

Q1 *What is the Participant Portal?*

A1 When you become a participant in the Evaluaide program, you will have access to the new Evaluaide Participant Portal – a continuous web-based care management resource that enables you to access health information 24/7. The portal makes it easy to successfully follow the custom Care Plan that your physician and Evaluaide nurse have created for you.

Q2 *Who is eligible to access the Participant Portal?*

A2 All participants enrolled in the Evaluaide program will have access to the portal. Accessing the portal on a regular basis is an important part of getting the most out of the Evaluaide program.

Q3 *How do I obtain access to the Participant Portal?*

A3 You will need an email address. When you speak with your Evaluaide nurse to enroll in the program, you will be asked to provide your email address. Don't worry if you do not have one. Opening an email account is simple and free, and the Evaluaide Team will be happy to assist. Next you will complete a Health Risk Assessment (HRA). This HRA provides information needed by the nurse to work with you to develop your specific Care Plan. After completion of the HRA you will receive an email inviting you to activate your portal account.

Q4 *What do I need to activate my portal account?*

A4 The email you receive after completing the HRA will contain the link to the Participant Portal. You may also access the Participant Portal by going to the Evaluaide website at www.Evaluaide.com and clicking on the "portal login" button.

Q5 *What if I don't receive an activation email?*

A5 First, be sure to check your "Spam" or "Junk" folders. If the email is in either of those folders, be sure to add the email domain to your contacts so that it will reach your inbox going forward. If you still can't locate the email, or feel that you might not have received it, contact the Evaluaide Team at 877-606-5366 or info@evaluaide.com. The Evaluaide Team can resend an email to you and assist in walking you through the activation process.

Q6 *How do I get my user name and password?*

A6 Your user name will be your email address. For security purposes, you will receive a temporary password (in a separate email from your invitation) to activate your account. Go to the login page, enter your email address as your user name and the temporary password. You will immediately be prompted to change your password.

Q7 *What do I do if I forget my user name or password?*

A7 Your user name will always be your email address. If you forget your password, it can easily be reset by contacting the Evaluaide Team at 877-606-5366 or via email at info@evaluaide.com.

Q8 *How do I know my information is safe and secure?*

A8 The Participant Portal is a secure HIPAA compliant website. Information contained in the website is only shared with the Evaluaide Team and whoever you invite to be part of your Care Team. You are in control. Information will never be shared with your union or employer.

Q9 *What are the benefits of the Participant Portal?*

A9 Your Evaluaide Participant Portal:

- Allows access to your health information at any time and from anywhere using your smart phone, tablet or personal computer
- Helps you schedule medication reminders – you choose the method of notification – text, email or voice message
- Provides everything you need to understand the tasks assigned to you within your Care Plan
- Becomes your key resource for engaging educational programs and tools that will help you better understand and control your health
- Teaches you how to improve your diet, increase physical activity and manage specific chronic health conditions, such as diabetes or high blood pressure

Q10 *How do I invite people to be part of my Care Team?*

A10 You will decide who should be part of your Care Team along with your physician and Evaluaide nurse. Invitations are sent out directly through the portal after you enter some basic information about the Care Team member, including their email address.

Q11 *What should I do if the Participant Portal will not open on my device?*

A11 Make sure you are using the recommended browsers for this platform. Google Chrome and Safari are best. While it will work on Internet Explorer, a browser refresh may be required to access the portal. If you are still experiencing difficulties call the Evaluaide Team at 877-606-5366 or email us at info@evaluaide.com.

VISIT WWW.EVALUAIDE.COM | EMAIL INFO@EVALUAIDE.COM | CALL **877.606.5366**
