

IT'S ABOUT



YOU

It's About You Portal Getting Started

Welcome to **It's About You**, the next-level health and wellness program for all employees of The University of Kansas Health System. This power-packed program is designed with you in mind to help you enhance your physical, mental and financial health. Below are instructions to download the program's mobile app, so you can tap into the program's tools and resources from anywhere. **Note: You must create an account on the web-based portal first, before you can log in to the mobile app.**

Step One: Create your free account for the It's About You wellness program

1. From a desktop computer or mobile device's web browser, visit to:
KansasHealthSystemWellness.com.
2. Click the orange "Join Now" button.
3. Follow the prompts to create your log in, using your health system employee ID (EID) number as your "Unique ID" (find this in Workday by clicking on your profile icon in the upper right corner; your EID is in parentheses after your name).

Step Two: Download the mobile Navigate Wellbeing app

iPhone and other Apple devices:

1. Open the Apple App Store.
2. Search for Navigate Wellbeing.
3. Select GET.
4. After the app downloads, tap the icon to open.
5. Follow the screen prompts to log in.



Android or Samsung devices:

1. Open the Google Play App Store.
2. Search for Navigate Wellbeing.
3. Select Install.
4. After the app downloads, tap the icon to open.
5. Follow the screen prompts to log in.

After you've downloaded the app, you can use this [how-to video](#) to sync your device (smartphone, Apple watch or fitness tracker like Garmin, Fitbit, etc.) to the portal. This will enable you to automatically record your steps and track other health data.

Multi-Factor Authentication Instructions – Duo Mobile

The health system's wellness technology partner has implemented a security enhancement: Multi-Factor Authentication (MFA). This additional layer of security is designed to safeguard your account and ensure the utmost protection of your sensitive information. MFA adds an extra step beyond just entering a password by requiring an additional form of verification.

Step 1: Log into the 'It's About You' wellness portal at [KansasHealthSystemWellness.com](https://kansashealthsystemwellness.com).

NOTE: Multi-factor Authentication must be completed on a web browser, on a laptop or desktop computer and cannot be enabled on the Navigate mobile app. Once MFA is enabled on a desktop, you will be able to log in via the Navigate app.

Step 2: Open the 'DUO mobile' app on your device. This app should already be downloaded on your phone as it's used for other health system applications. Keep in mind, to log into the wellness portal, you will use a code provided by DUO mobile. This is a slightly different process than when logging into the health system network with DUO mobile.



Step 3: Be sure to save your back-up codes (see step 7).

Note: DUO mobile not installed? See the DUO Install Guide (PDF) from HITS. Click on **Add+** in the right-hand corner.

Step 4: Click **Use QR code** and scan the unique QR code on the wellness portal.

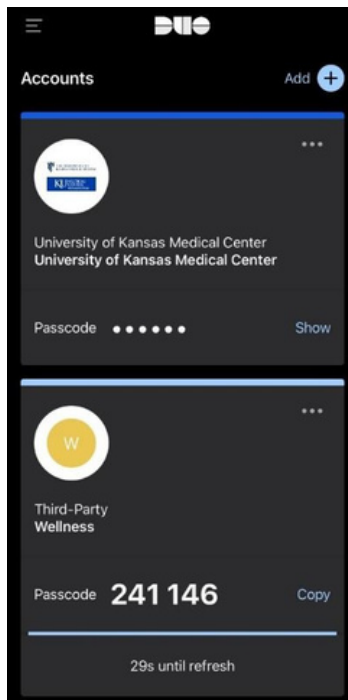
Step 5: Complete the appropriate information such as filling in your email and password.

Step 6: Return to the Navigate portal on your computer to enter the passcode from DUO mobile into the "Authentication Code" field.

Step 7: Backup codes will be displayed after successfully setting up the multi-factor authentication. **Save these codes**; you will not have access to them after exiting this screen. In the instance that DUO mobile is not able to verify your credentials, you can use a backup code to log in. Each backup code can only be used once.

After you complete these steps and set up MFA, you'll be asked to enter a code each time you log into the wellness portal or Navigate app.

1. First, enter your username and password.
2. Then you'll be prompted to enter the code from your authenticator app.
3. Open the DUO mobile app. Scroll to the correct third-party account (tip: rename it Wellness), tap "show" next to the encrypted passcode and copy the 6-digit code.
4. Paste the code into the prompt in your browser or Navigate app and select "confirm"



If you experience any issues getting logged in, please contact Navigate Customer Service at 888-282-0822.

How to sync your device to the It's About You wellness portal

Get the most from our wellness program by connecting your smartphone, fitness tracker or other health-tracking apps you use to your It's About You account using this tip sheet. If you haven't already gone through the new multi-factor authentication, please follow the instructions above. If you have already completed these steps, please move to the steps below.

Step 1: Be sure you've registered for the wellness program to activate your free It's About You account. If you have not yet registered, visit KansasHealthSystemWellness.com and follow the steps under "Get Started."

Step 2: Search for the Navigate Wellbeing app in your app store and download it to your device.



Step 3: *For Apple products (iPhone and Apple watch)*

Watch this [short video tutorial](#) that explains the steps shown below.

1. Download the "Navigate Wellbeing" app on your mobile device and sign in to your It's About You account.
2. On your device, open **Settings**.
3. Scroll down and select your **Apple Health Kit app** on your device.
4. Select **Data Access & Devices**.
5. Scroll down and select "**Navigate**." Then select the categories from your Apple Health Kit app that you want to connect to your wellness account, such as exercise minutes, steps, sleep, weight and more. You also can track other data (nutrition, water, etc.) directly from the wellness portal or Navigate app.



NOTE: If you are connecting an Apple watch, the Navigate portal and mobile app will show "No Devices Connected." This is because you are connecting with the Apple Health Kit versus a fitness app.

Step 4: *For non-Apple devices (other smartphones and fitness devices)*

1. Log in to your account at KansasHealthSystemWellness.com or download the "Navigate Wellbeing" app on your device and sign in to your It's About You account.
2. Select your name in the top right corner, then select **Account Settings > Connected Devices**.
3. Locate the fitness app or device you use from the list and select **connect**.



4. Follow the **on-screen instructions** to connect the app or device to your account.

- You will need to enter the username and password for your account on your app/device (ex: Garmin or Fitbit username and password).
- When you are asked if Navigate Wellbeing Solutions can access your data, select Authorize.

5. After syncing your device or app, you will return to the Devices page. Below your newly synced app or device, you will see a timestamp of your sync and an option to disconnect. You also can track other data (nutrition, water, etc.) directly from the wellness portal or Navigate app.

NOTE: It can take up to 48 hours for devices and apps to sync with the wellness portal, so keep checking back to see your activity.

SEE NEXT PAGE FOR TROUBLESHOOTING TIPS

Troubleshooting Tips:

- It can take up to 48 hours for your device or app to sync with the wellness portal, so keep checking back to see your updated activity.
- On the wellness portal there is a section where devices are listed and “iHealth” is an option. This is a separate health app and not related to the “Apple Health Kit,” as referenced above.
- If you have synced a device and your steps are not being automatically recorded:
 1. Open the “Navigate Wellbeing” app and click “More” in the bottom right-hand corner, below the 3 dots.
 2. Scroll and select “Settings” (located right above “Sign Out”)
 3. Select “Sync Data.”
 4. You will receive a pop-up notifying you that this process may take a few minutes.

