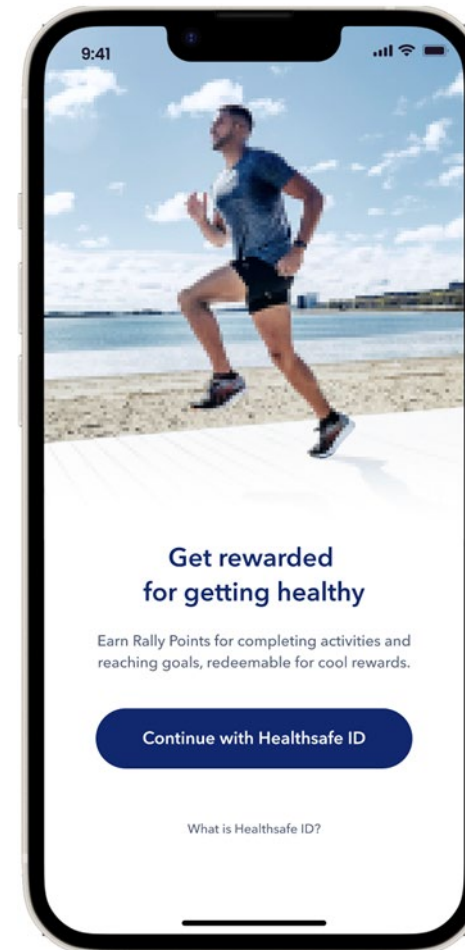
HealthSafe ID (HSID) uses dual-factor authentication to safeguard member account information.

To create an account, members need to register with HSID.

Members will need to provide:

- First and last name
- Date of birth
- Employer Assigned ID, Health Plan Member ID or Social Security number

One username and password for all UnitedHealth Group products.

A smartphone screen displaying the HealthSafe ID registration form. The header shows the HealthSafe ID logo and the text "Let's get you registered". Below this, it says "Create your HealthSafe ID* to help protect the security of your personal health information." and "All fields are required unless marked as optional." The form includes input fields for "First Name", "Last Name", and "Date of Birth (mm-dd-yyyy)". There is a "Help" link next to the "Identification Type" label. A "Member ID" input field is at the bottom. A "Feedback" button is visible on the left side of the form.

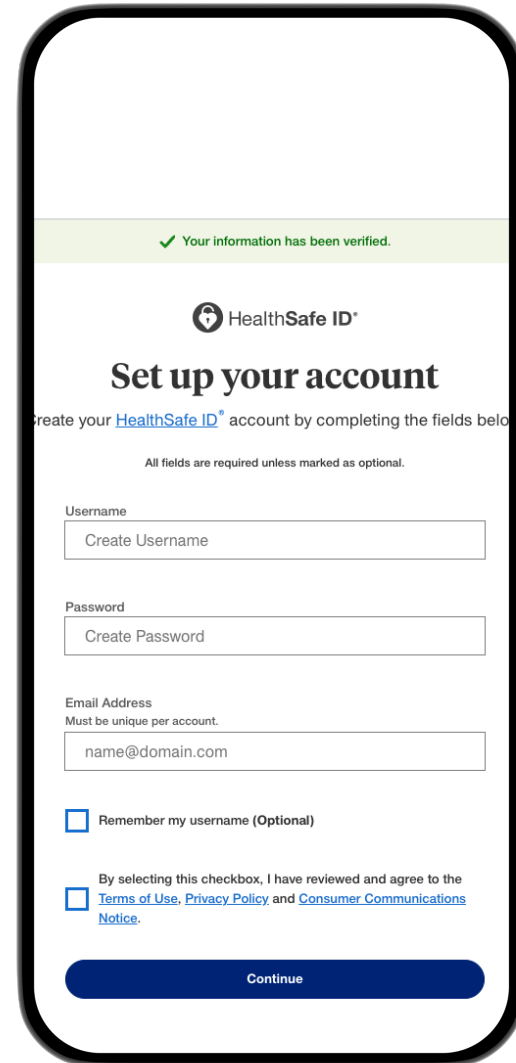
Step 2: Create sign-in credentials

Members need to create a username and password.

Members trying to create a new account using existing credentials will get a message directing them to click a "sign in" link where they can proceed with their HSID. If they forgot their username or password, just click the "forgot username or password" for recovery.

If they haven't registered yet, they'll be prompted to complete the registration form.

Remember: The same login credentials are used across UnitedHealth Group companies, including UnitedHealthcare and Optum.



A screenshot of a mobile app interface for setting up a HealthSafe ID account. At the top, a green banner displays a checkmark and the text "Your information has been verified." Below this is the HealthSafe ID logo. The main heading is "Set up your account". A subtext says "Create your HealthSafe ID account by completing the fields below". A note states "All fields are required unless marked as optional." The form includes three input fields: "Username" with a placeholder "Create Username", "Password" with a placeholder "Create Password", and "Email Address" with a placeholder "name@domain.com" and a note "Must be unique per account." Below the email field are two checkboxes: "Remember my username (Optional)" and "By selecting this checkbox, I have reviewed and agree to the Terms of Use, Privacy Policy and Consumer Communications Notice." At the bottom is a blue "Continue" button.

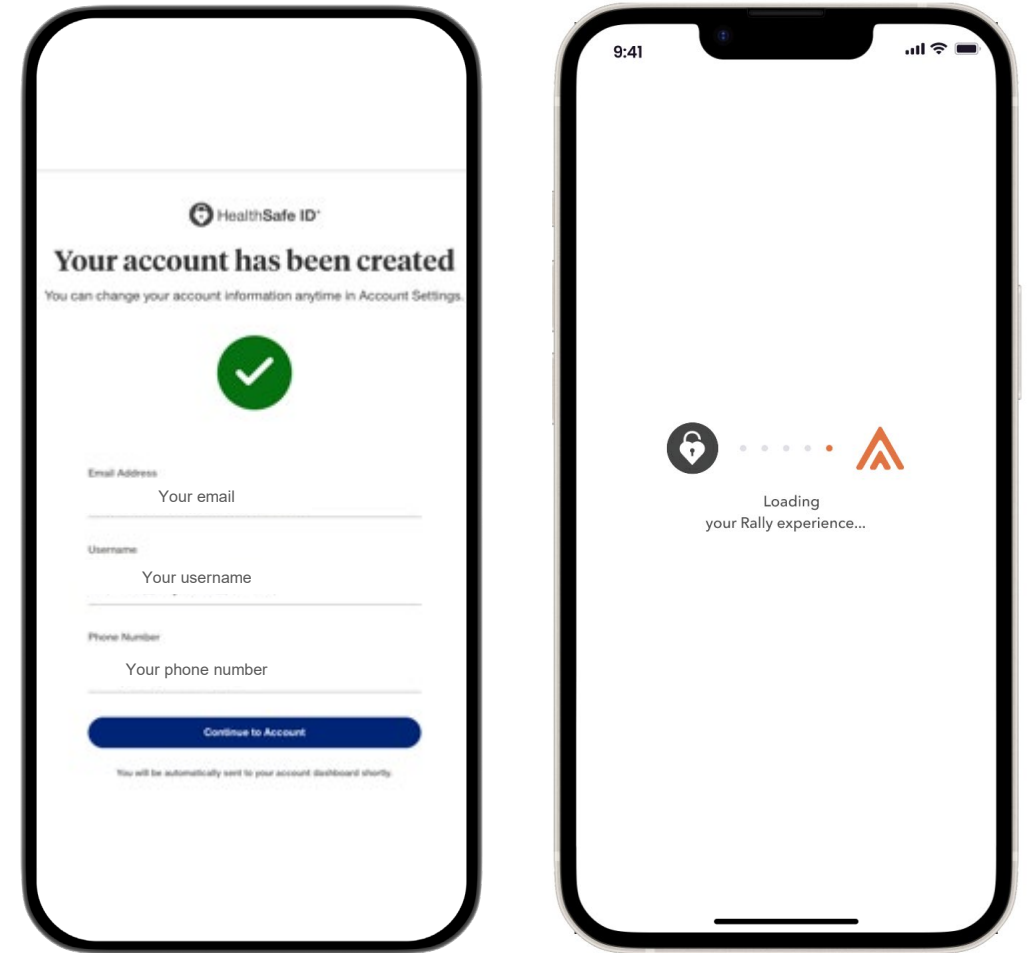
Step 3: Set-up a recovery device

Members will need to confirm their email and phone number to keep their account secure.

The image shows a smartphone screen displaying the HealthSafe ID app setup interface. At the top, a green banner states "✓ Your account is almost complete." Below this, the HealthSafe ID logo is followed by the heading "Keep your account safe" and the instruction "To keep your account secure, please choose a confirmation method." A blue circular icon with a white phone and checkmark is centered. The "Confirmation Type" dropdown menu is set to "Text Message". Below this, the "Country Code" is set to "+1" (USA) and the "Phone Number" field is empty. A blue "Text me" button is at the bottom. An overlay card titled "Check your text messages!" is positioned to the right, instructing the user to enter a confirmation code received via text message. The overlay card includes a green phone icon, a "Phone Number" field with "+1", a "Confirmation Code" field, a "Create account" button, and links for "Text me again" and "Call me instead".

Step 4: Account Created

After HSID is set up, members will be directed to the Rally/Optum Engage app/website to finish onboarding and profile setup.



Onboarding Journey

Setting members up for success in their wellness journey

What is the onboarding journey?

The onboarding journey is a series of pre-determined steps to help members with their initial set-up.

The onboarding journey tracks progress

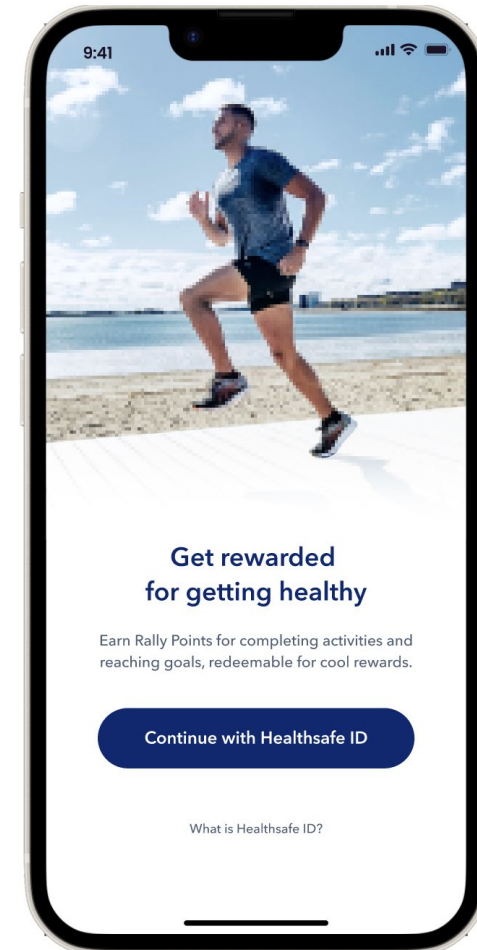
The onboarding journey walks a member through the steps to get started and shows them their progress throughout

- Registration with HSID
- **Accepting Terms and Conditions**
- Selecting a user-name and avatar

What else does it do besides registration?

Besides getting registered the onboarding journey guides members to

- Complete the health survey
- Set up their areas of focus
- Confirm if they want to receive notifications
- Sync with a fitness tracker
- Prompts to Download the mobile app (when logging in from the Web)
- Upon completion brings the member to the home page



Accepting Terms and Conditions and other authorizations

Where that happens in the onboarding journey and why it is required

When do members accept terms and rules?

The onboarding journey is a series of pre-determined steps to help members with their initial set-up. Once members have signed in/created their HSID they will be prompted to review and accept.

Why must a member accept terms?

- **Terms and Conditions** These Terms of Use ("Terms") govern the use of Rally Health, Inc.'s online and mobile websites, platforms, services, and applications ("Online Services"). By accessing or using the Online Services, you agree to comply with these Terms, which also apply to services provided by our parent company, Optum, Inc., and its affiliates (entities that control, are controlled by, or are under common control with a named party). In these Terms, "we," "us," "our," and "Company" refer collectively to Rally Health, Optum, and their affiliates.
- **Marketing Auth** (optional) pertains to the use of the marketplace, which a member may opt out of by not accepting
- **Privacy Policy** This Privacy Policy explains how we collect, use, and protect information through our online and mobile websites, platforms, services, and applications. These include any digital properties we own or operate that link to this Privacy Policy (collectively referred to as "Online Services").
- **Reward Rules and participation requirements: To receive rewards, participants must first register and accept the Terms and Conditions and Reward Rules.** These terms and conditions (the "Program Rules") govern the Rally Rewards Program, including all of its components, and define the relationship between the Company and program participants. By participating in the program, users agree to abide by these Program Rules, which apply universally unless stated otherwise. These rules supersede all previous terms and conditions related to Rally Rewards, except for the Terms of Service.

By clicking Accept below, you agree to the following:

Terms and conditions >

Accept

Marketing Auth (optional) >

Accept

Privacy Policy >

Accept

Reward Rules >

Accept

Accept

Onboarding Journey



Pick username and avatar

This is how others will recognize you in Rally group activities.

Email Address

FNHZWYXZYWNY.LNLXKRTYGI@invalid.com

Your email is not visible to anyone! We will send all rewards and other communications here.

Create a username

FNHZWYXZYWNY.LNLXKRT

Keep it private! Pick a username (2-20 characters) that doesn't reveal your real name.

Choose an avatar



Next



Getting started

 Create account

 Complete health survey 20 mins

Take our Health Survey to discover personalized tips for better health.

 Setup focus area

 Connect fitness tracker

 Download mobile app

Skip

Take Health Survey



Congrats !

Your health survey is complete!

Oct 27th, 2025

Now you'll have your overall health picture, including age, weight, diet, exercise habits, and other factors. Use it to decide how you'd like to start improving your health.

See my Health Profile

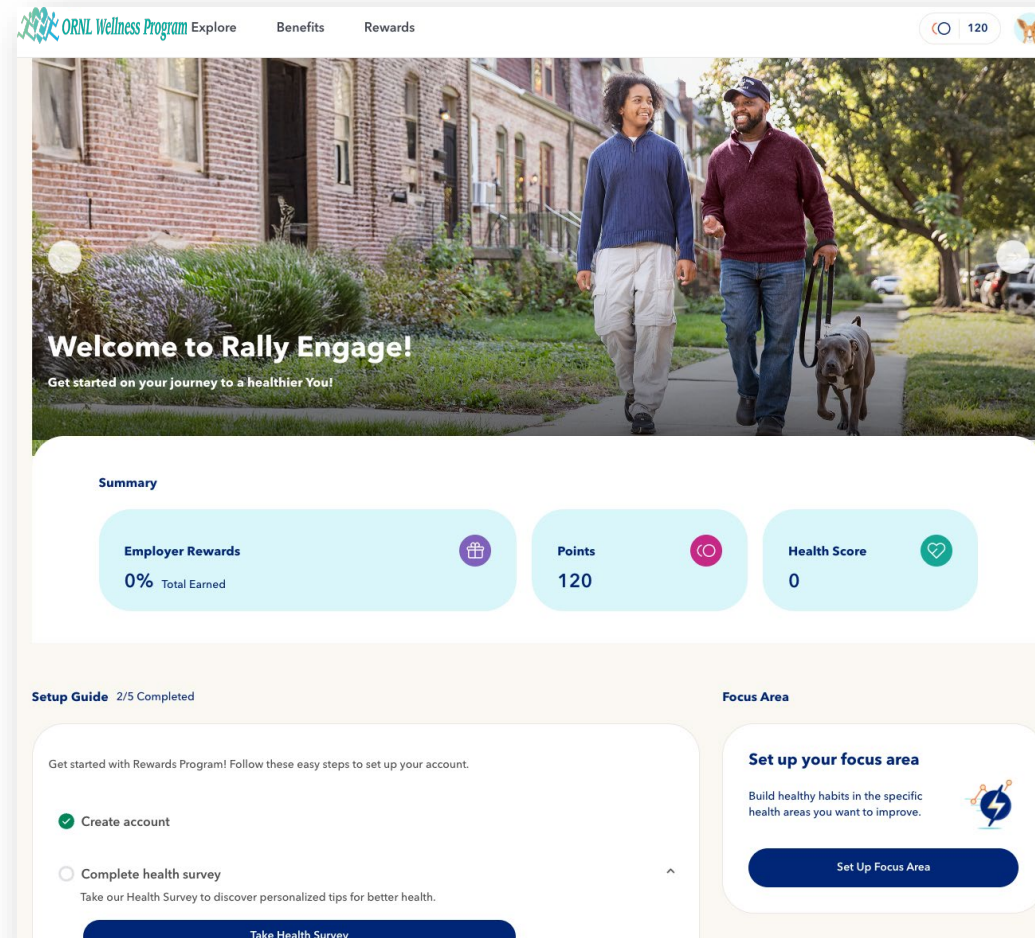
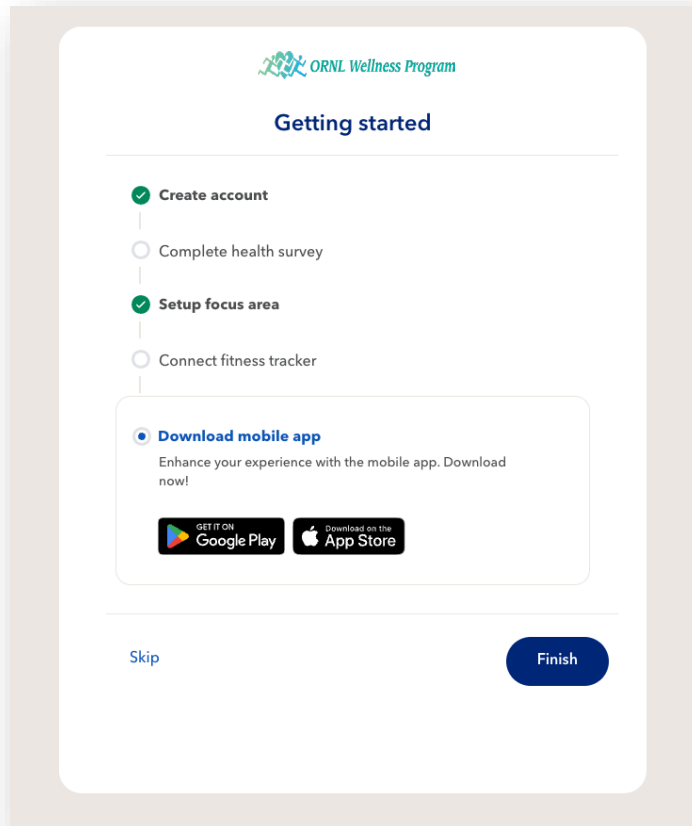
Screenshots are for demonstration purposes only. Final experience is subject to change.

Optum

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10

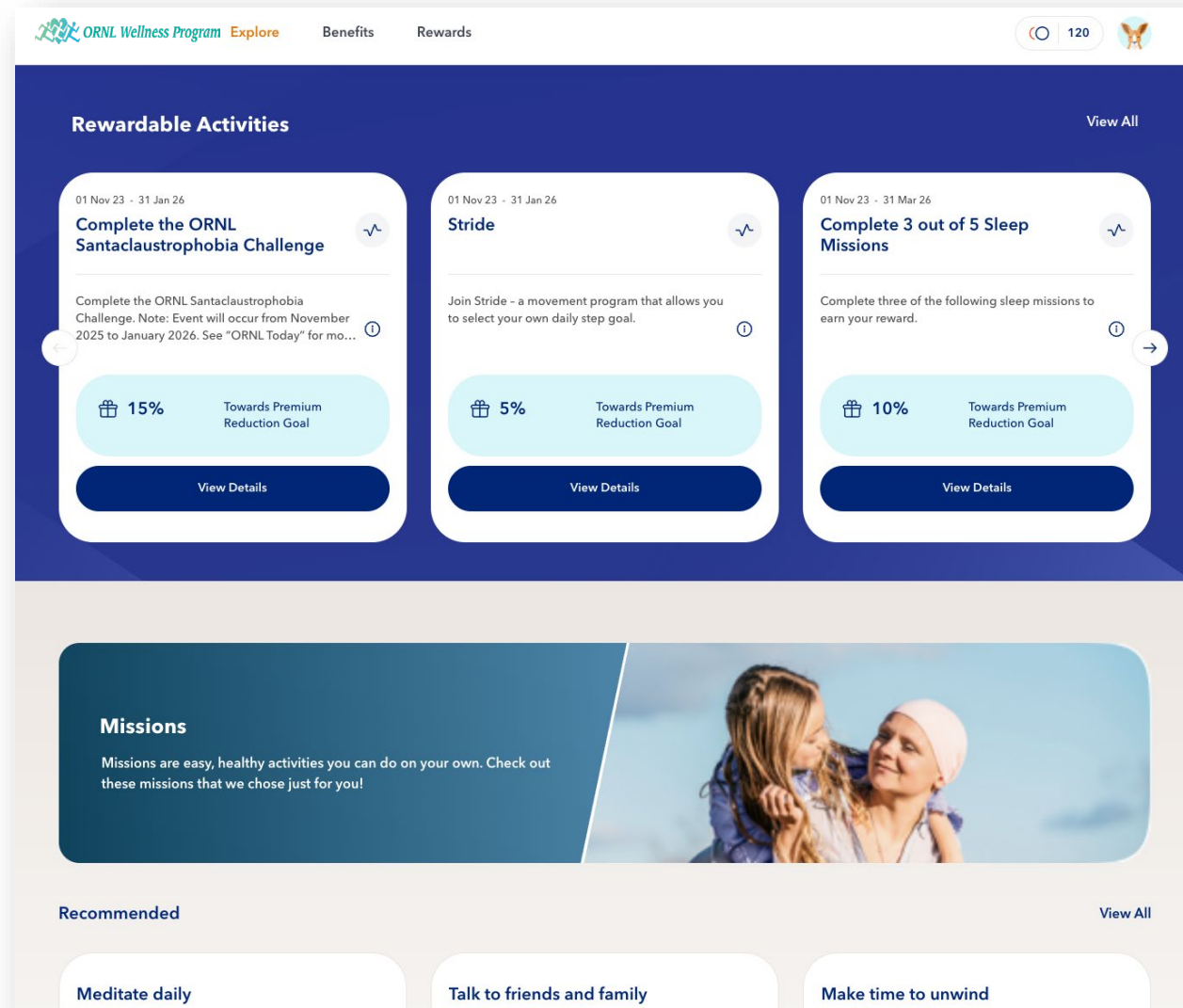
Onboarding Journey



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Explore Tab

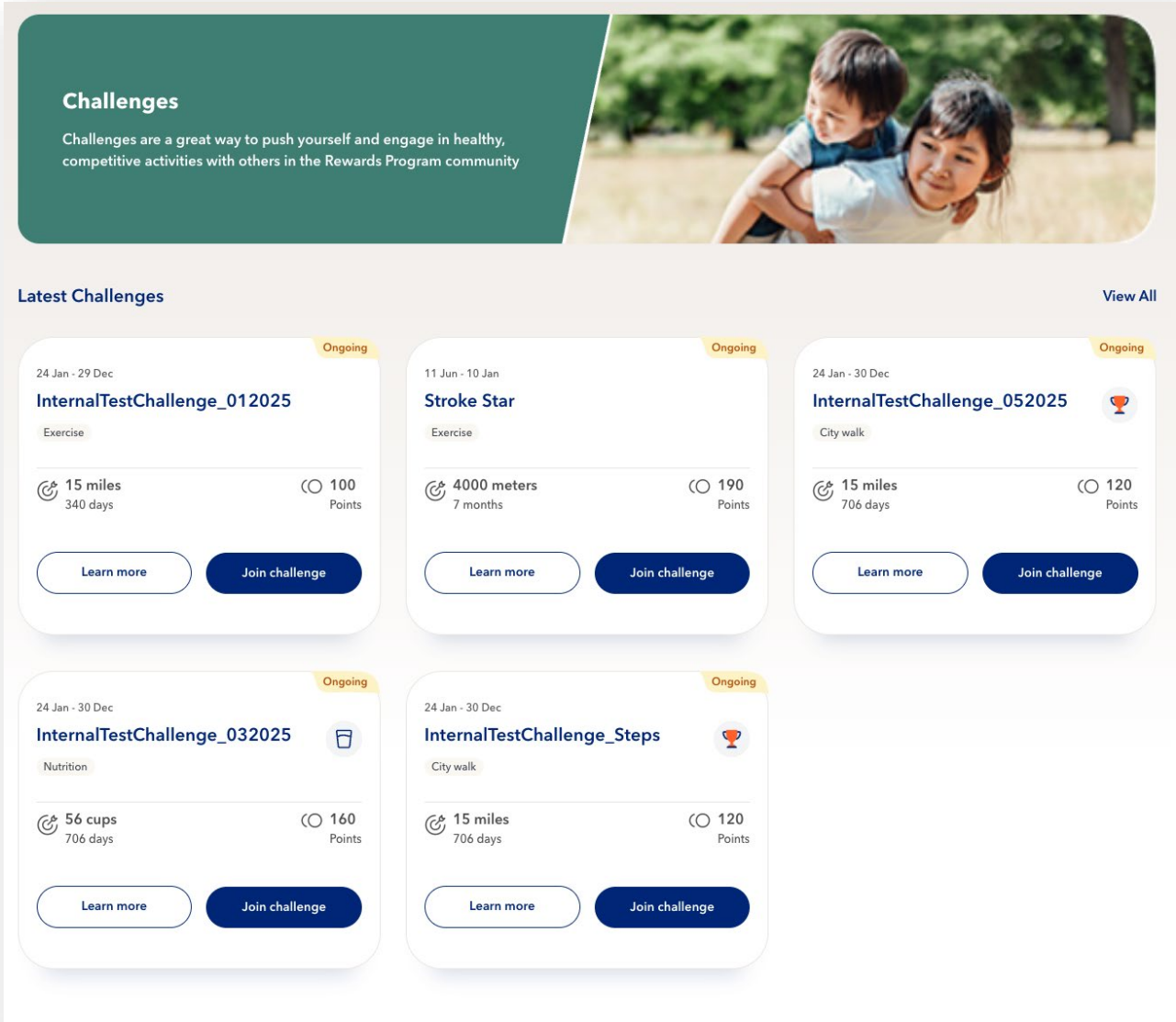
The Explore tab is where members will find their Rewardable Activities, Missions, and Challenges



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Explore Tab

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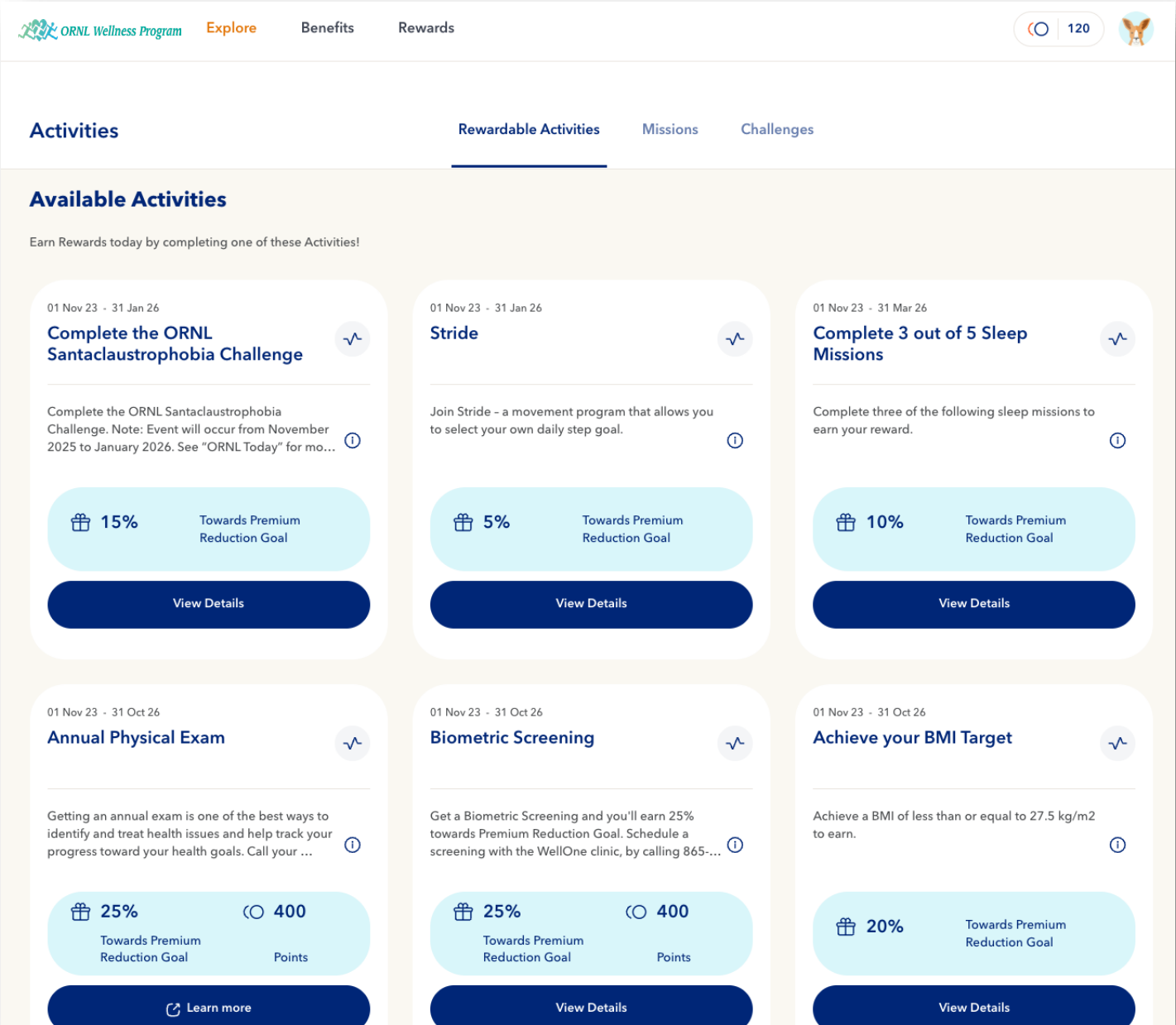


Screenshots are for demonstration purposes only. Final experience is subject to change.

Explore Tab

Three activities will show to start and a member clicks View All to see the rest.

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Explore Tab

Three activities will show to start and a member clicks View All to see the rest.

01 Nov 23 - 31 Oct 26

Colorectal Cancer Screening

Regular colon cancer screenings can help find cancer earlier, when treatment may be easier and more effective. A colorectal screening can includ...

20%

Towards Premium Reduction Goal

400

Points

View Details

01 Nov 23 - 31 Oct 26

Get a breast cancer screening

A mammogram is an X-ray picture of the breasts. Regular screenings for breast cancer may help catch the disease early, when it may be easier to ...

20%

Towards Premium Reduction Goal

400

Points

Learn more

01 Nov 23 - 31 Oct 26

Cervical Cancer Screening

A pap smear is a test that takes a sample of cells from your cervix to check for cervical cancer. It can detect cervical cancer early, when it is most ...

20%

Towards Premium Reduction Goal

400

Points

View Details

01 Nov 23 - 31 Oct 26

ORNL Exercise Physiologist or Dietitian

Work with ORNL's Exercise Physiologist or Dietitian to set and complete your personal goal. See the ORNL Wellness website for contact information.

15%

Towards Premium Reduction Goal

View Details

01 Nov 23 - 31 Oct 26

Complete the ORNL HealthFest

Complete the HealthFest program. More details to come in Spring 2026 in "ORNL Today".

15%

Towards Premium Reduction Goal

View Details

01 Nov 23 - 31 Oct 26

Confirm Spouse Health Survey Completion

Indicate that your spouse has completed their Health Survey in Rally.

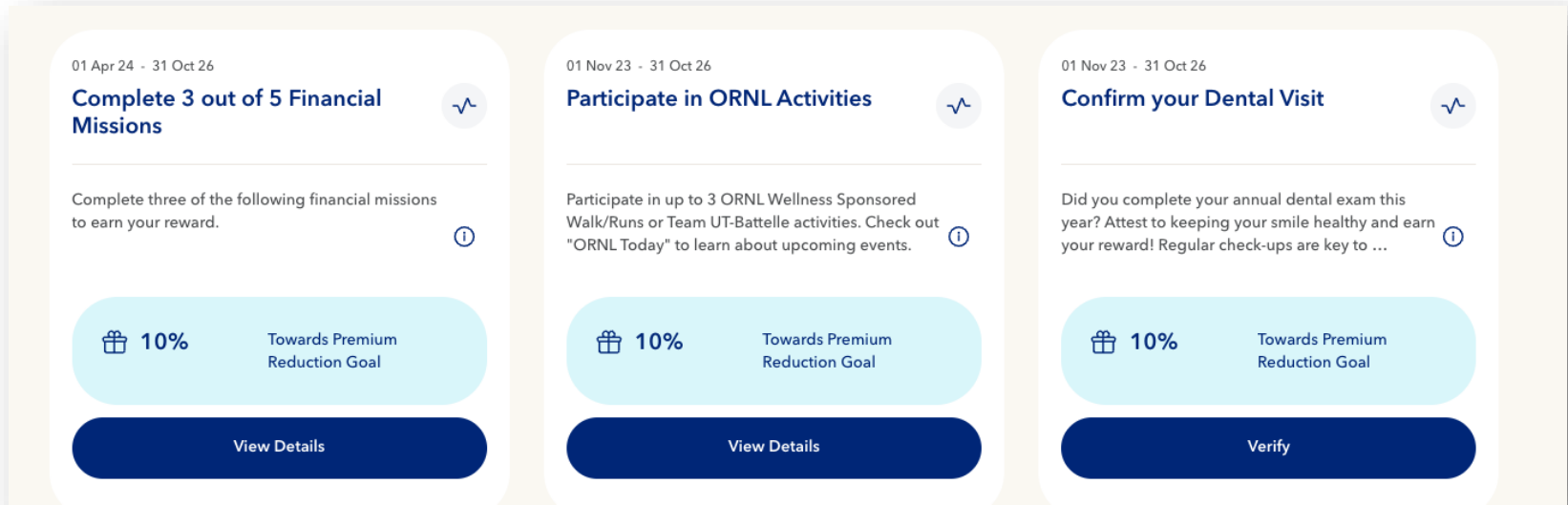
10%

Towards Premium Reduction Goal

Verify

Screenshots are for demonstration purposes only. Final experience is subject to change.

Explore Tab

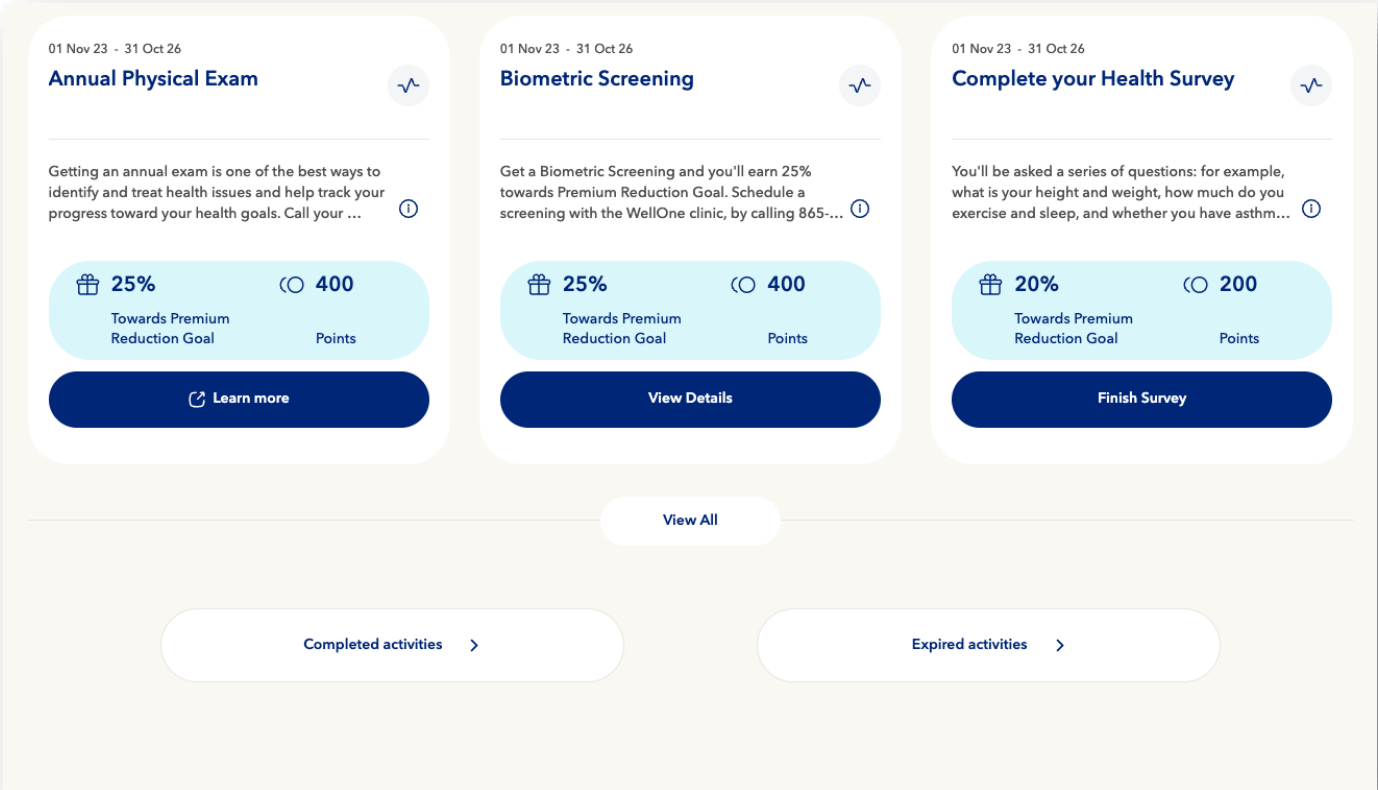


Three activities will show to start and a member clicks View All to see the rest.

Screenshots are for demonstration purposes only. Final experience is subject to change.

Explore Tab

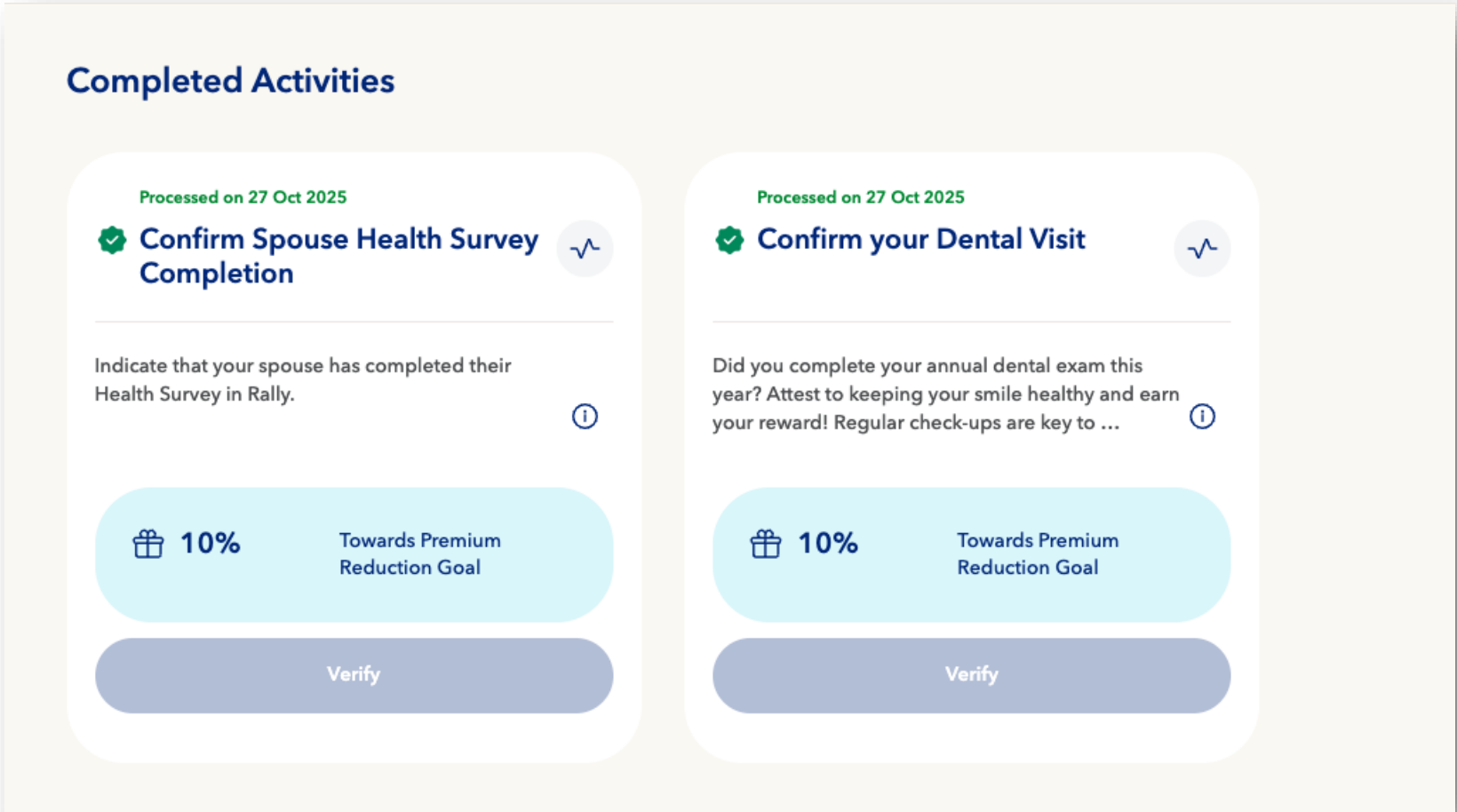
Completed Activities and Expired Activities are linked at the bottom of the Rewardable Activities.



Screenshots are for demonstration purposes only. Final experience is subject to change.

Completed Activities

Completed Activities and Expired Activities are linked at the bottom of the Rewardable Activities.



Screenshots are for demonstration purposes only. Final experience is subject to change.

Stride

Stride can be joined from the website or the app.

Screenshots are for demonstration purposes only. Final experience is subject to change.



Rewardable activity

Stride

01 Nov 2023 - 31 Jan 2026

About

Join Stride – a movement program that allows you to select your own daily step goal. Achieve your goal 12 times in a month to earn your reward. Sync your tracking device and get moving!

Activity levels

You can choose the activity level that fits you best.

Light ● ● ● ● ●

5000 steps / day

10 points

Moderate ● ● ● ● ●

6250 steps / day

20 points

Somewhat Active ● ● ● ● ●

8750 steps / day

30 points

Active ● ● ● ● ●

10000 steps / day

40 points

Very Active ● ● ● ● ●

12500 steps / day

50 points

Learn more

▼

Disclaimer

You are agreeing to Rally's Reward Rules. All third party trademarks and images are the property of their respective owners.

Joining a Mission

Missions can be joined directly from the Explore tab or by clicking on the Sleep or Financial Mission activity.

Mission

Stick to a regular bedtime

Wellness benefit:

Join mission

About the Mission

Do you stay up late and crash early? If you fight your body's natural circadian rhythms you won't feel as rested, even if you get enough sleep.

Sleep

Stress

Benefits

Tips for completing

References

Goal

1 time / day

3 times a week for 4 weeks

Log Activity Each Day

Rewards

275+ Points

Earn as you progress:

- 5 points for completing a day
- 30 points for completing a week
- 95 points for completing the mission

Screenshots are for demonstration purposes only. Final experience is subject to change.

Benefits Tab

Tiles will display UHC/Optum products a member is eligible for.

Screenshots are for demonstration purposes only. Final experience is subject to change.



ORNL Wellness Program

Explore

Benefits

Rewards

140

Your Benefits

Elevate your wellbeing.



Physician/Provider Results Form - LetsGetChecked

Use a Physician Results Form for your biometrics screening. Screenings can provide insight into your health and help you to manage risks.

Learn more 



Diabetes Management

Work 1:1 with a nurse to learn more about diabetes and create a personalized plan to help you manage it and stay healthy

Learn more 



Heart Failure Management

Get access to a nurse who can help you watch your health, manage medication and help you understand your benefits.

Learn more 



Optum Community Connector

Find local services, resources, and support in your community and get connected to food pantries, housing assistance and more.

Learn more 



Coronary Artery Disease Management

Get access to a nurse with our heart disease program for support with benefits, cost savings, finding providers and managing your care.

Learn more 



Chronic Obstructive Pulmonary Disease (COPD) Management

Get resources to help you manage your COPD condition and live a healthier life.

Learn more 

Resources

Introduction to Optum Engage

▼

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21

Rewards Tab

Member can access an overview of ORNL program and platform rewards like offers, auctions, sweepstakes, and donations.

ORNL Wellness Program

Explore

Benefits

Rewards

140

Rewards

📺

Employer Rewards

Total Earned

20 %

>

📄

Program overview

📺

Points

Total Earned

140

>

Balance

140

>

🌟

My redeemed rewards

>

Redeem your points

Offers

GLAMERMAID

📄

Coupon

Glamermoid 15% off Orders

📺

10

📄

Coupon

Cheryl's Cookies Save 10% OFF sitewide...

📺

15

📄

Coupon

GetACTV 25% Off Sitewide

📺

10

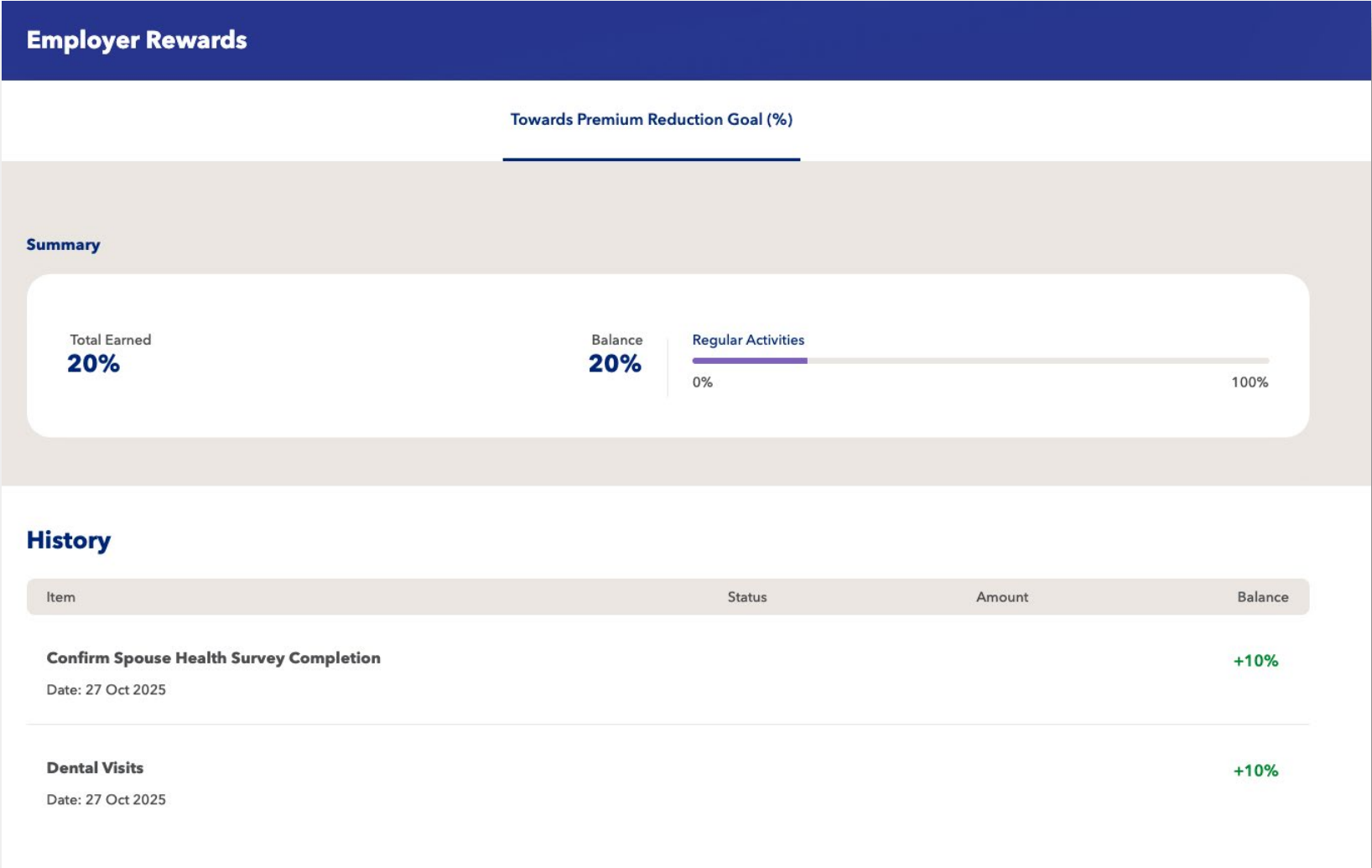
View All

Auctions

Screenshots are for demonstration purposes only. Final experience is subject to change.

Rewards Tab

Rewards History and the progress bar



Rewards Tab

Points (previously coins)
History and balance

My Points

Summary

Total Earned

140

Balance

140

History

All

Earned

Redeemed

Item	Amount	Balance
User Action UserActionBE Date : 27 Oct 2025	+20	140
User Action Registration Date : 23 Oct 2025	+100	120
User Action UserActionBE Date : 23 Oct 2025	+20	20

No more results

Screenshots are for demonstration purposes only. Final experience is subject to change.

Rewards Tab

Points redemption history

My Redeemed Rewards

 My Auctions

>

 My Offers

>

 My Donations(1)

>

 My Sweepstakes

>

Screenshots are for demonstration purposes only. Final experience is subject to change.

Account Details

Click on the Avatar image in the menu to access account details, tracker setup, help center, and terms & conditions.

Manage Your Account

Health Profile >

Health Survey >

Account Details

About the Program

Physical activity exemption

Settings

Activity Tracker

Support

Help Center

Legal

Terms and conditions

Privacy Policy

Reward Rules

Logout

Email Address

fngxbaovnvzz.lnmepfrhqxx@invalid.com

Your email is not visible to anyone! We will send all rewards and other communications here.

Username

FNFRKALDTNWP257W

Keep it private! Pick a username (2-20 characters) that doesn't reveal your real name.

Avatar





Update

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Optum

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