



WebMD Health Assessment Instructions

You can find the WebMD Health Assessment at www.itsyourlife.info/jacksoncounty. Click on the link “Click here to complete your Health Assessment”, fill out the enrollment form, then click on the link “Proceed to the Health Assessment”.

If you participated in *It's Your Life* in 2020*:

**If you ONLY participated in the wellness program during 2019 as a HAP member, you will be considered a new participant and need to follow the instructions on the back page to register and set up a username and password.*



Enter the username and password that you created, then click on “Sign in”.

If you can't remember your username and or password:

- Click on “**Forgot username or password**”
- Enter the required validation information and click “Get Info”
- Your information will be sent to the email that you provided to WebMD at your initial registration.
- Use the link to reset your password
- Your new password must meet the minimum requirements of 9 characters and must be considered “strong” (**turns green**) in order to be accepted.
- Once your password has been reset, log in at: www.webmdhealth.com/HAP/

If you have log in issues because reset links are being sent to an email that is no longer active, please call WebMD Customer Service at 1-866-302-6783. Press 2 for assistance then press 1 or remain on the line to speak to a representative.

If 2021 is your first year participating in the *It's Your Life* program OR if your name changed since last year:

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Click on "Create Account" to register.

Your **Registration ID** is your full first and last name, plus your 8-digit date of birth. This is the name provided by your human resources department and is likely your legal name and/or the name that appears on your pay stub.

Do not include Jr, Sr, II or III.

Example: JosephSample02031982

Authentication and Security Information

Registration ID -

Your Registration ID is your First Name + your Last Name + your Date of Birth in mmdyyyyy format. (i.e. John Doe with a birthdate of January 2, 1970 would input "JohnDoe01021970").

Username -

(6 or more letters or numbers; special characters allowed; no spaces)

Password -

Create a "Username" and "Password" and then keep it in a safe place so you'll have it for future entry into this wellness portal.

Your password must meet the minimum requirements of 9 characters and **must be considered "strong" (turns green) in order to be accepted.**

If you have any questions, please contact:

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