


ORNL - Rally FAQ 2024

This FAQ provides a lot of high level information. Note that there are a number of detailed topic-specific decks and other materials available in your ORNL Wellness Library. Additional information and assistance can be found on the Rally platform and app or you may call Rally at 844-334-4944 for agent support Monday through Friday, 9am to 10pm ET.

How do I register for Rally? There are three ways to register for Rally. Single Sign On (SSO) from your myuhc.com account to register for Rally. Register by downloading the Rally app  and using mobile code ORNL. Or register directly on the web at <https://www.werally.com/client/ornl/register>

What is the Rally Health Survey? The Rally experience begins with a simple Health Survey that you can complete on the Rally app (or desktop computer, laptop by way of a web browser such as CHROME, Internet Explorer or Safari, as an example) that is designed to help you better understand your overall health and to help Rally personalize your experience.

What is a Health Score? The Health Score is designed to help you understand where you are in your health journey and maintain a healthy lifestyle. The Health Score gives you an idea of your overall health, based on how you are doing in several categories (Nutrition, Exercise, Sleep, State of Mind, Biometrics, Substance Use). Generally speaking, you'll want to aim for a greater Health Score in the higher range. If there are areas for improvement, we'll make recommendations on how you might increase your Health Score.

What are Rally Challenges? When it comes to getting healthier, it helps to have a goal in sight. Get moving and stay motivated by joining a Rally Challenge & push yourself a little further each day. And you'll earn Rally Coins the more you move! There are challenges for everyone: running/walking, elliptical, yoga, biking, and even non-activity challenges to encourage philanthropy or eat healthier snacks. In addition, if you want to start your own challenge, you can! User created challenges allow you to invite friends, co-workers, and family to participate in a challenge you create. Don't wait and join a challenge! Reminder: to participate you will want to sync a mobile device, apple watch, fitness tracker, fitness app or track your steps & enter manually.

What are Rally Communities? Our communities give you the opportunity to interact and share tips, articles, and support other members. There are communities on every topic ranging from cancer support and pregnancy to weight loss, sleeping better, LGBTQ+, and loving your pet!

What are Rally Missions? Missions are simple, healthy activities that you can do every day to help you develop a particular healthy habit. From eating more veggies, meditating 10 minutes a day, sleeping better or improving your mood, whatever health goal you have for yourself there are missions for you! All missions require four weeks of hitting the target to be successfully completed. *Note that you can participate in multiple missions at the same time. Plus, you will earn Rally Coins as you join and make progress on your mission.

What are Employer Rewards? The 2024 ORNL Wellness Incentive Program is available to all salaried and IGUA employees who are the primary policy holder under the ORNL UnitedHealthcare medical plans and provides an opportunity to earn wellness rewards by completing health actions and activities.

What are Rally Rewards? Rally offers Rally coins for doing healthy activities that improve your overall well being. You will earn Rally coins for every action you take (even just logging into Rally) and can use your coins to enter to win prizes (like a \$100 Amazon Gift Card), donate your coins to charities, and get discounts on

apparel, health apps (i.e. Calm), fitness devices, household items and much more! Your coins will never expire so get out and start earning coins today!!

What is on the Rally Benefits page? On your benefits page in Rally you will find many of the programs and services you have access to through ORNL. Quickly access and engage in programs relevant to you whether it's finding mental health support through the Employee Assistance Program, navigating to biometrics or finding an Onsite Clinic.

What is on the COVID Support page: Rally is here to help you and your family stay safe during this time of COVID-19. For trustworthy resources and articles, come out to Rally to get the latest information from the CDC, read recent articles about COVID, use our symptom checker, find a testing site location and much more!

How do I reset my password? Desktop or ap, click on forgot password. Enter the email address you used to register your account. Rally will send you a link to reset your password (if you're not seeing be sure to check your junk mail). Click the link it will take you to a screen to create your new password and from there the login screen. Please contact support if you do not receive and email or if you are unable to change your password.

How do I add/change a tracking device from my desktop? Click on the dropdown menu next to your name in the upper right-hand corner of the page. Select settings then scroll to Device Settings. Select Manage Tracker and select the device you'd like to sync. Some devices will require to sign into your account to give Rally access to your information.

How do I add/change a tracking device from the ap? Click the gear icon in the upper right-hand corner of the page. Select Health Trackers. Select **Set up a Tracker** and select the device you'd like to sync. Some devices will require to sign into your account to give Rally access to your information.

Where do I go for additional assistance? In the top right corner of every page you will find a dropdown menu that includes and FAQ and options for opening a ticket if more support is needed. You can also call Rally support at **844-334-4944** for assistance.