

FAQ for Local 6 Police Union

General:

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- How do I change my password?
- Forgot password
- Forgot username
- How do I favorite or bookmark the login page?
- Can I access RedBrick through my smart phone?
- Is there a RedBrick App?

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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?
- How do I sync my phone with Track?
- Can I earn points for Tracking?

Journeys:

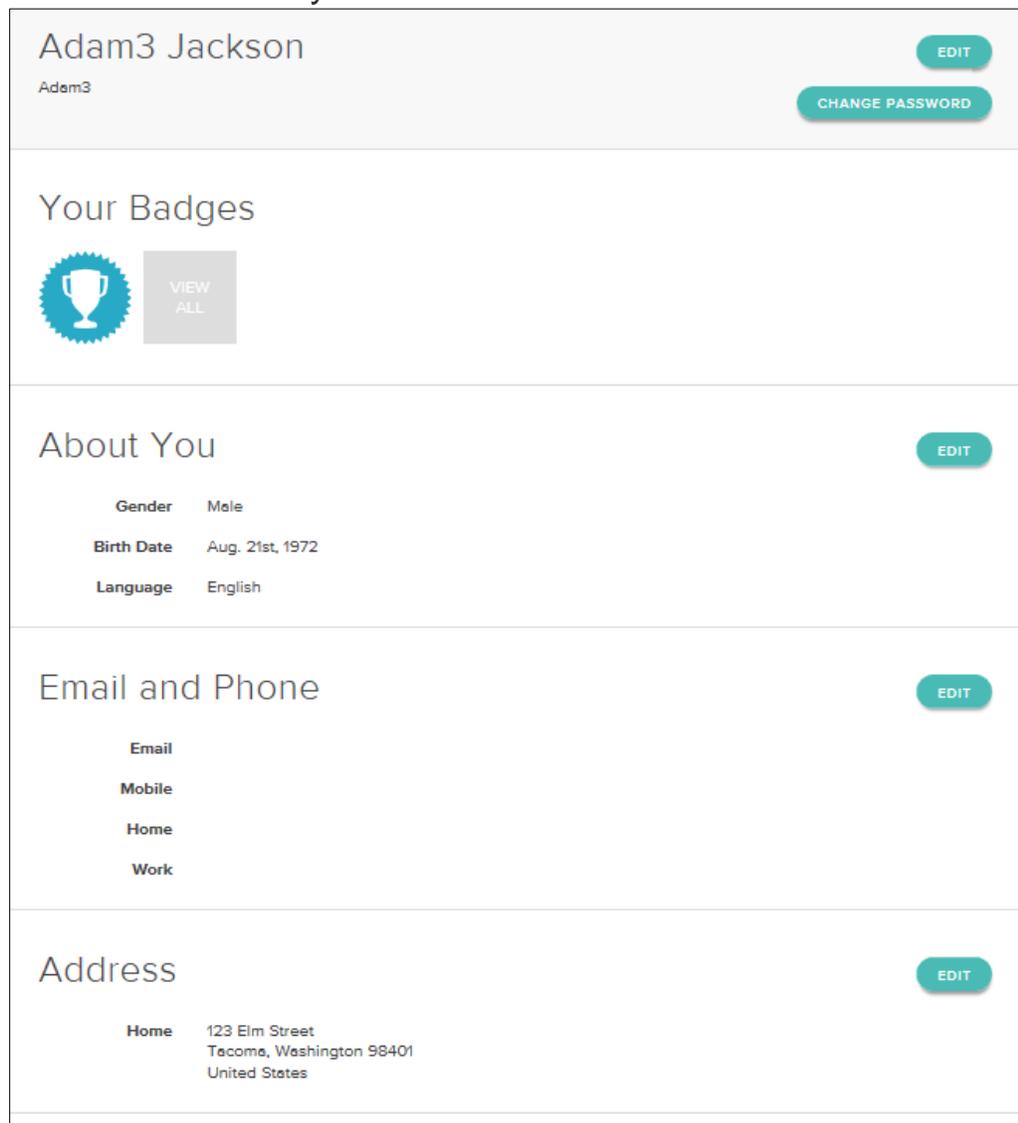
- What is a Journey?
- How do I complete a Journey?
- How long does a Journey take?
- How many stages are in a Journey?
- How many steps are in a stage?
- What happened to Experience Points (XP)?
- Can I complete more than one Journey at a time?
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- How do I change a Journey reminder?
- How do I turn off the reminders for my Journeys?
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- 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?
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- 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.

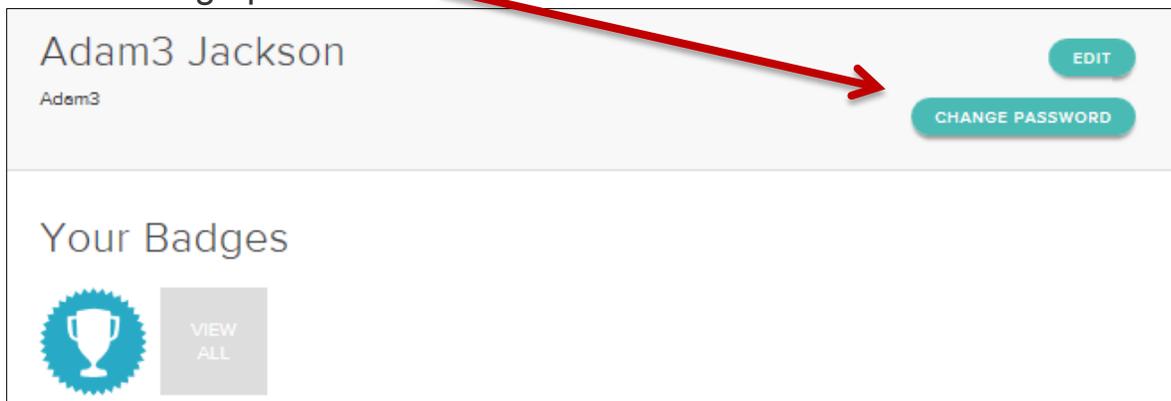


How do I change my password?

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

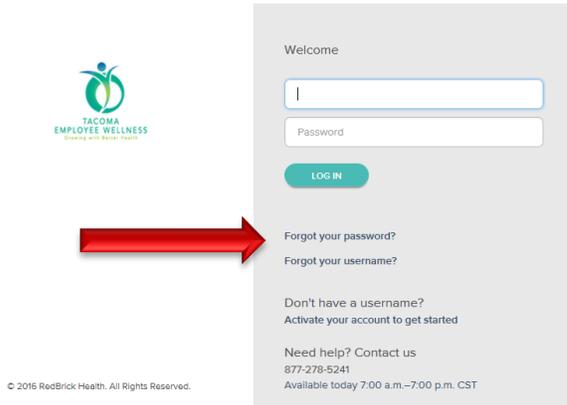


Click "Change password"

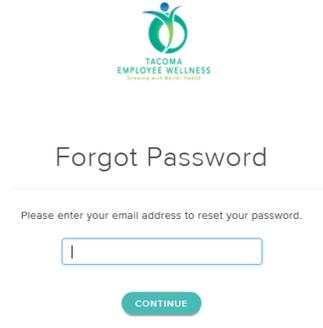


Forgot password

Step 1: Click the link “forgot password”



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



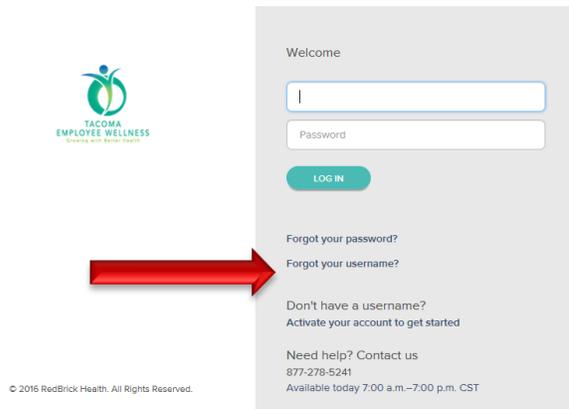
*If you are asked to enter anything other than your email, you are on the wrong website. Make sure you are at tew.redbrickhealth.com

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

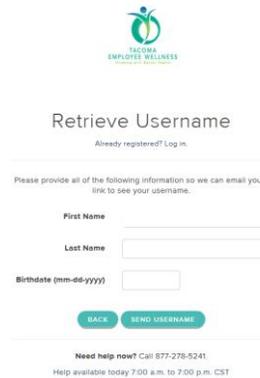
Step 4: Create a new password

Forgot username

Step 1: Click the link “forgot username”



Step 2: Enter your first name, last name and date of birth. Your username will be emailed to the email address associated with your account.



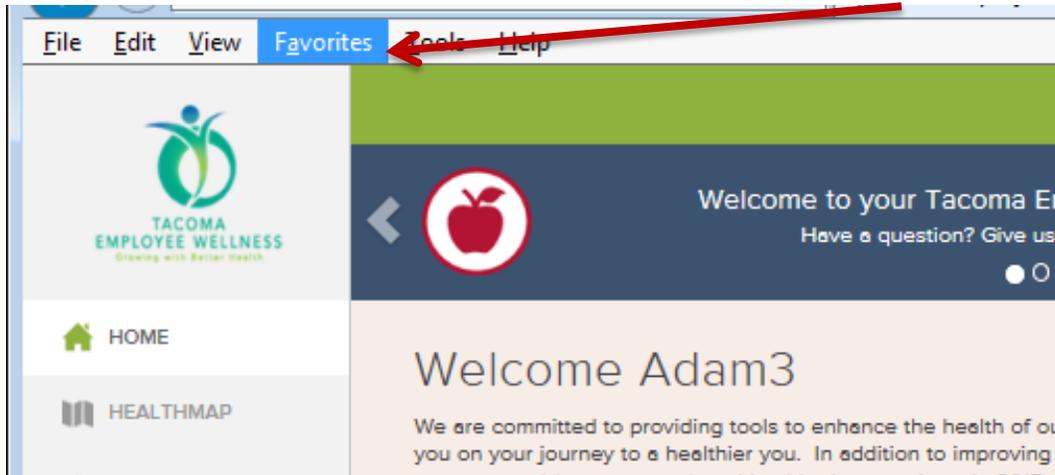
Not seeing your email?
Check your junk folder or an alternate email address.
Can't remember which email account you used?
No problem call 1-877-278-5241

Step 3: Check your email and click the “send username” link

Step 4: Log in using your username.

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 a smartphone you can use the RedBrick [iPhone App](#) or the RedBrick [Android app](#) to access Track and Journeys.

Is there a RedBrick App?

Yes! Download the RedBrick Health app to view Journeys and Track (Compass too for iPhone users – coming soon to Android).

Download the RedBrick Health app from the Apple App Store or Google Play:

Step 1: Pull up the link below on your device or search for RedBrick Health on the App Store of your choice

Step 2: Enter the activation code: **tew** and your RedBrick Health account info

Step 3: Enjoy all the rewards of healthy living

You must have an active RedBrick account in order to access the RedBrick Health app.

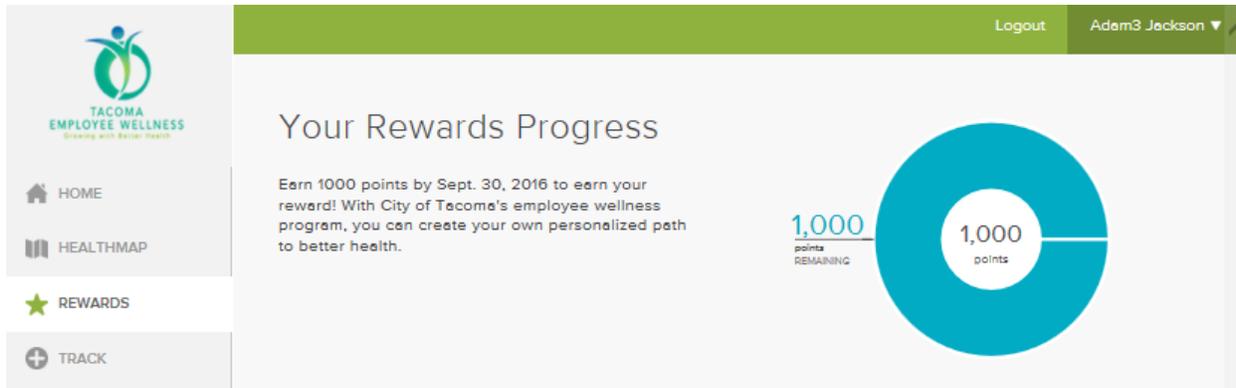
iOS user? [Get the RedBrick Health app from the Apple store](#)

Android user? [Get the RedBrick Health app from Google Play](#)

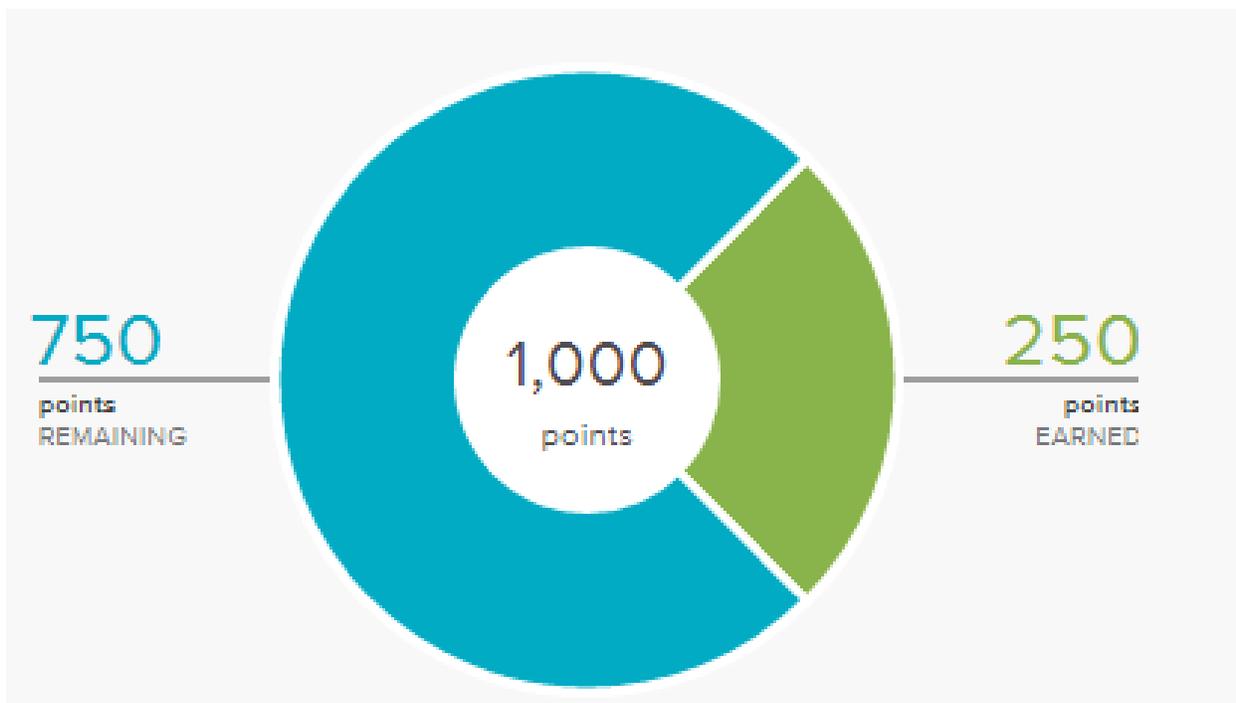
Compass is not currently available on both apps, but they can be accessed through your phone's mobile browser <https://tew.redbrickhealth.com>

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 of 2017.



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.

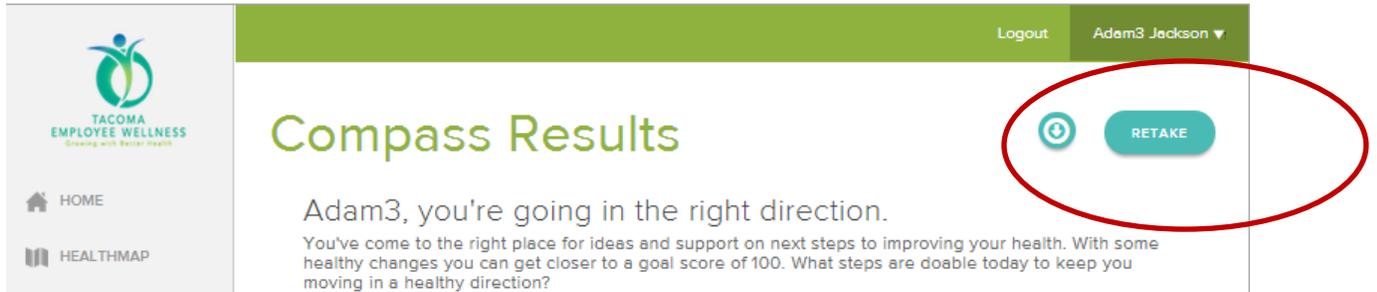
How do I know the date I completed the Health Compass?

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?

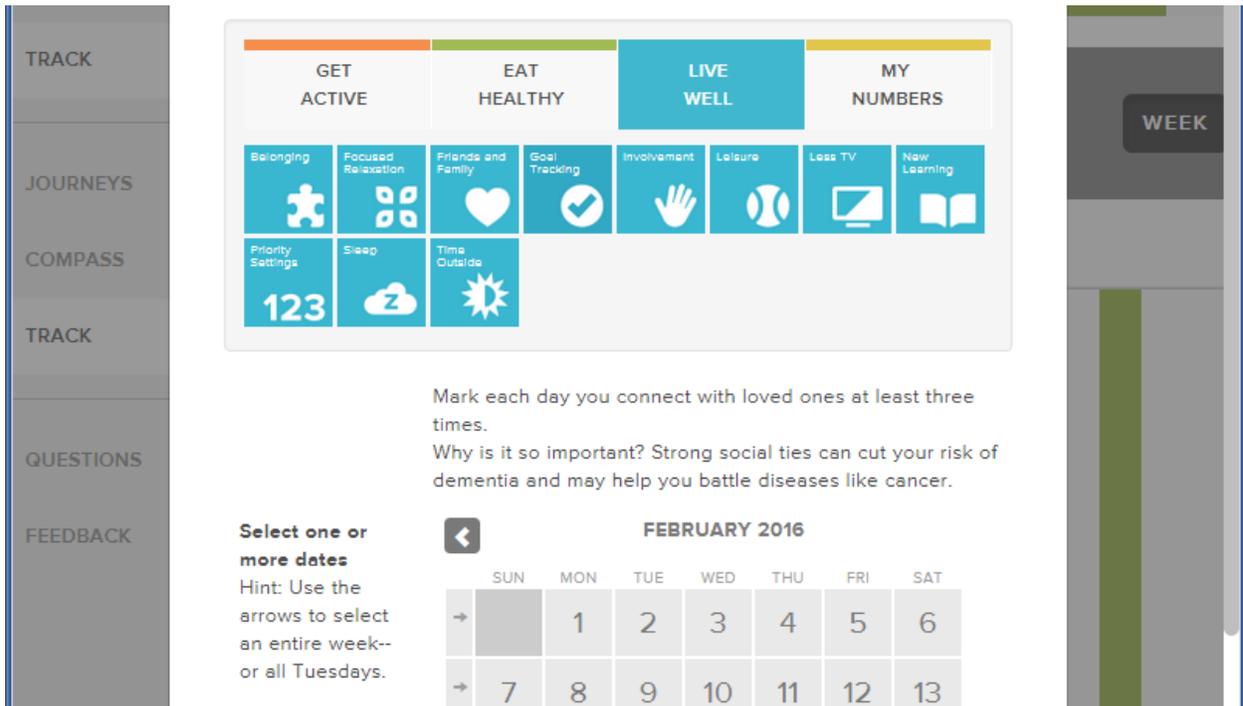
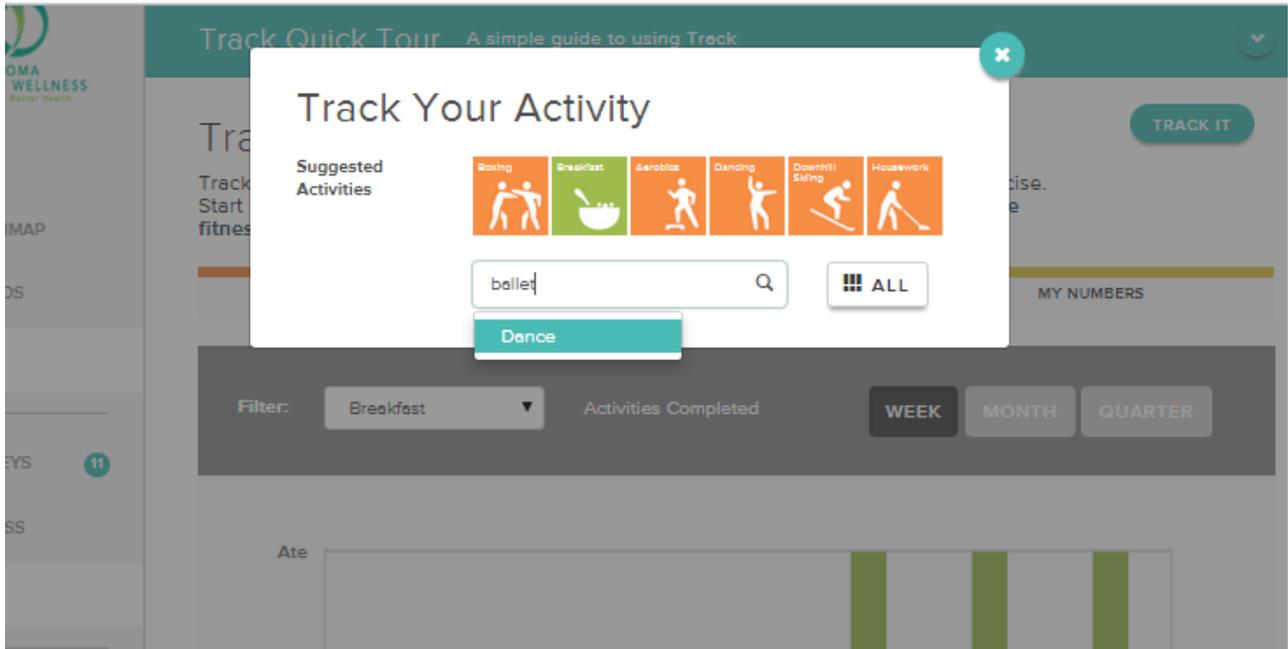
Click Compass in the left hand navigation pane and click retake in the upper right corner.



You can retake Compass as many times as you want.

What is Track?

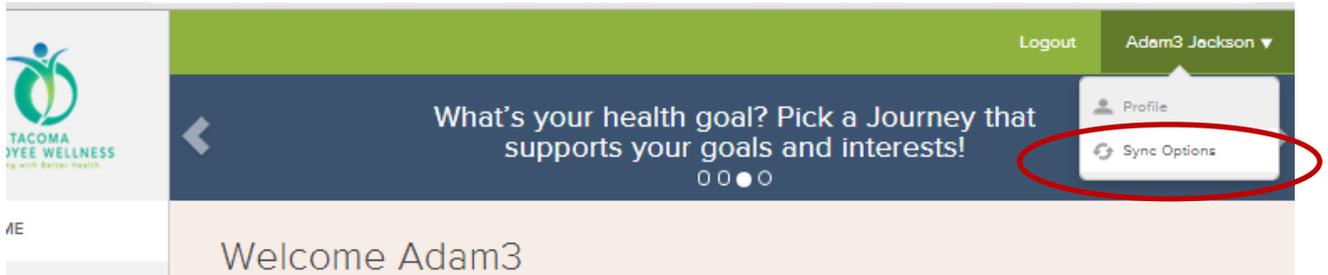
Track is a healthy habits tracker, which allows you to track your exercise, healthy eating habits and wellbeing habits. **There is no reward for using Track at this time other than your own good health.**



My device isn't syncing

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

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



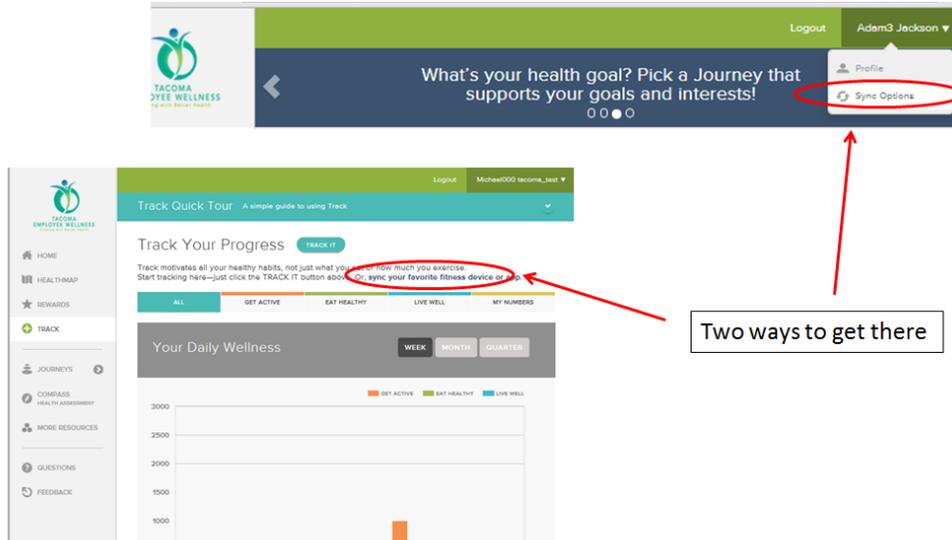
Step 3: Click Sync All Accounts.



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?

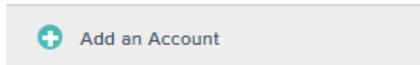
Click on the arrow to the left on your name in the upper right corner of the screen and select Sync Options



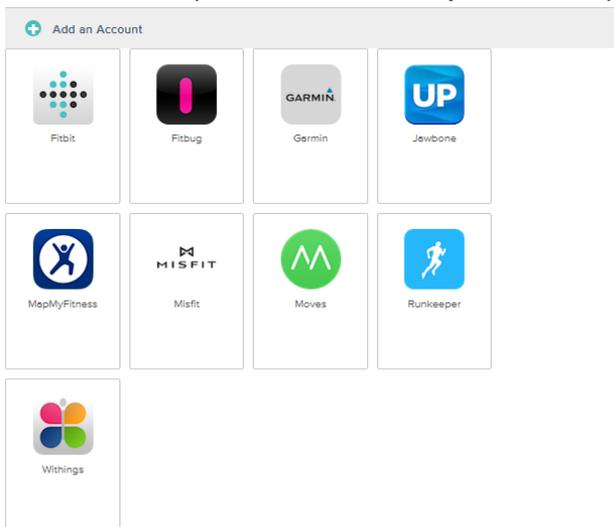
Click Add an Account

Connected Accounts

You have authorized these accounts to sync.



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



Which devices sync with RedBrick?

The following device brands and apps sync. RedBrick is always working to add new connections, so check to see if your favorite device is there.



Sync Options

Automatically sync activities with your account using external devices, apps, and programs.

Connected Accounts

You have authorized these accounts to sync.

[Sync All Accounts](#)

[+ Add an Account](#)

 BodyMedia	 Fitbit	 Fitbug	 Garmin	 Jawbone
 MapMyFitness	 Misfit	 Moves	 Runkeeper	 Withings

How do I sync my phone with Track?

You must have the [RedBrick app](#) BEFORE you can sync your phone.

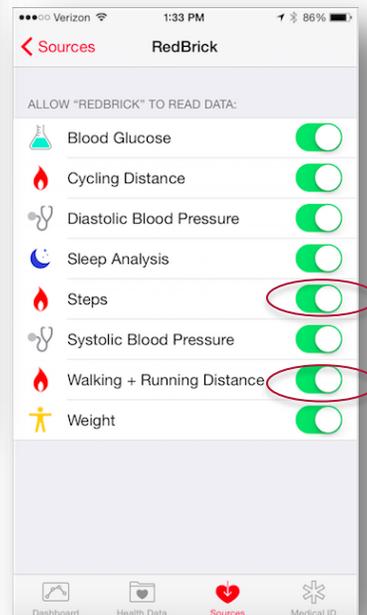
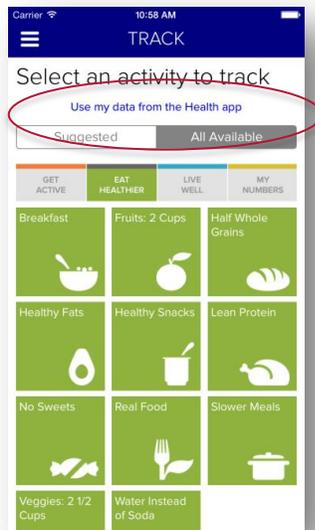
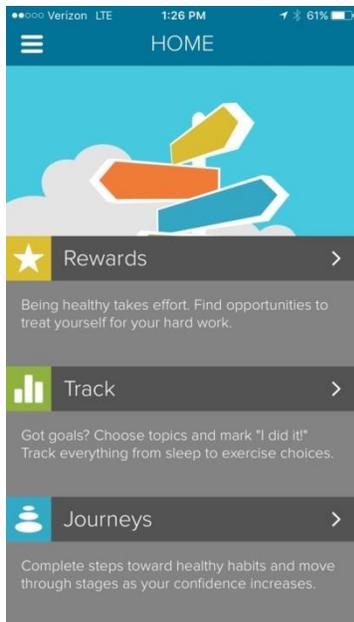
Apple Health:



For information on how to link other fitness apps with Apple Health, please visit the [Apple support page](#).

****If you have already synced your device with your RedBrick account, do not also sync it on your phone.****

From the RedBrick Health app: navigate to Track. Choose the link “Use my data from the Health app”. Select: Steps OR Walking + Running Distance.



Can I earn points for Tracking?

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

What is a Journey?

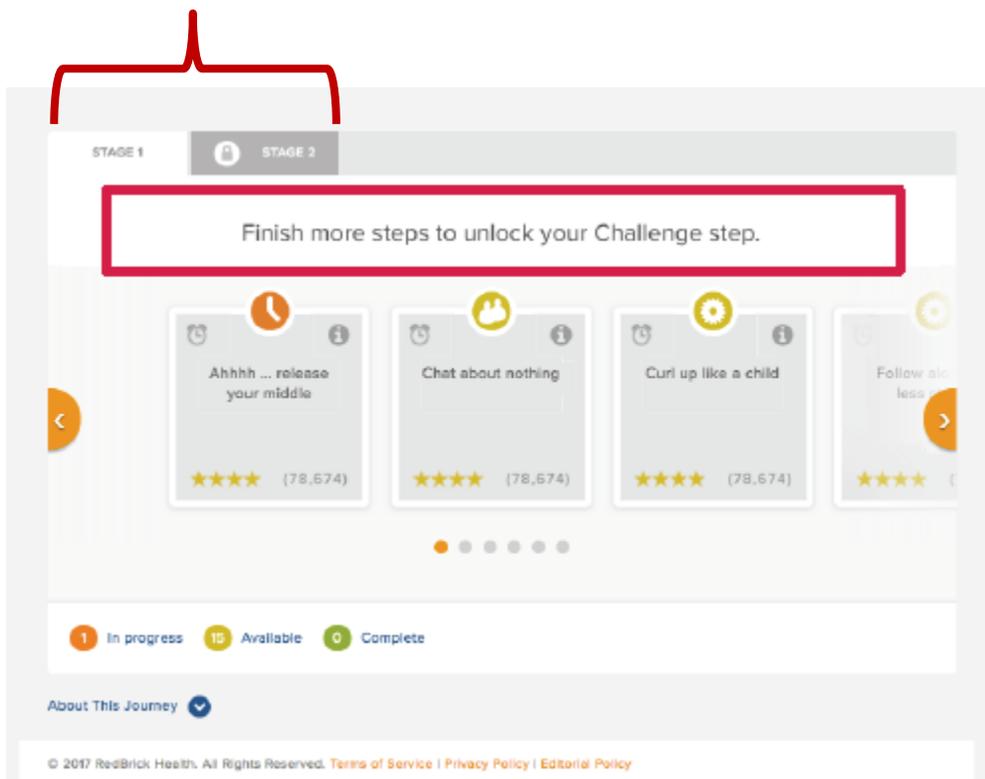
Watch this [short video](#) to learn all about Journeys.

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 completed enough steps 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. In order to complete a stage you must complete enough individual steps (usually between 4 - 6) to unlock the challenge step. When you complete the challenge step in the last stage of your Journey, your Journey will be complete.

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.

The screenshot displays the BlueSpoke app interface. On the left is a navigation menu with options: HOME, HEALTHMAP, REWARDS, COACHING, TRACK, JOURNEYS (6), COMPASS HEALTH ASSESSMENT, CHALLENGES, CLEARCOST, MORE RESOURCES, QUESTIONS, and FEEDBACK. The top right shows 'Logout' and 'Ann RedBrick'. A blue banner reads 'How do Journeys work? Tips for getting the most out of your Journey.' Below this is the '10 Minutes a Day to Stress Less' journey header. The main content area shows a progress bar with 'STAGE 1' active and 'STAGE 2' locked. A message says 'Finish more steps to unlock your Challenge step.' Below are four challenge cards: 'Ahhhh ... release your middle', 'Chat about nothing', 'Curl up like a child', and 'Follow along less...'. Each card has a 5-star rating and '(78,674)' reviews. A progress indicator at the bottom shows '1 In progress', '15 Available', and '0 Complete'. The footer includes 'About This Journey' and '© 2017 RedBrick Health. All Rights Reserved. Terms of Service | Privacy Policy | Editorial Policy'.

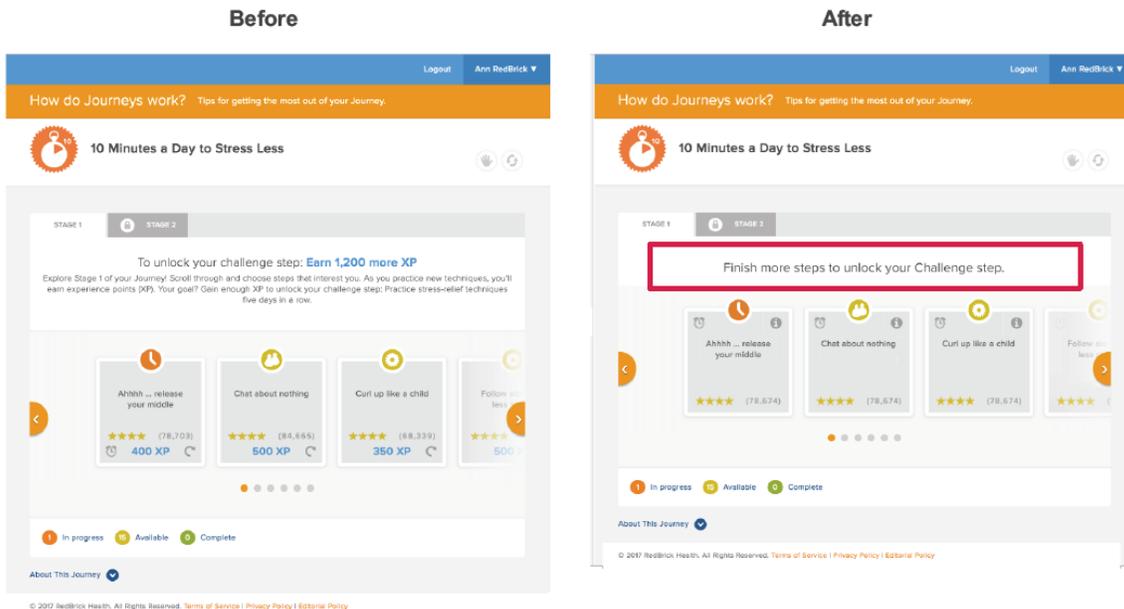
How many steps are in a stage?

The number of steps you need to complete in a stage varies depending on the difficulty of each step. Depending on your confidence the Journey will challenge you by requiring more (or less) steps to unlock the challenge step and reach the next stage – usually between 4- 6 steps (but not always!). Some steps may be easier to complete than other steps.

The screenshot displays the BlueSpoke app interface. On the left is a navigation menu with options: HOME, HEALTHMAP, REWARDS, COACHING, TRACK, JOURNEYS (6), COMPASS HEALTH ASSESSMENT, CHALLENGES, CLEARCOST, MORE RESOURCES, QUESTIONS, and FEEDBACK. The main content area features a blue header with 'Logout' and 'Ann RedBrick'. Below this is an orange banner with the text 'How do Journeys work? Tips for getting the most out of your Journey.' The central focus is a challenge titled '10 Minutes a Day to Stress Less'. It shows two stages: 'STAGE 1' (active) and 'STAGE 2' (locked). A message reads 'Finish more steps to unlock your Challenge step.' Below this are four challenge cards, each with a 5-star rating and 78,674 participants. The first card, 'Ahhhh ... release your middle', is in progress. The second, 'Chat about nothing', is available. The third, 'Curl up like a child', is complete. The fourth, 'Follow along less...', is also complete. A progress indicator at the bottom shows 1 in progress, 15 available, and 0 complete. The footer includes 'About This Journey' and copyright information for RedBrick Health.

What happened to Experience Points (XP)?

If you have been a RedBrick user in the past, Journeys used to have Experience Points (XP). To reduce confusion between XP's for a Journey and your Rewards Points, a change has been made. Journeys will no longer use "XP's". In their place, you will see a simple message letting you know whether or not you need to complete more steps to complete a stage. It's as simple as that – the screen will tell you if you need to complete more steps OR that you are ready to move on!



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.

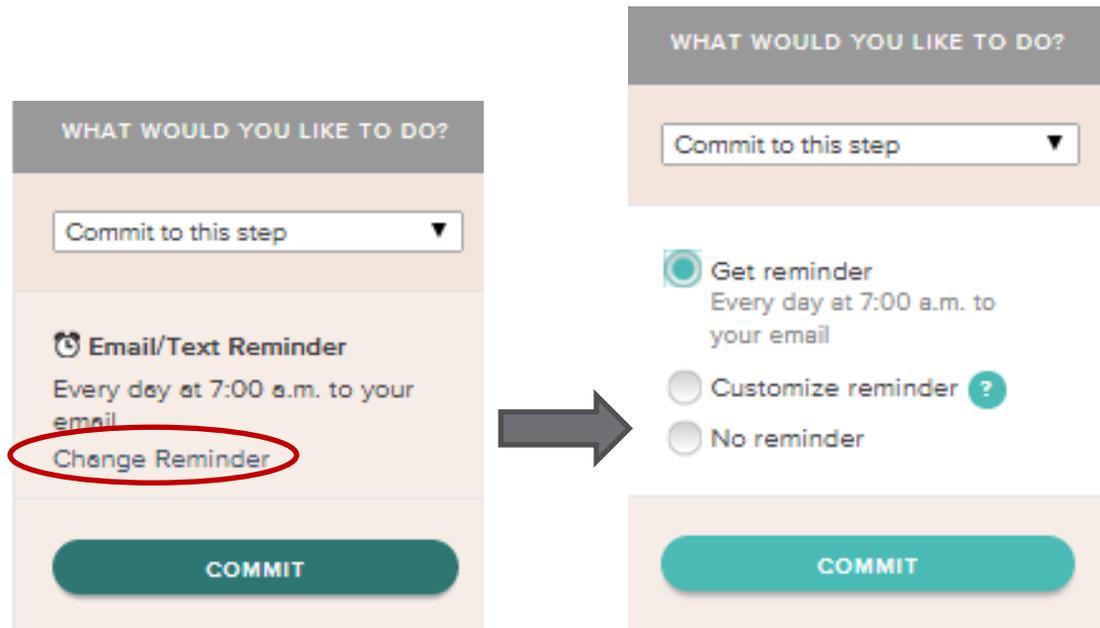
Can I complete Journeys on my smartphone?

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>.

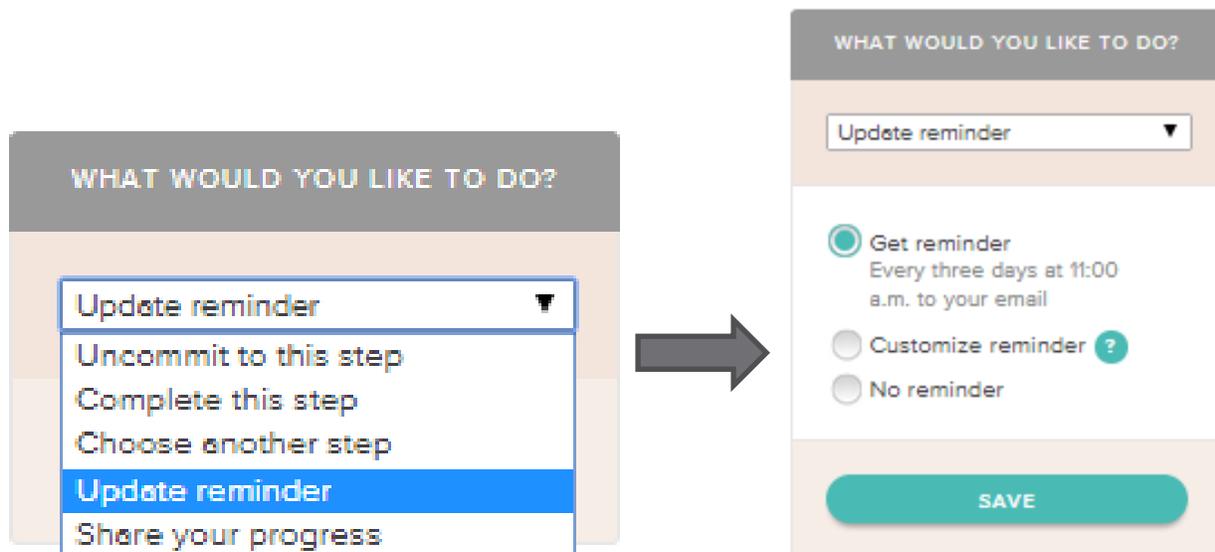
Or download the [RedBrick Health App](#) to work on your Journeys from anywhere.

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.

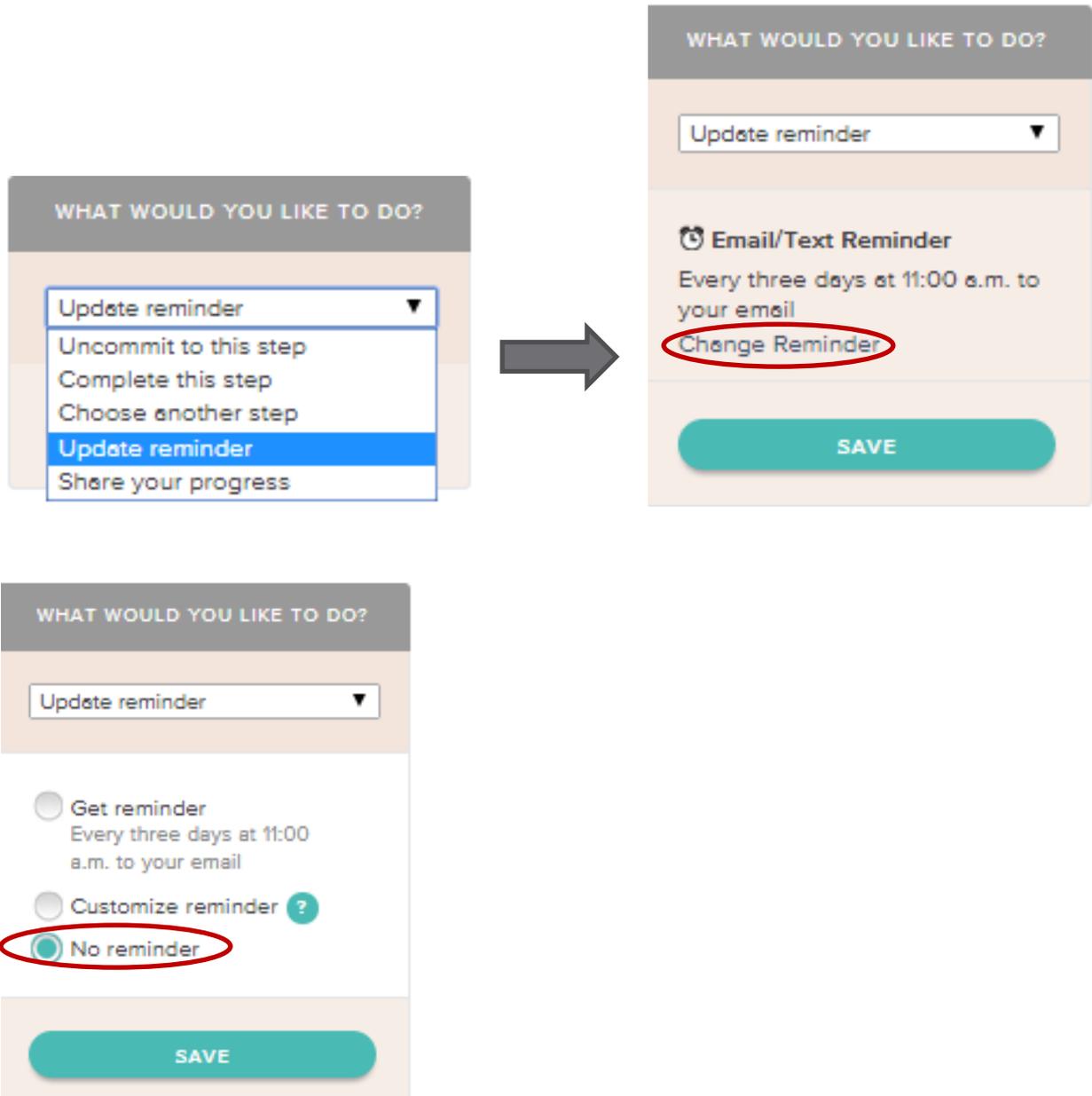


You can update your reminders at any time by going back into the action step you committed to and choosing “update reminder.”



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?

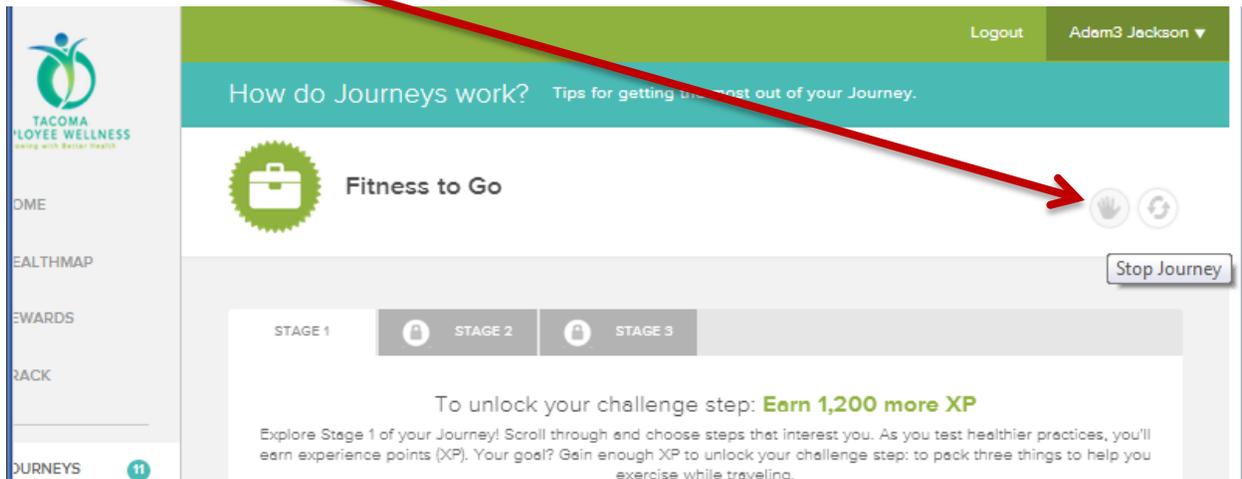
You can complete as many Journeys as you like, but you will only earn points for up to 2 Journeys —for a total of 500 points.

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?

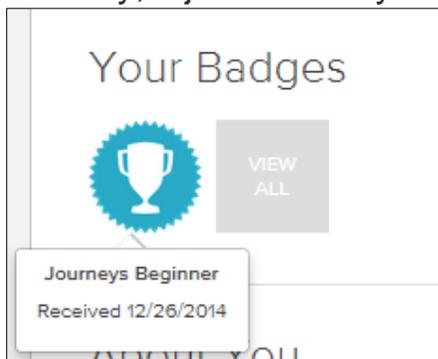
Click the arrow next to your name in the upper right corner of the RedBrick site and select profile



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

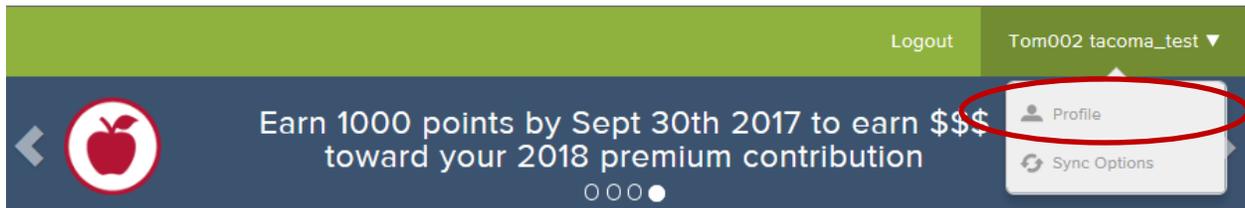


The blue trophy badge is the beginner badge. It does not represent a Journey; it just means you started your first Journey.

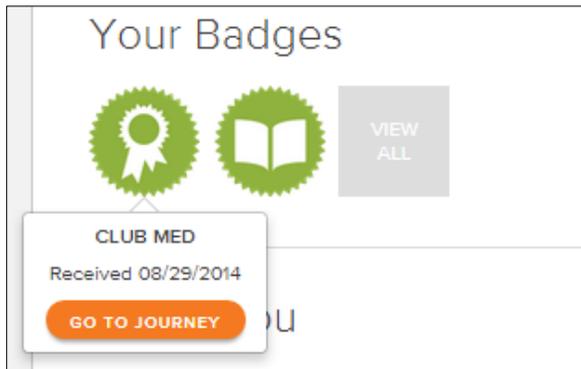


How do I know when I completed a specific Journey?

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



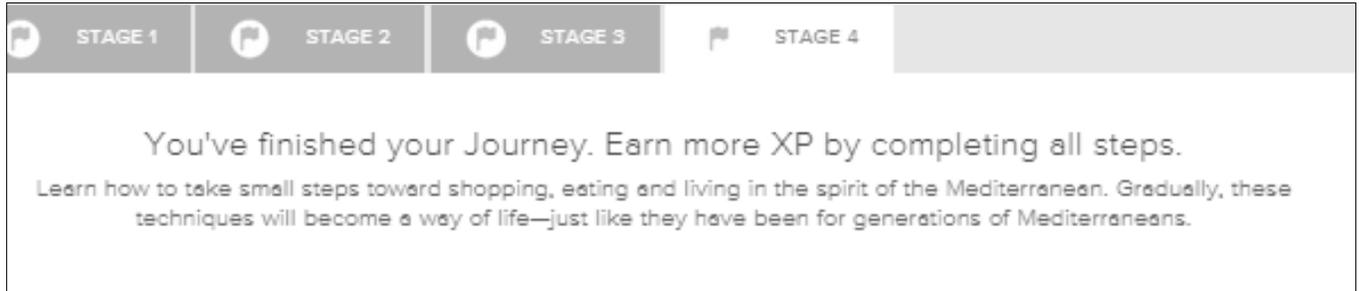
The first section of your profile is called “Your Badges”. Badges represent completed Journeys. If you click on a badge you can see the date you completed the Journey.



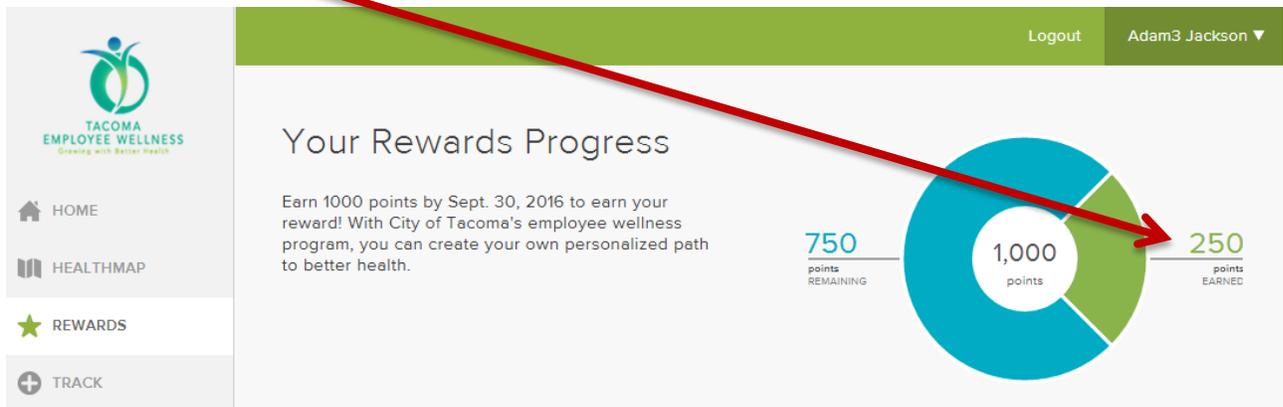
Badges have cute names that are not necessarily the same as the Journey. For example you earn the “Club Med” badge for completing the “Go Mediterranean” Journey. If you’re not sure which Journey a badge is for, click “go to Journey”.

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.



You can also view your Journey's badges to see if and when you completed a specific Journey. Journey badges are located in your profile. If you click on a badge you can see the date you completed the Journey. Completed Journeys will be fully colored.

