

# FREQUENTLY ASKED QUESTIONS (FAQs)

Rally puts you in charge of managing your health with a personalized digital experience that includes missions, challenges and communities. You'll get real-time feedback and ongoing encouragement to help you live your healthiest life.

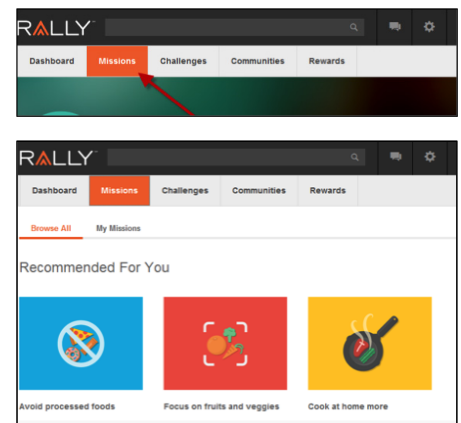
## 1. WHAT IS A MISSION?

A mission is a customized digital action plan designed to help you improve your life. Mission recommendations are made just for you under four categories: Move, Eat, Feel and Care.

Each mission is designed to be simple, action-focused and attainable. Missions meet you where you are and help you take small steps toward better health.

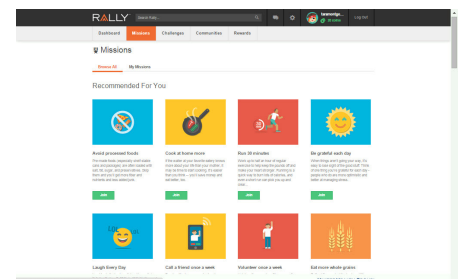
## 2. HOW WILL I SEE MY RECOMMENDED MISSIONS?

Rally uses your responses to the Health Survey to determine which missions can be most helpful to you. For example, if you indicate in the survey that you don't exercise regularly, Rally might recommend easier missions in the **MOVE** category that could benefit your health and are within your reach. You can see your recommended missions by clicking the **MISSIONS** tab in the top navigation bar.



## 3. HOW DO I JOIN A MISSION?

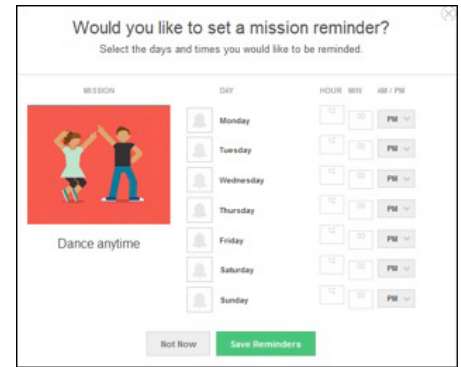
**STEP 1:** To join a mission, select the **MISSIONS** tab at the top of any page in Rally, and click on **BROWSE ALL**. You'll see the missions **RECOMMENDED FOR YOU** at the top. In addition to the personal recommendations, you can view all available missions in the missions gallery.



STEP 1

**STEP 2:** Select the mission(s) you're interested in and click the green **JOIN** button. Each mission is a little bit different, so be sure to read the description.

**STEP 3:** Some missions may ask you to self-report data or integrate with a device (see next section on how to sync your devices). Set up any dates/times at which you would like to be reminded about your mission. Simply populate the hour and minute squares accordingly. Then click the green **SAVE REMINDERS** button at the bottom. To see other recommendations, look in the **ALL MISSIONS** section. You can browse or use the filters to find missions you'd like to join.



**STEP 3**

## 4. HOW DO I CONNECT A WEARABLE FITNESS DEVICE TO A MISSION I WANT TO JOIN?

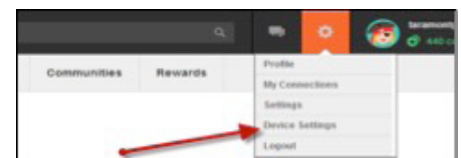
**STEP 1:** If you wish to use a device such as a Jawbone® or a Fitbit® to track your activity on Rally, you will need to have an active account for that device. If you have already set up your device, the chances are you already have such an account. If you haven't set up your device yet or don't have an existing account, follow the instructions that came with your device.

**STEP 2:** When you join a mission that is compatible with wearable fitness devices, you'll be asked whether you want to use a device to check in. If you select **DEVICE OR APP**, you will be shown a list of compatible devices. Select the device you would like to use, and you will be taken to the manufacturer's website in order to sync the device account to your Rally account.

**STEP 3:** When you want to check in to the mission in Rally, simply select the mission and click the green **CHECK IN** button. Your Rally account will automatically update your activity.

**NOTE:** You can link a single device to multiple missions; however, you will need to indicate which device for each mission you select (the setup process is abbreviated after your initial setup).

You can always click the gear icon in the top-right corner of the screen and select **DEVICE SETTINGS** to see which device you have in use, if applicable. You can also disconnect or change your connected device from the same settings location.

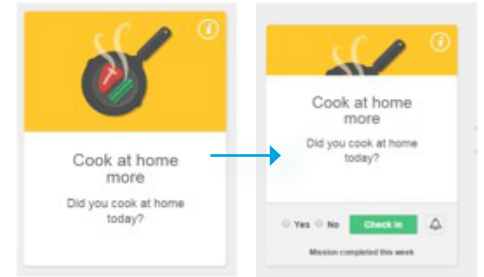


**STEP 3**

## 5. HOW CAN I CHECK IN?

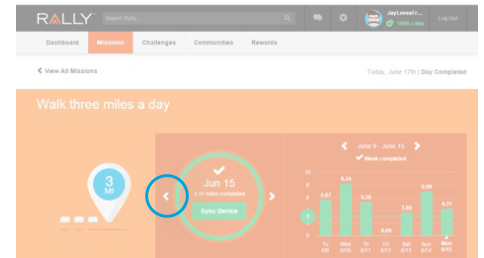
Once you have decided to join a mission, checking in and tracking are a breeze. Some missions require a minimum number of check-ins, so daily check-ins are recommended. If you miss a day or two, no problem. You can check in either from your dashboard or from the mission detail page.

**STEP 1: CHECKING IN FROM THE DASHBOARD**—After logging in, you will automatically be directed to your dashboard view of Rally. At the top of the page, you'll see the missions you have joined. While only three mission cards will be presented at one time, you can scroll over to the right to view the rest. If you hover over the bottom half of a mission card with your mouse, the check-in option for that mission will appear (see image at right). Simply enter the check-in option requested and click the green **CHECK IN** button.



STEP 1

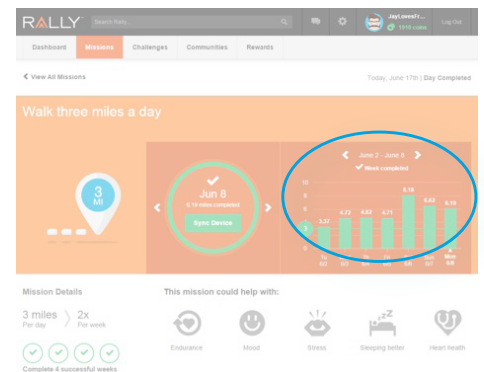
**STEP 2: CHECKING IN FROM THE MISSION DETAIL PAGE**—If you'd prefer, or if you've missed a day, you can check in from the mission detail page. Clicking on the mission card from your dashboard or the **MISSION** tab will allow you to access each detail page. From there you will be given the opportunity to check in for today or any previous day, back to when you originally joined the mission. The image at right shows how you can check in for any particular day by scrolling to the left to get to previous days. This page also shows mission progress (discussed in more detail in the next question) and much more.



STEP 2

## 6. HOW DO I TRACK MY PROGRESS?

Once you've joined a mission, you will also be able to track your progress for each week you have completed on the mission detail page. The page will display each day you have checked in and your progress for that day, provided you have reached the goal. You will also be able to see your progress toward the overall goal of completing your mission in four weeks, as indicated by the green check marks at the bottom left of the screen. Further detail on completing missions is found in the next FAQ.



## 7. HOW DO I COMPLETE A MISSION OR KNOW I HAVE COMPLETED IT?

The requirements to complete a mission will vary based on a few criteria, which will also vary by mission. These criteria include:

- Individual mission expectation—For example, you must walk three miles a day.
- Minimum success criteria—You must check in a minimum number of times to be given credit for that week.
  - Your week starts on the day you joined the mission and runs six days after. For example, if you join on Tuesday, your week will end the following Monday, as shown in the image on the right.)
- Mission duration—Each mission lasts four weeks. These weeks don't have to be consecutive, but you must check in a minimum number of times each week for four weeks in order to complete the mission.

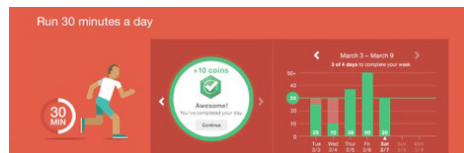
**OPTION A.** The minimum requirements for each mission will be displayed on the mission detail page both in the unjoined and joined state. You have the opportunity to learn what the completion/success criteria are before joining the mission (as displayed at right). The coin value you can earn is displayed in the unjoined state to entice you to join.

**OPTION B.** In the joined state, the layout will change, but you will still be able to see what you need to do to complete the mission (as displayed at right).

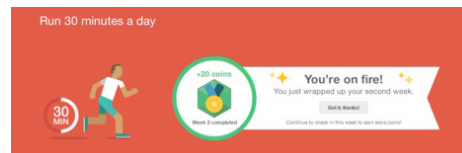
In order to complete a mission, you must have successfully checked in the minimum number of times for four weeks, as shown by the green check marks earned each successful week.

**OPTION C.** Rally will continue to offer feedback on your progress in the form of awards or congratulatory messages. An example of each level of success and message is shown below.

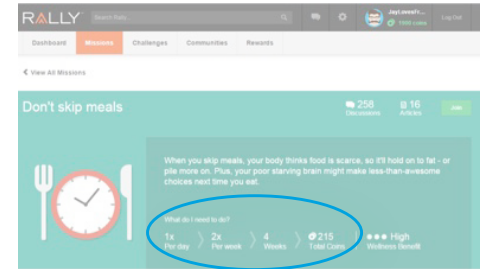
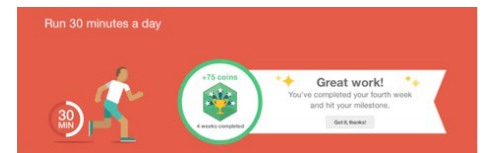
Successfully check in for a day, and you'll receive the following:



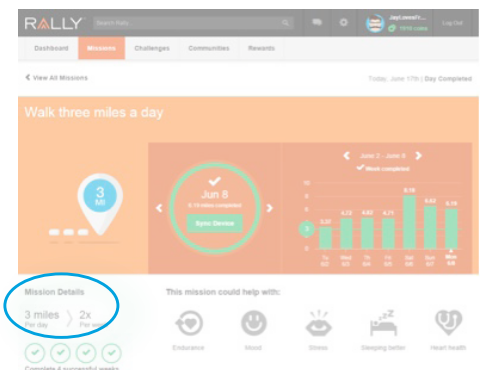
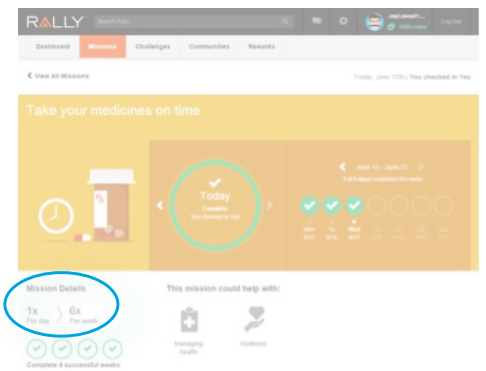
Successfully complete a week:



Successfully complete all four weeks and the mission:



OPTION A



OPTION B

OPTION C

## 8. WHAT ARE COINS?

Rally rewards you with “coins” when you complete a task. You can then redeem your coins in a wide variety of sweepstakes for chances to win health- and technology-related prizes such as fitness trackers, gift cards and more.

## 9. HOW DO I EARN COINS? WHAT ARE THE COIN VALUES FOR EACH ACTION?

You’ll earn coins when you complete a task, such as finishing Health Survey chapters or missions. Once you click a topic (challenge, mission, survey or visit), Rally will reveal the details on earning coins. Messages are sent to you when new sweepstakes are available with your earned coins.

There are many ways to earn Rally coins. For example, you earn coins for logging in every day, completing the Health Survey, joining communities, and making progress in missions and challenges. For more details, select the **REWARDS** tab at the top of any page on Rally, and then choose **VIEW DETAILS**.

### CHALLENGE:

COINS EARNED	ACTIVITY
100	Placing 1st in a challenge
75	Placing 2nd in a challenge
50	Placing 3rd in a challenge

### MISSION:

COINS EARNED	ACTIVITY
75	Successfully completing a mission
20	Successfully reaching a weekly mission objective
10	Successfully completing a daily mission

### SURVEY:

COINS EARNED	ACTIVITY
150	Completing Health Survey

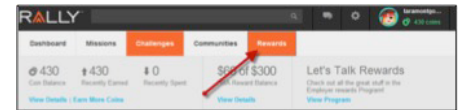
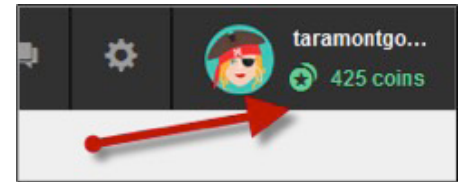
### VISIT:

COINS EARNED	ACTIVITY
10	Successfully completing a mission
5	Logging in once

## 10. WHERE CAN I FIND MY COIN BALANCE? HOW DO I REDEEM COINS?

Messages are sent to you when new sweepstakes are available with your earned coins. You can always see your coin balance right below your username in the top-right corner of any page in Rally.

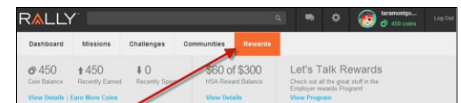
You can also find your coin balance under the **REWARDS** tab. The **CURRENCY ROW** provides a snapshot of your overall reward progress, coin activity and employer-funded reward balances, if applicable. It also provides other details, so you can learn more about the coins you have earned and how to earn more coins.



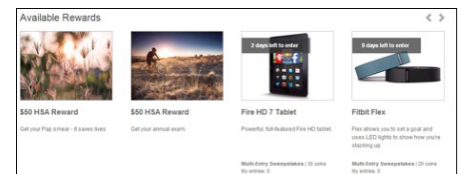
## 11. HOW DO I ENTER A SWEEPSTAKES/PRIZE DRAWING?

Sweepstakes are accessible from the home page.

**STEP 1:** Click the **REWARDS** tab. Scroll down to **AVAILABLE REWARDS**. You'll see a series of images/text that let you know which drawings are happening and how many days you have left to enter. This section also contains the number of coins needed to enter each drawing.

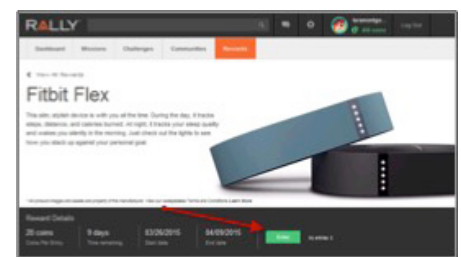


### STEP 1



**STEP 2:** Using the gray arrows, scroll to see all available drawings and rewards. Assuming you have enough coins to enter the prize drawing you're interested in, click the applicable drawing square.

### STEP 2



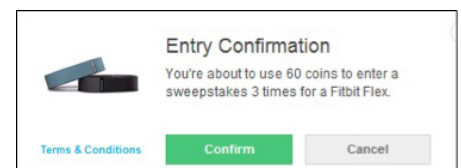
**STEP 3:** This example illustrates what would happen when the Fitbit Flex™ sweepstakes box is clicked for this account. To enter, simply click the **ENTER** button. If you want to enter more than once—and you have enough coins—you'll see a chance to change your number of entries, as shown in this example. When you're ready to continue, click the green **GO** button.

### STEP 3



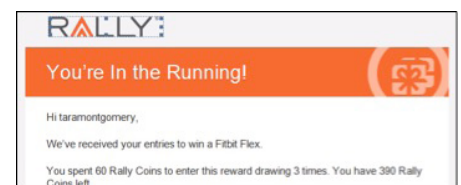
**STEP 4:** The entry confirmation appears. Click the green **CONFIRM** button.

### STEP 3



**STEP 5:** You'll receive an email immediately confirming your entries. This confirmation will be sent to the email address you have on file with Rally.

### STEP 4



### STEP 5

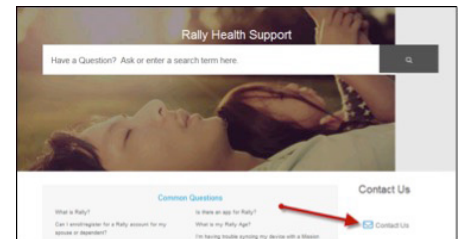
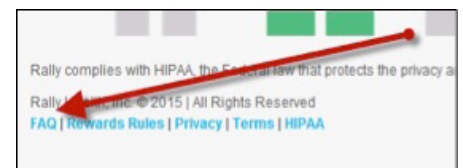
## 12. HOW ARE THE DRAWINGS CONDUCTED?

Winners are selected at random and notified by email. If you are the winner, then we'll ask for a mailing address in the event your reward needs to be mailed. In some cases, the rewards are gift cards or other codes that can simply be emailed. Please allow 8–12 weeks from the time you claim your reward until delivery of your reward.

If you have not won, you may not be notified. Don't give up, though. There is a new sweepstakes every two weeks. Keep trying!

## 13. WHAT OTHER SUPPORT RESOURCES EXIST?

Additional FAQs can be found by clicking the FAQ link at the bottom left corner of the Rally site. You'll be able to search by keyword. Click the Rally **CONTACT US** link, fill in the form and submit it as instructed if you have further questions.



Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities. Your Health Age is based on self-disclosed information, including any applicable biometric screening data.

If you are unable to complete a mission that is related to a health factor to earn the coins associated with that mission under this program, you may qualify for an opportunity to earn the same coins by different means. You may contact UnitedHealthcare and we will work with you (and, if necessary, with your physician) to find another way for you to earn the same coins.

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