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- How do I retake Compass?

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- My device isn't syncing
- How do I sync a device?
- Which devices sync with RedBrick?
- Can I earn points for Tracking?

Journeys:

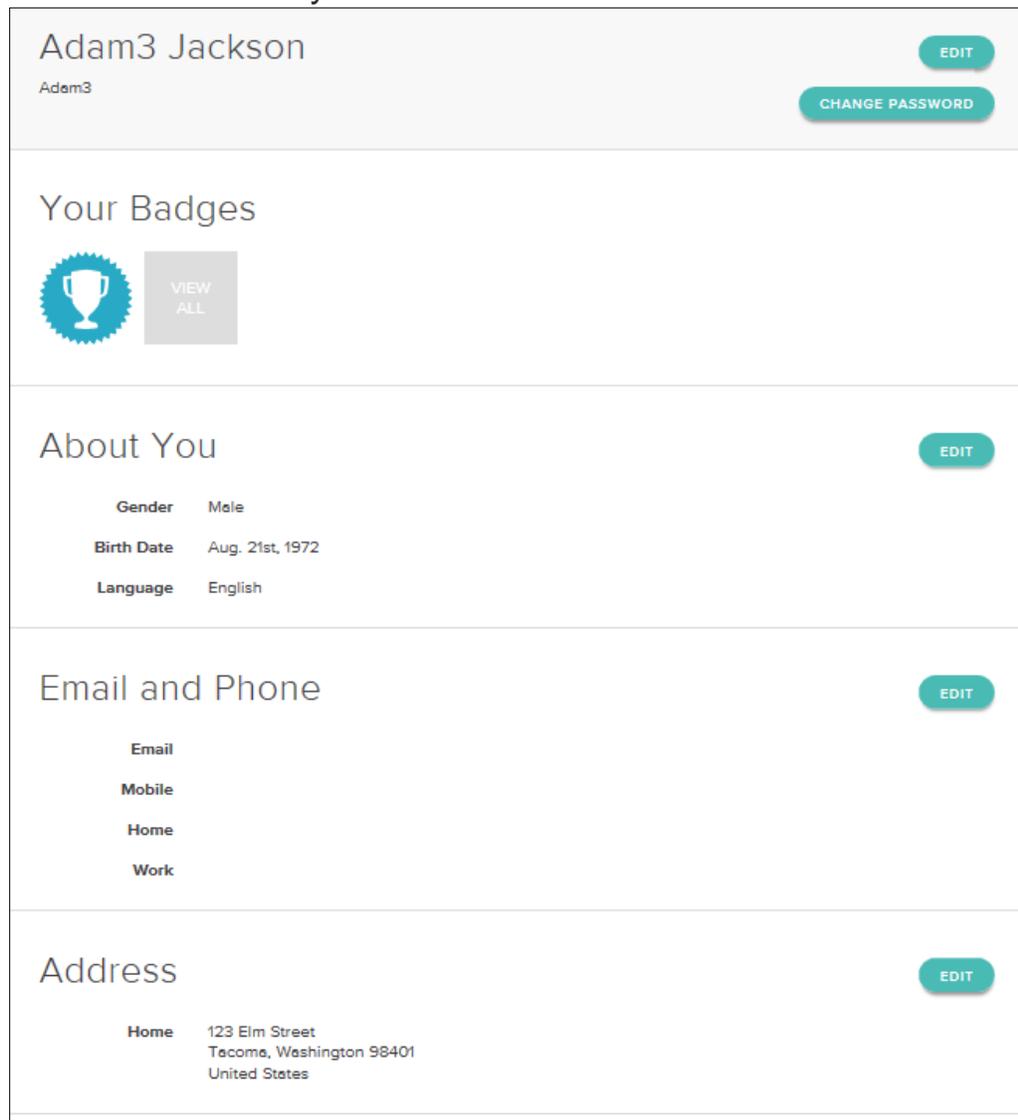
- What is a Journey?
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- How do I change a Journey reminder?
- How do I turn off the reminders for my Journeys?
- How many Journeys can I complete this year?
- What happens to the Journeys I don't complete by the end of the incentive year?
- Can I delete a Journey from my account?
- Which Journeys did I complete?
- How do I know when I completed a specific Journey?
- How do I know when my Journey is complete?

How do I update my contact information (address, phone number, email address)?

Click the arrow next to your name in the upper right corner of the RedBrick site and select profile

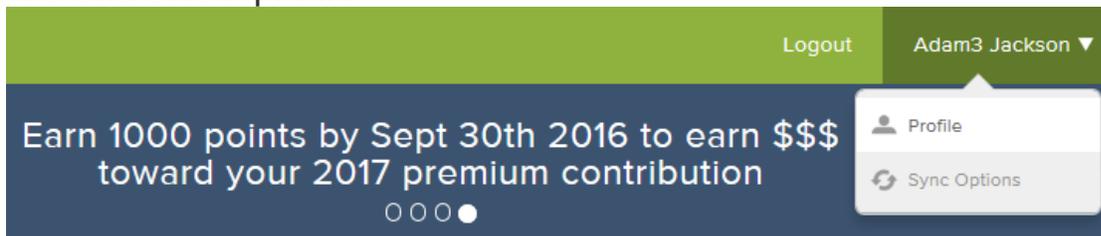


Select the section you would like to edit.

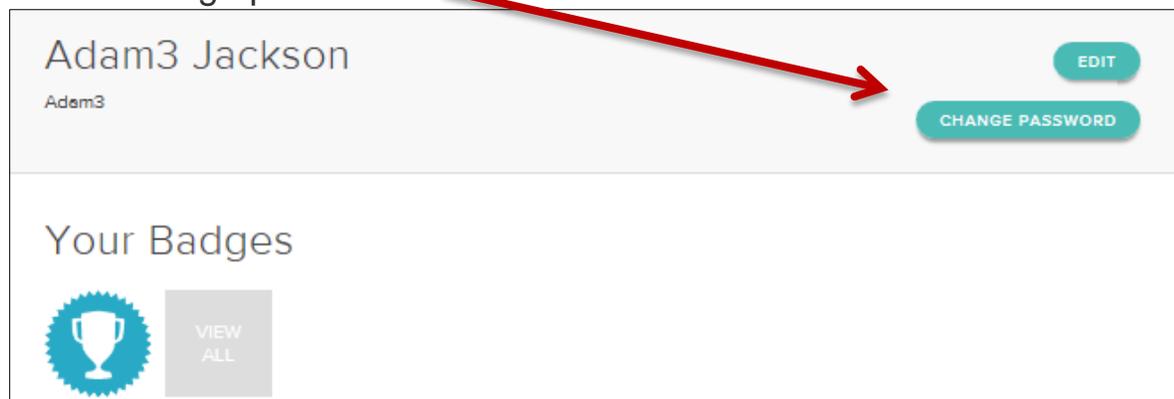


How do I change my password?

Click the arrow next to your name in the upper right corner of the RedBrick site and select profile

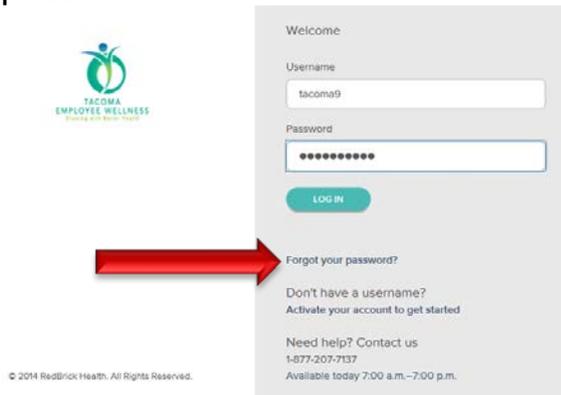


Click "Change password"



Forgot username or password

Step 1: Click the link “forgot password”



The screenshot shows the login page for Tacoma Employee Wellness. It features the company logo on the left and a login form on the right. The form includes fields for 'Username' (containing 'tacoma9') and 'Password' (masked with dots), and a 'LOG IN' button. Below the login form, there are links for 'Forgot your password?', 'Don't have a username? Activate your account to get started', and 'Need help? Contact us 1-877-207-7137 Available today 7:00 a.m.–7:00 p.m.'. A red arrow points to the 'Forgot your password?' link. At the bottom left, there is a copyright notice: '© 2018 RedBrick Health. All Rights Reserved.'

Step 3: Check your email and click the “reset password” link

Step 2: Enter your email address*. Forgot your email? No problem call 1-877-278-5241



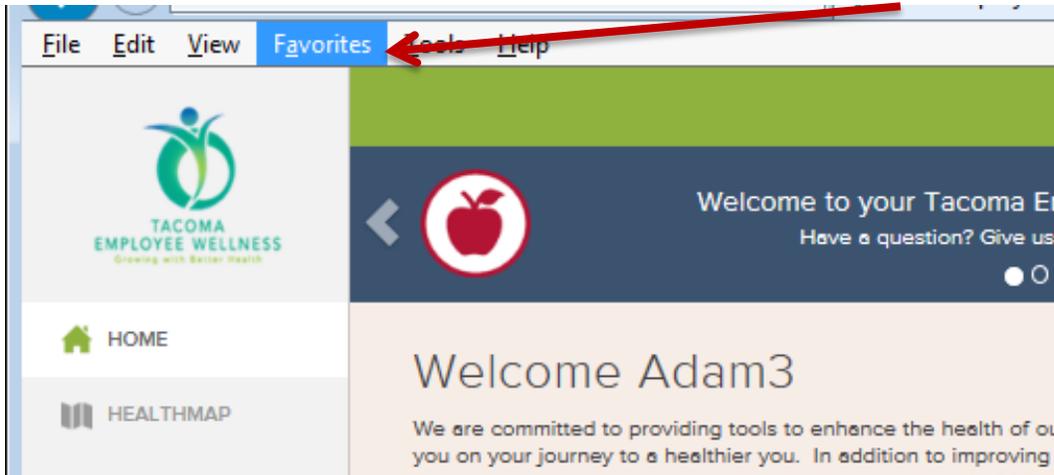
The screenshot shows the 'Forgot Password' page. It features the company logo at the top left. The main heading is 'Forgot Password'. Below it, there is a prompt: 'Please enter your email address to reset your password.' followed by an empty text input field. At the bottom, there is a 'CONTINUE' button.

*If you are asked to enter anything other than your email, you are on the wrong website. Make sure you are at tew.redbrickhealth.com

Step 4: Create a new password

How do I favorite or bookmark the login page?

You can favorite (or bookmark) the login page directly or any other RedBrick page after you've logged in, by clicking "add to favorites". In the future you can access the link under favorites. Regardless of which page you favorited, you will be redirected to the login page.



Can I access RedBrick through my smart phone?

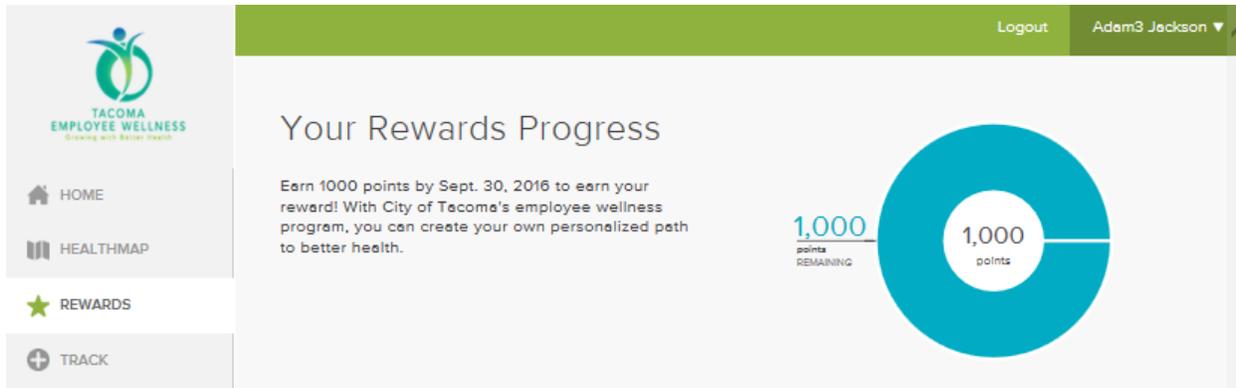
Yes! RedBrick is mobile optimized so you can access <https://tew.redbrickhealth.com> through your mobile phones browser. If you have an iPhone you can use the RedBrick [iPhone App](#) to access Track and Journeys.

Is there a RedBrick App?

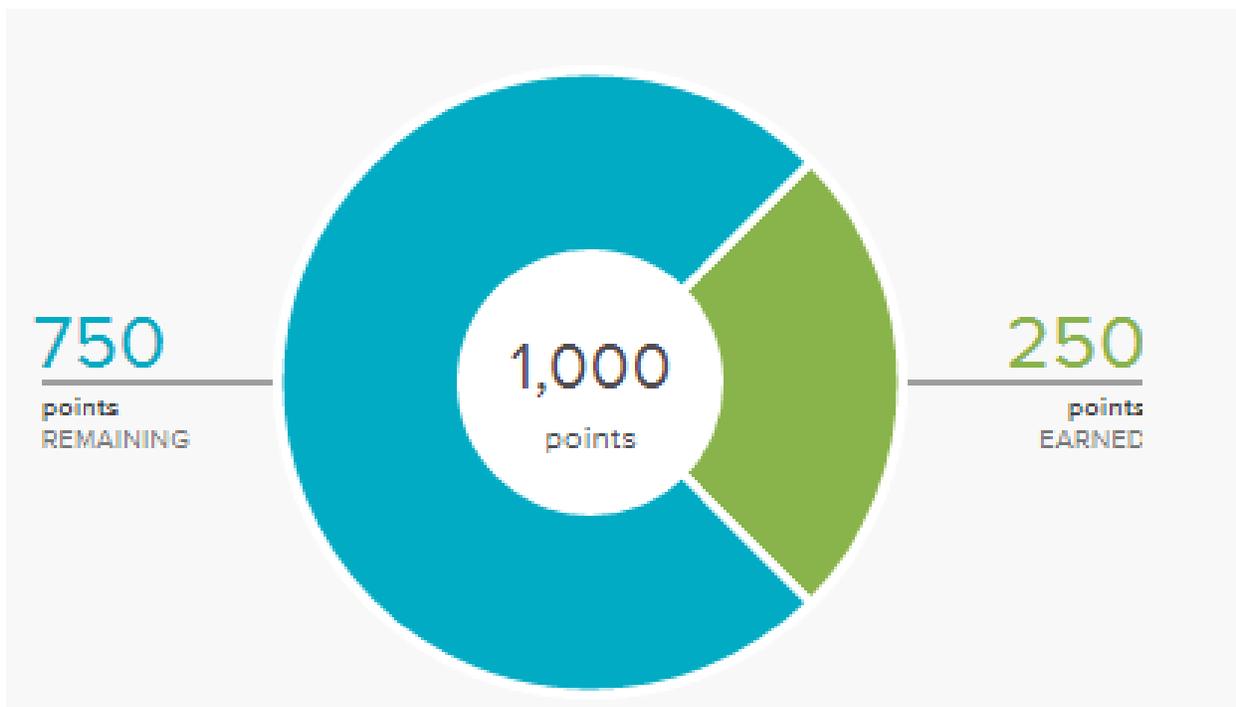
Yes! RedBrick has an [iPhone App](#) to access Track and Journeys. Compass and rewards are not currently available on the app, but they can be accessed through your phones mobile browser <https://tew.redbrickhealth.com>

Did I earn the incentive?

You can check if you've earned the incentive by visiting the rewards page.



If you have earned the incentive, the entire rewards wheel will be green not blue. The text will say EARNED instead of REMAINING.



Why are some of my points unavailable?

You can only earn points for Compass during the Compass incentive period in August and September



Earn Points - Check Your Progress

To earn a premium credit in 2017 (your reward), complete two Journeys and your Compass health assessment.

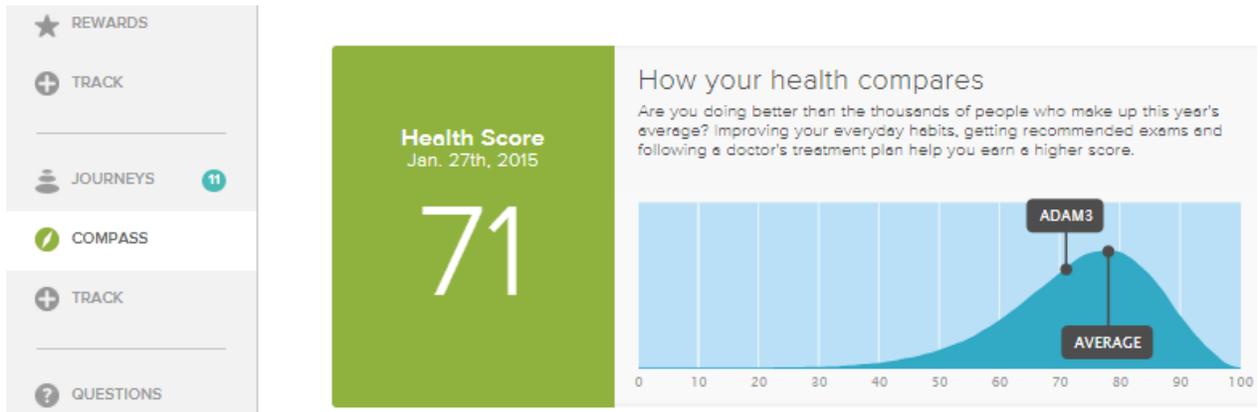
Complete all three healthy activities to benefit from the most personalized recommendations and earn 1000 points.		
Complete two Journeys between October 1, 2015 and September 30, 2016.	250 points each	AVAILABLE
Complete your Compass health assessment between August 1 and September 30, 2016.	500 points	COMING SOON

What is the Health Compass?

The Health Compass is a short health assessment. Compass will ask you questions about your health and health habits, it should take 15-20 minutes to complete. If you need to exit in the middle your answers will be saved and you can continue later. When you finish you'll receive a short report and Journeys recommendations. Your answers are kept private and will not be shared with City of Tacoma.

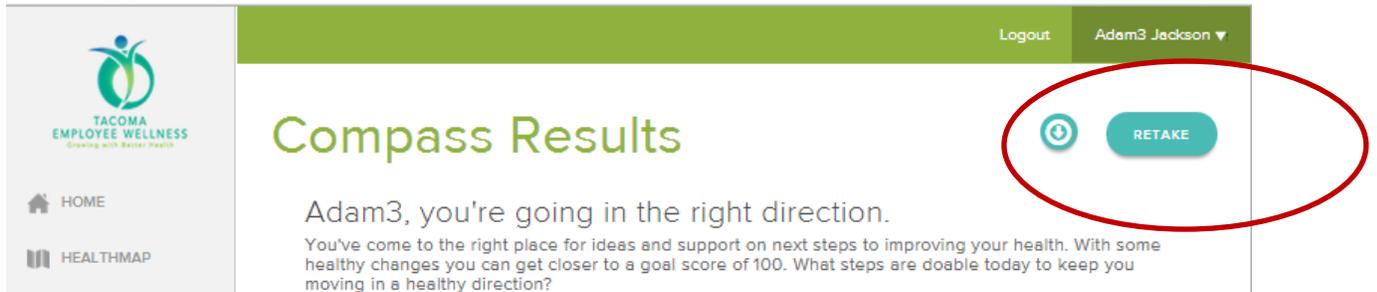
How do I know the date I completed the Health Compass?

Click Compass in the left hand navigation pane and check the date to the left of the graph.



How do I retake the Health Compass?

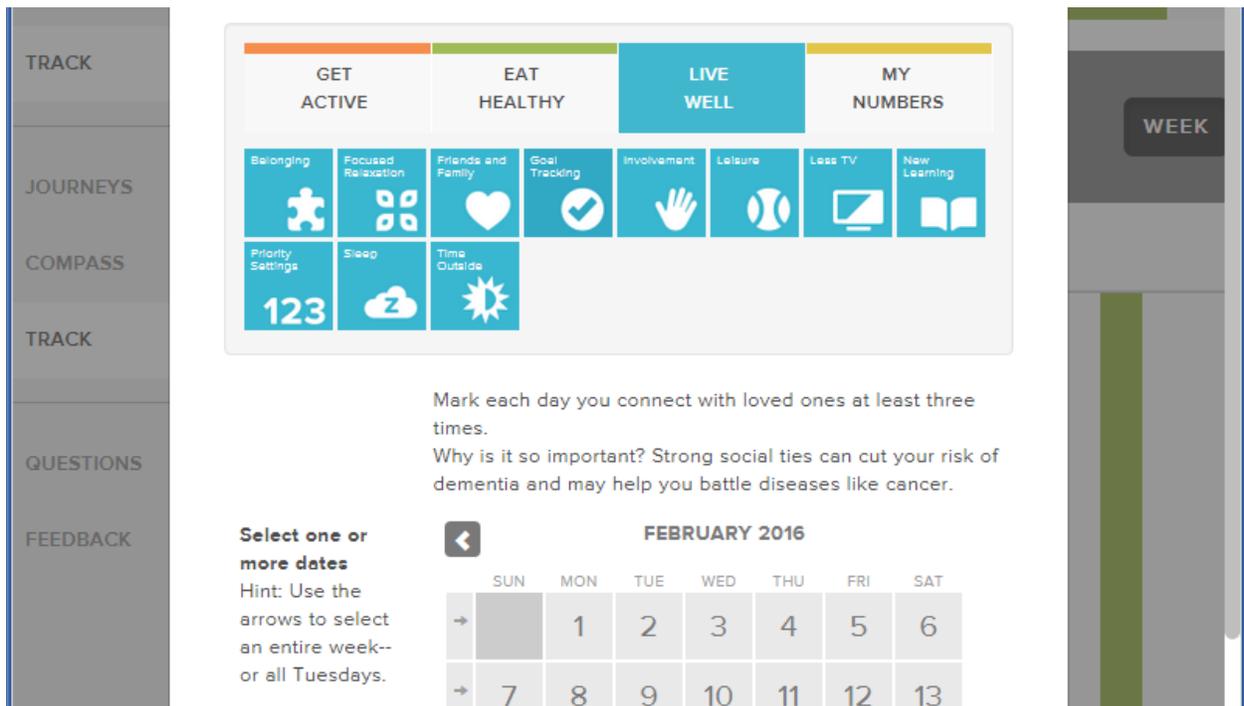
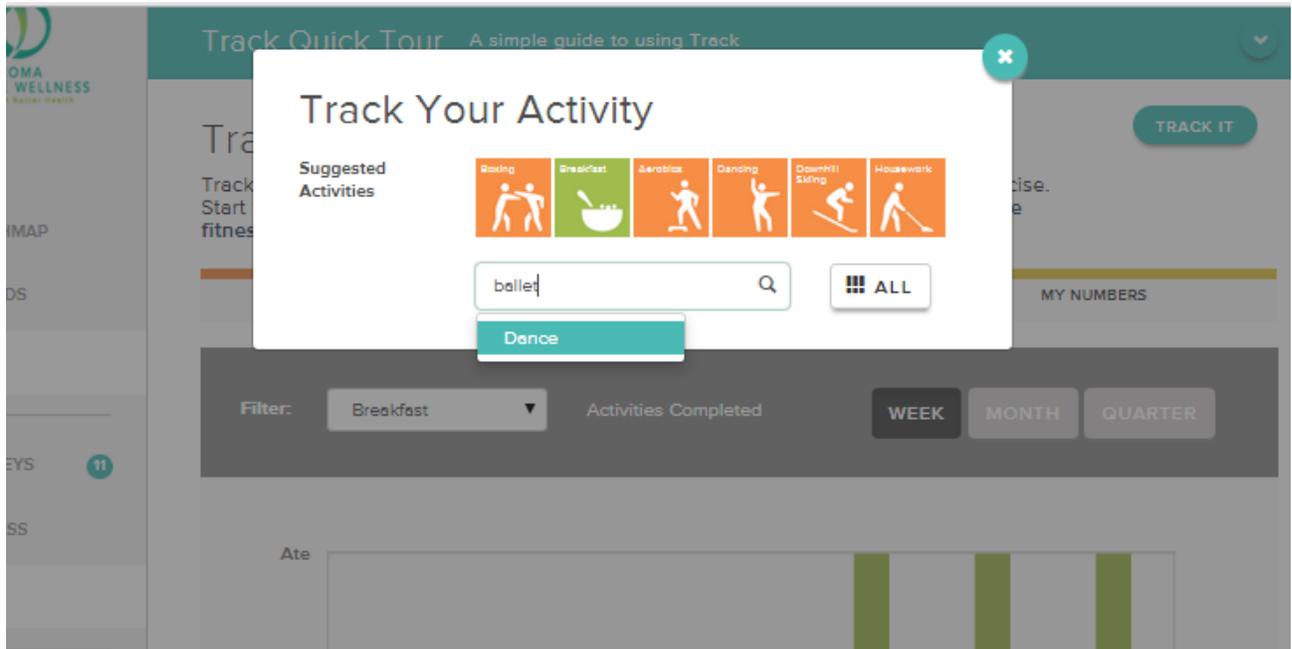
Click Compass in the left hand navigation pane and click retake in the upper right corner.



You can retake Compass as many times as you want.

What is Track?

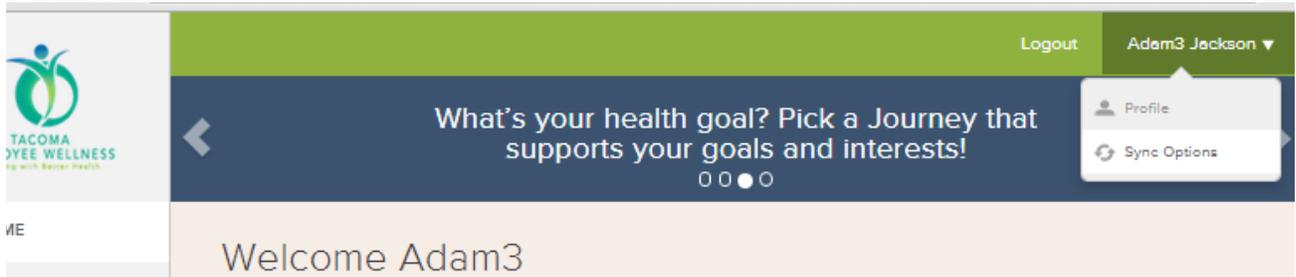
Track is a healthy habits tracker, which allows you to track your exercise, healthy eating habits and wellbeing habits. There is no reward for using Track at this time other than your own good health.



My device isn't syncing

Step 1: Make sure that you device is syncing with your device account.

Step 2: Click on the arrow to the left on your name in the upper right corner of the screen and select Sync Options



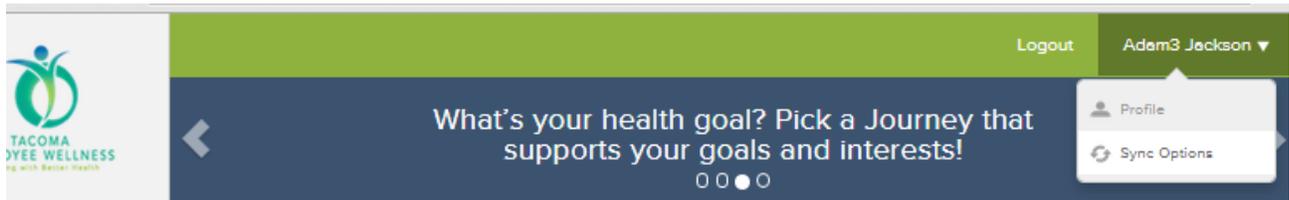
Step 3: Click Sync All Accounts.



If your device is still not syncing, try disconnecting and re-connecting your device. Call RedBrick Customer Service 877-278-5241 for further assistance.

How do I sync a device?

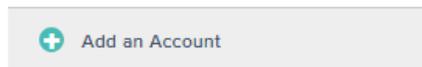
Click on the arrow to the left on your name in the upper right corner of the screen and select Sync Options



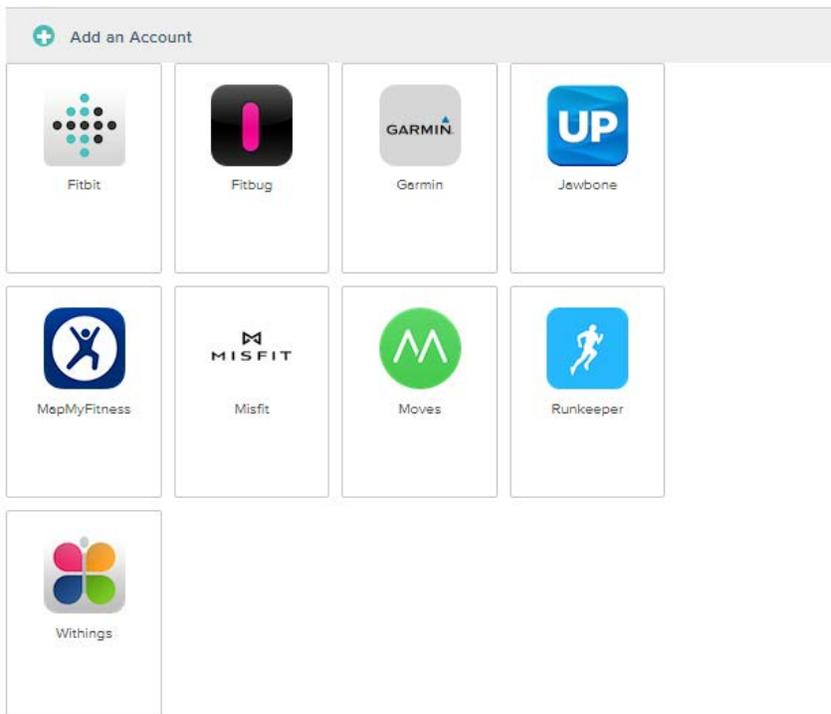
Click Add an Account

Connected Accounts

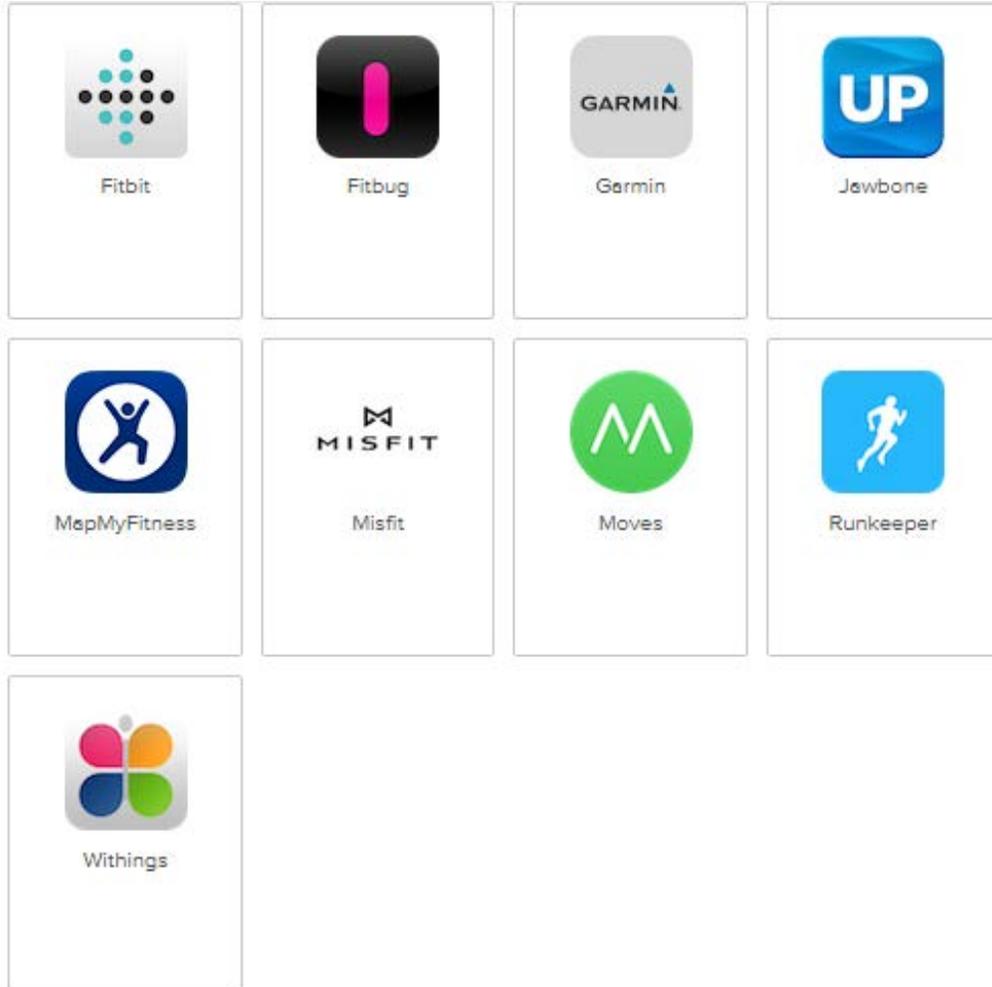
You have authorized these accounts to sync.



Select the Brand you are trying to sync and enter your device log in information (username and password)



Which devices sync with RedBrick?



Can I earn points for Tracking?

No. At this time there is no reward for tracking.

What is a Journey?

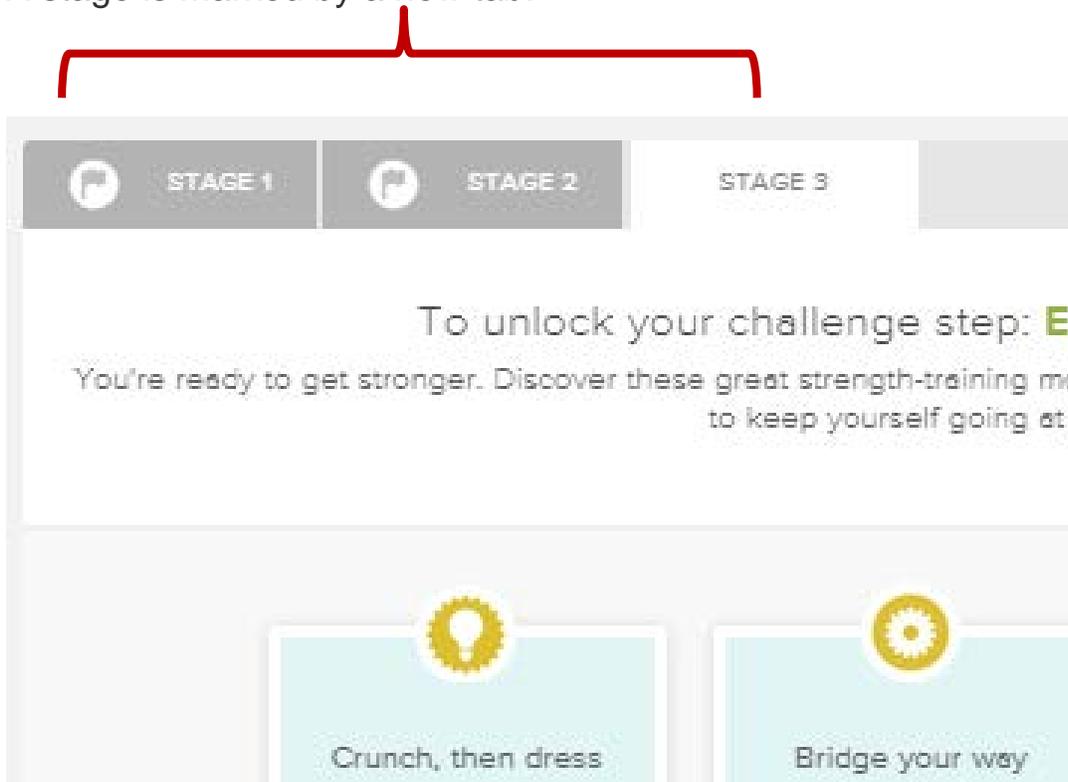
Watch this [short video](#) to learn all about Journeys.

A Journey takes a big goal like eating healthier and breaks it down into tiny achievable steps. Each Journey starts with a few questions to personalize the experience for you. A Journey is made up of several stages and each stage has many steps for you to choose from. When you have earned enough experience points in one stage you will be offered a challenge step. When you complete a challenge step you may proceed to the next stage in your Journey. To complete a Journey you must complete all of the stages in that Journey.

How do I complete a Journey?

To complete a Journey you must complete all of the stages in that Journey.

A stage is marked by a new tab.

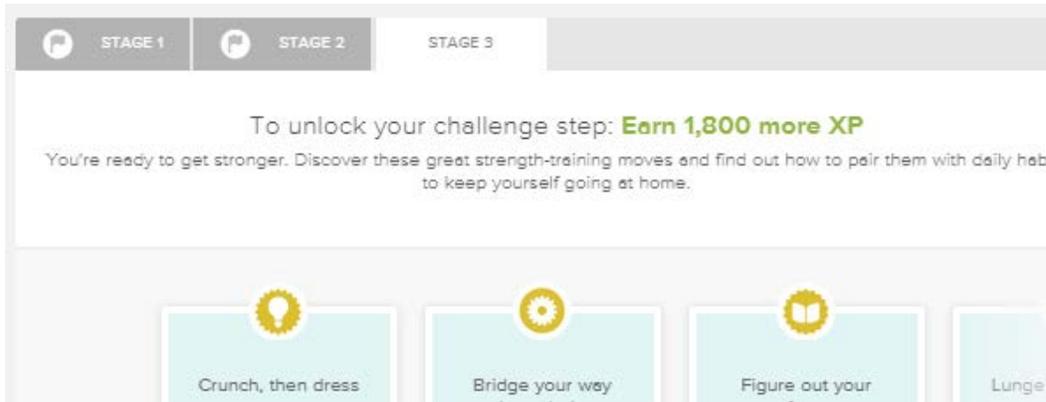


How long does a Journey take?

Journeys are focused on behavior change, which takes time and intentional practice. Each Journey can take anywhere between 2 and 6 weeks. Allow the process to happen as intended, and give yourself at least four weeks to complete one Journey.

How many stages are in a Journey?

Each Journey has between 2 and 7 stages, depending on the type of Journey. Most Journeys have 3 stages.



How many steps are in a stage?

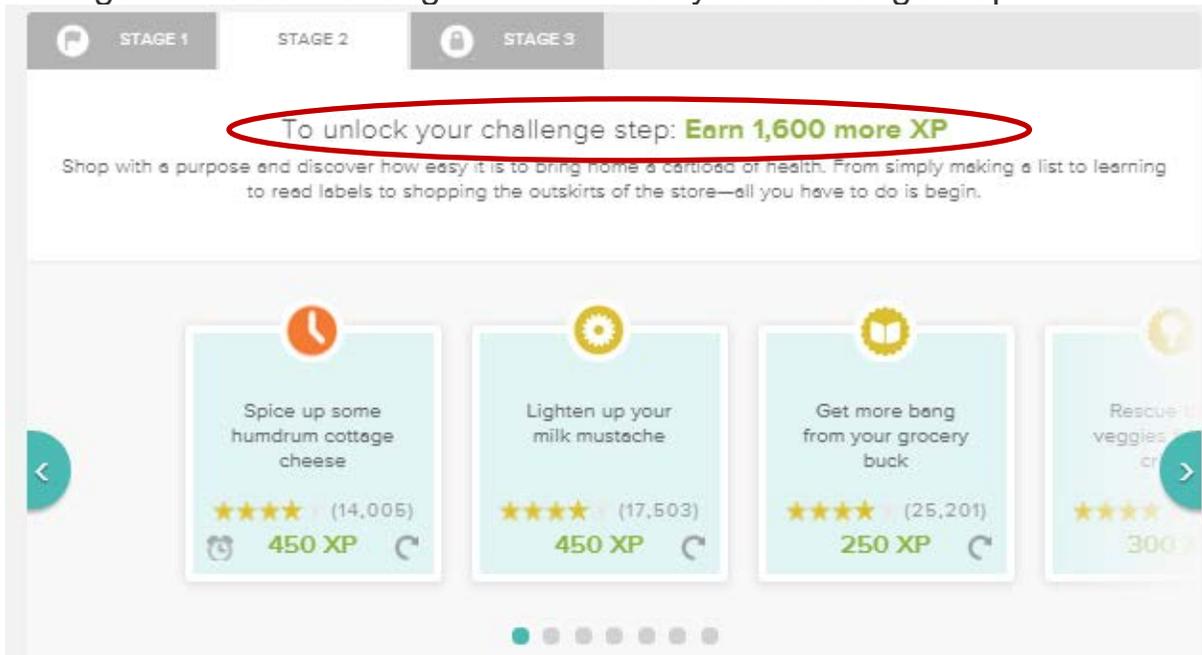
The number of steps you need to complete a stage varies depending on how many experience points you need to earn and how many experience points the step is worth. Depending on your confidence the Journey will challenge you by requiring more (or less) experience points to reach the next stage. Some steps may be easier and worth fewer experience points than harder steps.

What are Experience Points (XP)?

As you progress through your Journey, you'll earn experience points (XP) for completing steps. Some steps may be easier and worth fewer experience points than harder steps.



Your goal is to earn enough XP to unlock your challenge step.



Can I complete more than one Journey at a time?

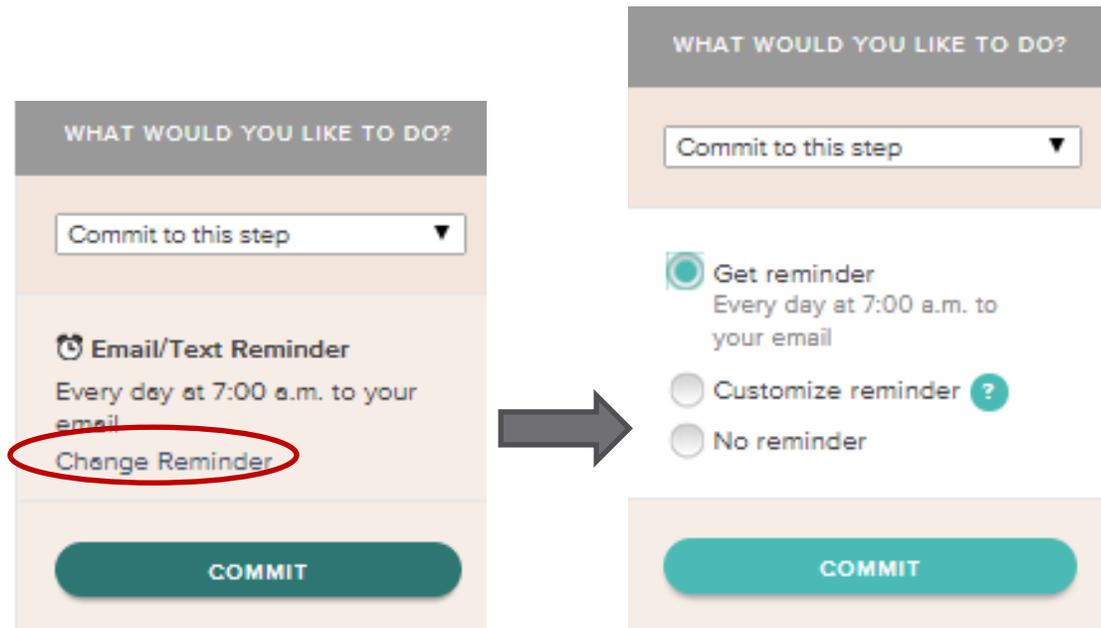
Yes, you can complete as many Journeys as you would like. To keep yourself focused on fully completing a Journey, it is recommended to only focus on one to two Journeys at a time.

Can I complete Journeys on my smartphone?

Yes, you can! You can join, personalize, track, and complete your Journey all on your smartphone. Just open up a browser window on your phone and log into <https://tew.redbrickhealth.com>.

How do I change a Journey reminder?

When you commit to an action step in a Journey, you can specify if you want to: get a reminder, customize a reminder (e-mail/text), or choose no reminder.

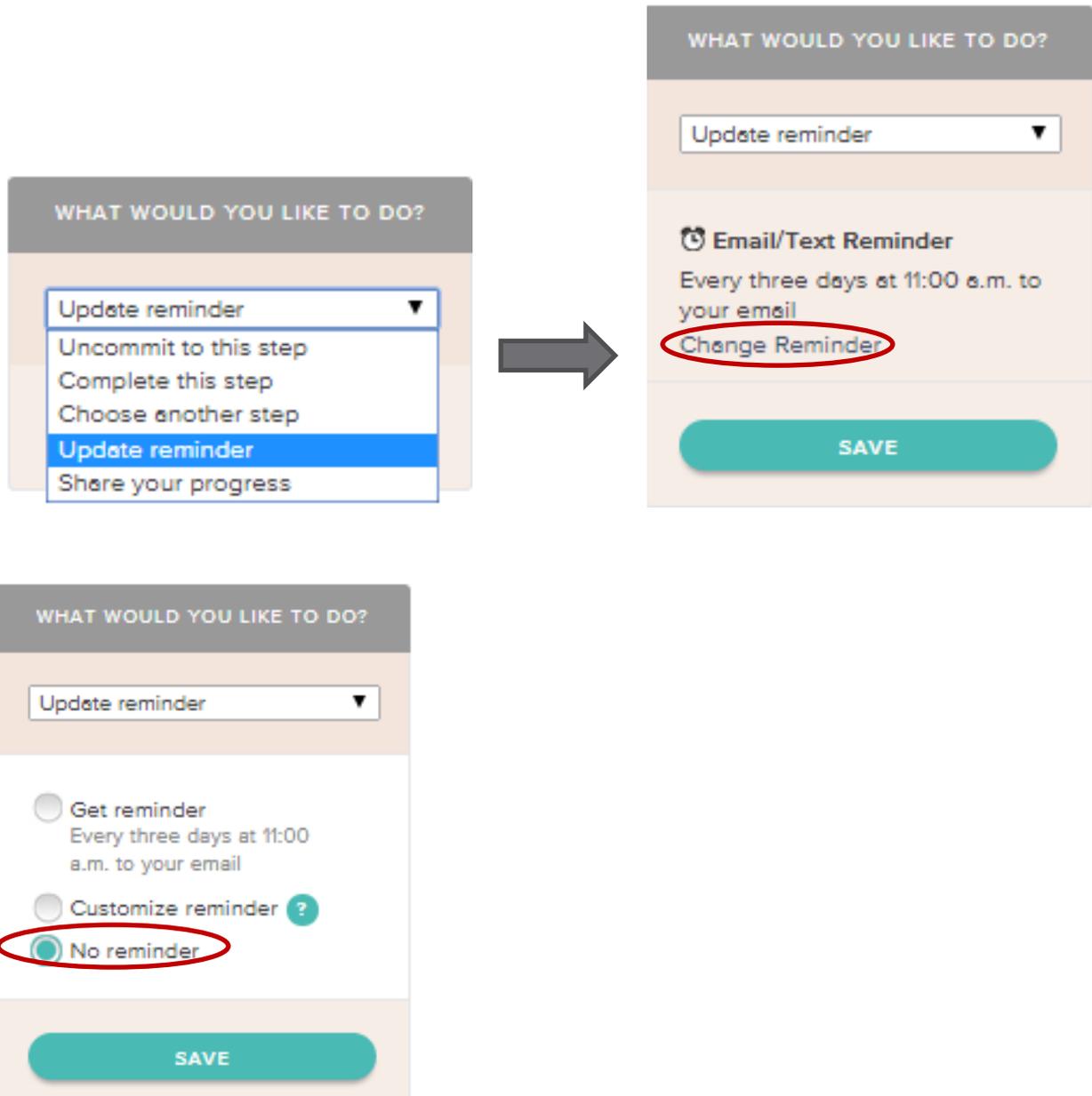


You can update your reminders at any time by going back into the action step you committed to and choosing “update reminder.”



How do I turn off the reminders for my Journeys?

Open the step with the reminder you want to turn off. The box on the right-hand side screen under “what would you like to do?” Choose “update reminder” and select “no reminder.”



How many Journeys can I complete this year?

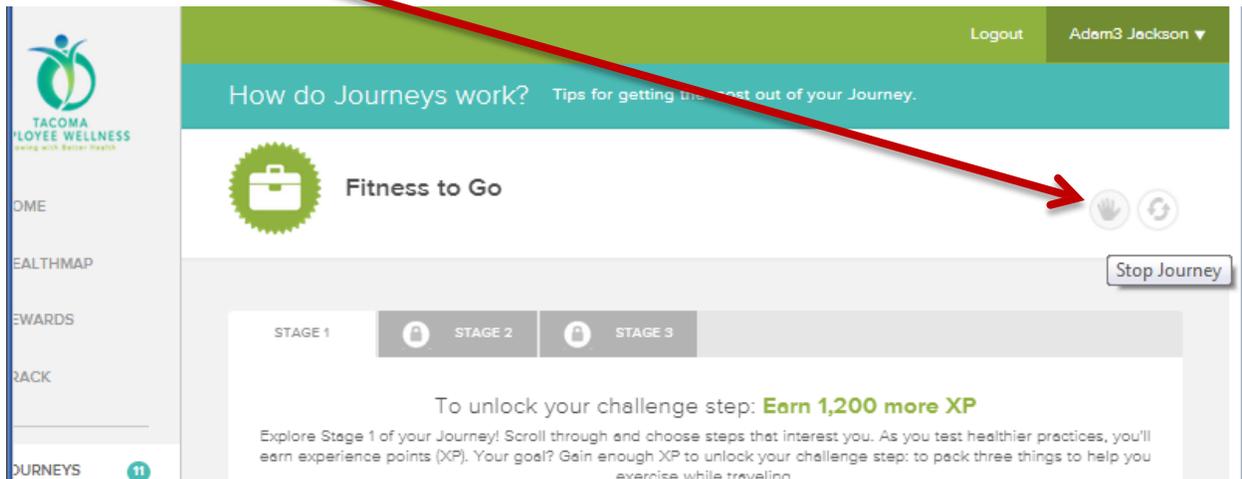
You can complete as many Journeys as you like, but you will only earn points for up to 2 Journeys —for a total of 500 points.

What happens to the Journeys I don't complete by the end of the incentive year?

You will be able to continue any Journeys you previously started, and earn points when you complete them.

Can I delete a Journey from my account?

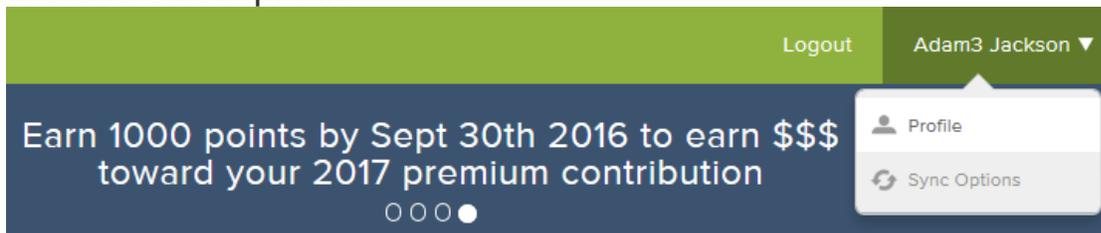
If you have joined a Journey that you no longer want to participate in, you can choose to stop participating by opening up the Journey and clicking on the hand icon.



This will stop the Journey and will remove it from your list of journeys in progress and will remove all reminders for that Journey.

Which Journeys did I complete?

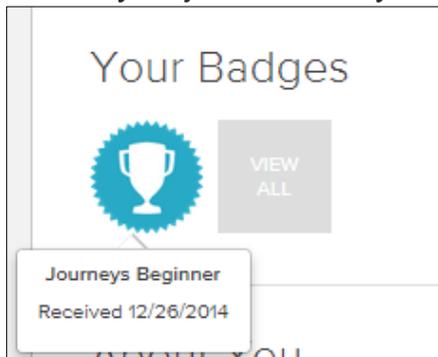
Click the arrow next to your name in the upper right corner of the RedBrick site and select profile



The first section of your profile is called “Your Badges”. Badges represent completed Journeys.



The blue trophy badge is the beginner badge. It does not represent a Journey; it just means you started your first Journey.

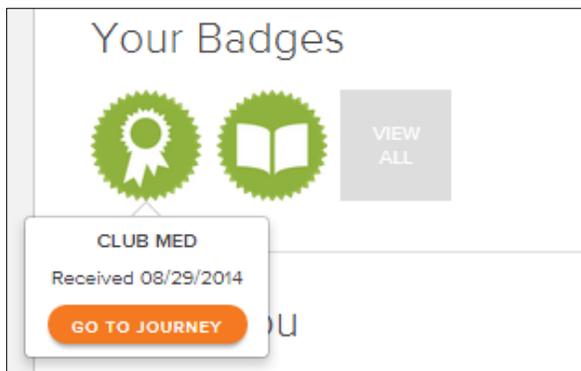


How do I know when I completed a specific Journey?

Click the arrow next to your name in the upper right corner of the RedBrick site and select profile



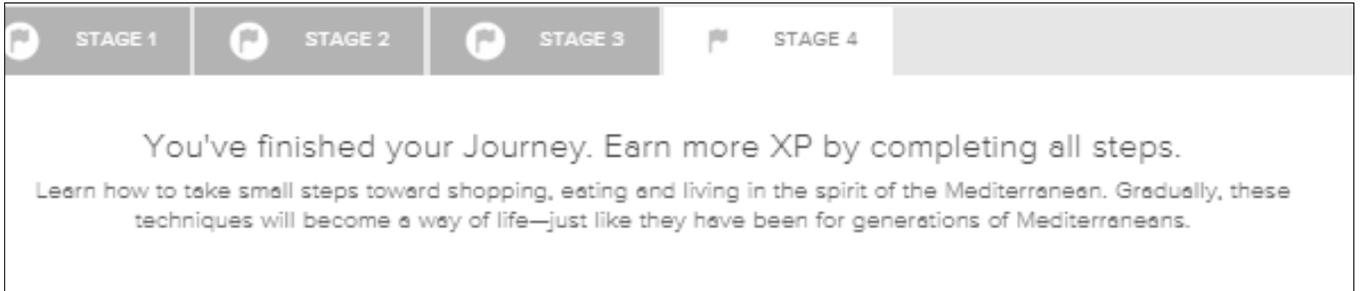
The first section of your profile is called “Your Badges”. Badges represent completed Journeys. If you click on a badge you can see the date you completed the Journey.



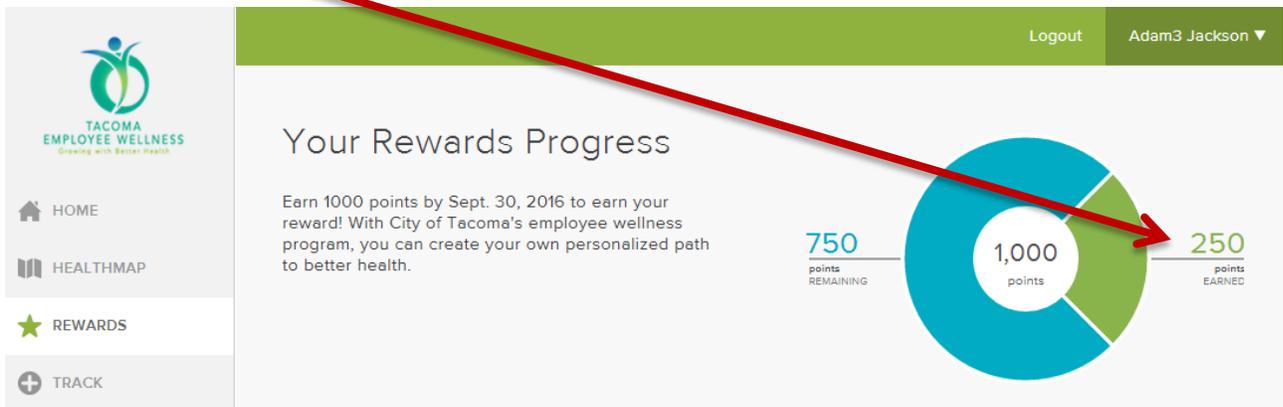
Badges have cute names that are not necessarily the same as the Journey. For example you earn the “Club Med” badge for completing the “Go Mediterranean” Journey. If you’re not sure which Journey a badge is for, click “go to Journey”.

How do I know when my Journey is complete?

The messaging at the top of your Journey will change to indicate that your Journey is complete.



If you visit the Rewards tab you will see your completed Journey reflected on your rewards wheel.



Earn Points - Check Your Progress

To earn a premium credit in 2017 (your reward), complete two Journeys and your Compass health assessment.

Complete all three healthy activities to benefit from the most personalized recommendations and earn 1000 points.

Complete two Journeys between October 1, 2015 and September 30, 2016. 250 points each **MORE AVAILABLE**

Complete your Compass health assessment between August 1 and September 30, 2016. 500 points **COMING SOON**