



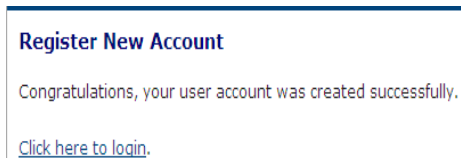
# User Manual



**Welcome** to the KePRO Wellness online lifestyle management program. This guide will help you access the site and its tools, classes, and menus designed to improve your overall health and well being. Take control of your health now by creating your user account.

## Log In

1. Go to <https://wellness.kepro.com>.
2. Click the *Register New Account* link to create your account.
3. Create a user name and password; enter email, client code, unique id, full name, birth year, and security question and answer (to allow you to reset your password if you forget it). Your password is case sensitive.
4. Click *Submit* to create your account.



5. A congratulatory message confirms your registration. To continue, select *Click here to log in*. You will return to the log in page, where you can enter your user name and password to access the program.
6. Enter your user name and password, then click *Log in*.

## Disclaimer

When you first login, a program disclaimer will appear. Read the disclaimer and click *Accept*. You will then be redirected to the home page.

## Home Page

Your home page is your map for the Wellness site. Each gold box represents a content or functional area of the site. As you hover the mouse over each gold box, a brief description of that area is displayed.

In addition, the avatar will introduce you to the site and suggest first steps to getting started with Wellness.

Clicking a gold box will take you to that area of the site.



## My Wellness

Your *My Wellness* page is the base for your Wellness activity. The *Next Steps* will guide you to complete essential tasks, list classes and other activities you have in progress and offer suggestions and links to helpful information and activities. If your employer is offering an incentive program for completing some particular wellness activities, you can check on your earnings toward that incentive.

If your program includes a lab screening, you can download a lab slip to take with you when you go to have your blood drawn.

You can also check progress charts on your specific personal Wellness goals, such as weight or BMI (body mass index) as well as access your social networks to share challenges and successes.

You can plan and track your nutritional and exercise goals and keep a calendar of activities and events. Newsletters on specific Wellness topics keep you up to date with latest health related information.

Additional information on the Calendar / Scheduler (My Events), incentives and alerts as well as the Nutrition Diary (My Calorie Count) is available later in this guide.

[Home](#) • [My Wellness](#) ▾ • [Learning Center](#) ▾ • [Progress Report](#) ▾ • [My Account](#) ▾

[Home](#) > [My Wellness](#)

### My Events

September 2012

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Update Calendar

### My Progress

[Weight](#) | [BMI](#) | [Cholesterol](#)

### Next Steps

- [View your My Screening report](#)
- [Visit the Knowledgebase](#)
- [Calculate your BMI](#)
- [Track your health progress](#)
- [View your incentive status](#)
- [Download a lab slip for your screening](#)
- [Complete the 5 classes you've started](#)

### My Network

[Facebook](#)

[Twitter](#)

[Google+](#)

[Hotmail](#)

[Yahoo Mail](#)

[Gmail](#)

### My Calorie Count

[modify](#)

Today's Calorie Goal

1,500

- Cereals ready-to-eat, GENERAL MILLS, Oatmeal Crisp Hearty Raisin

- 240
- Milk, fluid, nonfat, calcium fortified (fat free or skim)

- 86
- Apples, raw, with skin

- 95
- Mayonnaise, reduced-calorie or diet, cholesterol-free

- 49
- Rolls, hard (includes kaiser)

- 167
- Tomatoes, red, ripe, raw, year round average

- 4

## Navigation

The menu bar at the top of the page provides the site's navigation. Hover your mouse over each tab to access the links. Within each section of the site, additional navigation links will help you to access more information within that section. Throughout the site, you will find *How To Use* links to help you get started with a particular activity.

Generally, under **My Wellness** you will find links to a variety of wellness tools, activities and guides such as nutrition and exercise that you can use every day to help you work toward your wellness goals. Under **Learning Center** you will find links to a library of health and wellness information (Knowledgebase) and classes on various wellness topics. Under **Progress Report** you will find links to the HRA (Health Risk Assessment) survey and tools to track your personal health progress. You can keep your contact information current and manage your password using the **My Account** links.

The last few pages of this guide offer a more complete summary of the information available in each section. Keep it handy for quick reference.

## Health Risk Assessment (HRA)

The health risk assessment provides you with an overall view of your health and well being. The survey includes questions about your lifestyle, habits, and overall health. The HRA results provide you with information to help you target specific areas to improve your health.

**All the information you enter is confidential; it is protected by federal law. We do not share your personal information with anyone but you.**

There are 10 sections to the health risk assessment:

1. Education
2. Tobacco and Alcohol Use
3. Motor Vehicles
4. Health History
5. Medication
6. Cancer and Prevention
7. Well Being
8. Nutrition
9. Exercise/Activity
10. Women Only/Men Only, as applicable.

This Health Risk Assessment is designed to assess your overall health and well-being. Be sure to answer each question as honest to best capture your unique profile. [Click here to save and return to the site.](#)

Please fill in the information below, so we may better serve you.

**Personal Info:**

Height:  ft  in  
 Weight:  lb BME: N/A

**Education:**

Which one category best describes your job function?

What is the highest level of education you have completed?

Which of the following categories describes you best?

I am currently covered under?

**Tobacco & Alcohol:**

Do you now or did you ever smoke cigarettes?

On average, how many alcoholic beverages do you drink per week?  
 (A bottle or can of beer, glass of wine, wine cooler, shot of liquor, or mixed drink is considered one drink.)

Have the following information available when you begin the health risk assessment:

- Your blood pressure (if you know it)
- Your HDL (good) and LDL (bad) cholesterol levels, if you've had this test within the past 12 months.

You may save your progress if you don't have all of the information available or don't have time to complete the entire assessment in one sitting. Click *Submit* when you have completed your health risk assessment.

## Taking the Health Risk Assessment by Phone

If you are unable to take the health risk assessment online, you can take it by phone. Simply call 877-365-3373. Press 1 to begin.

Next:

- Press 1 to log in and take the health risk assessment. Press 2 if you'd like to hear more about the assessment.
- Enter the client ID provided to you by your employer, followed by the pound sign (#).
- Enter your personal subscriber ID, followed by the pound sign (#)
- Enter your year of birth, followed by the pound sign (#).



You have reached the main menu:

- Press 1 to take the health risk assessment.
- Press 2 to connect with a customer service representative.
- Press 3 to learn more instructions for taking the health risk assessment over the phone.

**Tip:** To move through the assessment more quickly, hit the pound key after each response. If you do not complete the assessment at one time, you can call in again and pick up where you left off.

Once you have entirely completed the assessment, our staff will contact you regarding your personal HRA report .

## Lab Screening

A lab screening may be part of your Health Risk Assessment. Lab screenings provide biometric data that you can share with your health provider to determine the best health strategy for you. To participate in a screening, you can download a lab slip from the **My Wellness** page. Print the screening form and take it with you to the screening.

Your lab results will be included in your HRA Report.

### Next Steps

- [View your My Screening report](#)
- [Visit the Knowledgebase](#)
- [Calculate your BMI](#)
- [Track your health progress](#)
- [View your incentive status](#)
- [Download a lab slip for your screening](#)
- [Complete the 5 classes you've started](#)

## Health Risk Assessment (HRA) Report

The HRA Report is a personalized report to help you understand your overall wellness, identify specific areas for improvement and provide you with information to help you manage your health.

Please keep in mind, no information can serve as a substitute for medical advice, diagnosis or treatment. Always seek the advice of your doctor if you have any questions and before you stop, start or change any treatment plan. You may want to schedule an appointment with your doctor to review your results.

### Health Analysis Summary

This section of your report focuses on three areas based on your Health Risk Assessment information: (1) Key results that impact your health, (2) Identification of where you can improve your health, and (3) Identification of where you are doing well managing your health. Detailed information to assist you with health self management is also included. These results are for the average person. Your physician may feel your levels are acceptable for you based on your health status. As always, we suggest you share these results with your physician.

Clinical Health Factor	Result	Area to Improve	Doing Well
<a href="#">Blood Pressure</a>	150/98	✓	

Self Management of Lifestyle	Result	Area to Improve	Doing Well
<a href="#">Smoking/Tobacco Use</a>	Non Smoker		✓
<a href="#">Exercise</a>	You are not exercising/stretching enough	✓	
<a href="#">Alcohol</a>	Not Acceptable	✓	
<a href="#">Safe use of Motor Vehicles</a>	Safe		✓

Your report will be available to you within a few weeks after you complete your lab (biometric) screening. You can retrieve your report by following the link to *Health Risk Assessment* under *Progress Report* on the main navigation bar.

If you have participated in previous Wellness Health Risk Assessments and/or lab screenings, you will also be able to view reports showing trends in your health data history.

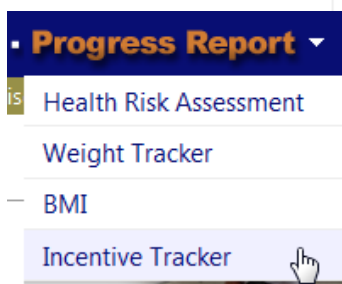
## Alerts

Depending on the type of program you are enrolled in and your personal options, you may receive email alerts to remind you of upcoming events, appointments or deadlines. You may also receive a call from a health coach or care manager. It is important to keep your email address and phone number up to date in the My Account page.

## Incentives

To promote wellness, your employer may offer incentives to members who complete certain wellness activities, such as completing the HRA survey and/or getting a lab screening.

If your employer is offering such a plan, you can check the requirements as well as your progress toward earning the incentive by reviewing the Next Steps on the **My Wellness** page or selecting the Incentive Tracker under **Progress Report**.



### Next Steps

- [View your My Screening report](#)
- [Visit the Knowledgebase](#)
- [Calculate your BMI](#)
- [Track your health progress](#)
- [View your incentive status](#)
- [Download a lab slip for your screening](#)
- [Complete the 5 classes you've started](#)



## Self Management Tools (SMTs) & Trackers

These tools include assessments, quick quizzes, guides, plans and other learning tools through which you, with the guidance of a health professional, can better understand, assess and manage your health. There are also tools you can use to easily manage and track your progress toward health goals.

You can register for general wellness programs such as **Healthy Eating** and **Fitness and Exercise**. If your employer is part of our Chronic Care or other Care Management programs, you will also have access to condition-specific programs recommended by your Care Manager.

### Important Messages

- [Click here to view your HRA Report](#)
- You are registered for the following programs:
  - [Healthy Eating](#)
  - [Register for a Program](#)
- Your learning programs:
  - 10-Week Exercise Program
  - 10-Week Nutrition Program
  - 16-Week Coach Me Program
  - Optional Classes

### Living Well

KePRO is dedicated to help you become healthier and

Living well depends greatly on the lifestyle choices you make. Whether you choose to drink alcohol or use tobacco, all have a major impact on your health.

### Health Check

- [A to Z Health Topics](#)
- [First Aid A to Z](#)
- [Disease and Injury Prevention](#)
- Health Guides for All Ages
  - [Guide for Men](#)
  - [Guide for Women](#)

### My Trackers & Tools

- [Waist Circumference](#)
- [Weight Tracker](#)
- [BMI Calculator](#)
- Health Tool: [Reading the Nutrition Facts Label](#)
- Health Tool: [Major Nutrients in Food](#)(a brief table)
- Health Tool: [Sample Eating Journal](#)
- Health Tool: [Track My Servings from Each Food Group](#)

### Getting Started

- What is [Healthy Eating](#)? – Why does eating healthy matter? How do I get started?
- [Dietary Guidelines for Good Health](#) – What to eat, what foods to avoid
- [Weight Management](#) – What is a healthy weight? What can I do to reach or maintain a healthy weight?

#### Taking steps:

- [Changing Your Eating Habits](#)
- [Healthy Eating: Starting a Plan for Change](#)
- [Overcoming Barriers to Change](#)
- [Recognizing Your Hunger Signals](#)
- [Using a Plate Format to Plan Meals](#)
- [Cutting Unhealthy Fats From Your Diet](#)

### Stay With It

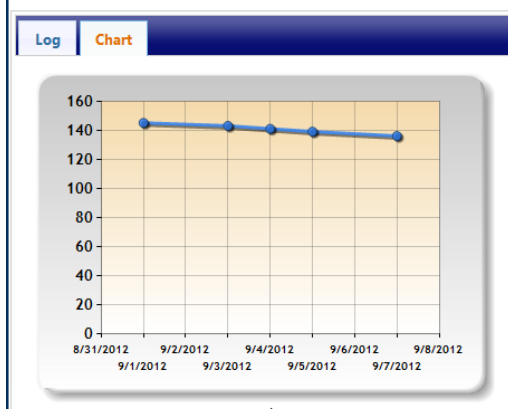
#### Take steps:

- [Staying With Your Plan](#)
- [Getting Support When Changing Your Eating Habits](#)
- [Making Healthy Choices When You Shop](#)
- [Making Healthy Choices When You Eat Out](#)
- [Using Positive Thinking](#)

#### Quick tips for making long-term changes

- Quick Tips: [Adding fruits and vegetables to Your Diet](#)
- Quick Tips: [Healthy eating on a budget](#)
- Quick Tips: [Making Healthy Meals](#)
- Quick Tips: [Cutting Calories](#)
- Quick Tips: [Making Healthy Snacks](#)
- Quick Tips: [Food Safety: Tips for Grocery Shopping](#)

### Weight Tracker



## Nutrition Diary

The Nutrition Diary lets you track your daily calories relative to a target total. The daily recommended target is calculated based on your personal health data. The Nutrition Diary is accessible from the main navigation bar under MY Wellness -> Nutrition Diary in the main menu as well as from a summary on the My Wellness page. You can track individual food items as well as meals. You can also enter any exercise or physical activity you've done and see how many calories you've burned.

If you have sets of foods, meals or exercise that you eat or do regularly, you can save those as favorites to add them easily to your diary for another day.

**Food**
Exercise
Meals
Favorites

What did you eat?

How much?  
1 cup

When?  
Breakfast

Add

**Food Log**

Breakfast							
Food	Servings	Cals	Fat	Carbs	Prot	Fiber	Sugar
Cereals ready-to-eat, GENERAL MILLS, Oatmeal Crisp Hearty Raisin	1	239.9	2.5g	51.0g	5.0g	0.0g	20.0g
Milk, fluid, nonfat, calcium fortified (fat free or skim)	1	86.4	0.4g	12.0g	8.4g	0.0g	12.0g
<b>Total</b>		326.3	2.9g	63.0g	13.4g	0.0g	32.0g

Morning Snack							
Food	Servings	Cals	Fat	Carbs	Prot	Fiber	Sugar
Apples, raw, with skin	1	94.6	0.3g	25.1g	0.5g	0.0g	18.9g
<b>Total</b>		94.6	0.3g	25.1g	0.5g	0.0g	18.9g

Lunch							
Food	Servings	Cals	Fat	Carbs	Prot	Fiber	Sugar
Turkey breast, sliced, prepackaged	4	59.4	0.3g	0.4g	2.4g	0.0g	0.2g
Rolls, hard (includes kaiser)	1	167.0	2.5g	30.0g	5.6g	0.0g	1.0g
Mayonnaise, reduced-calorie or diet, cholesterol-free	1	48.6	4.9g	1.0g	0.1g	0.0g	0.6g
Tomatoes, red, ripe, raw, year round average	1	3.6	0.0g	0.8g	0.2g	0.0g	0.5g
<b>Total</b>		278.6	7.7g	32.2g	8.3g	0.0g	2.3g

U.S. Department of Agriculture, Agricultural Research Service. 2011. USDA National Nutrient Database for Standard Reference, Release 24. Nutrient Data Laboratory Home Page, [www.ars.usda.gov/ba/bhnrc/ndl](http://www.ars.usda.gov/ba/bhnrc/ndl).

September 12, 2012

**Calorie Counter**

800 Calories Remaining

Consumed 700 Calories Today
Burned 542 Calories Today

## My Events (Calendar / Health Coach Scheduler)

You can track all your appointments and activities on the My Events calendar. To add or edit an event in your calendar, click the Update Calendar button below the calendar.

Depending on the services available through your employer, you may also be able to schedule an appointment with a health coach. To schedule an appointment with a Health Coach, click the link under the calendar and select a date and time from those marked as available. The appointment will be added to your calendar.

**My Events**

August 2012

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

[Schedule Health Coach appointment](#)

Update Calendar



## Smoking Cessation

This center is devoted to helping you to quit smoking by providing information, guidance and tools to help you plan your strategy and see you through it.

## Exercise Guide

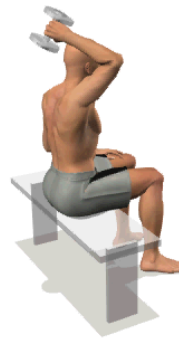
This center helps you create an exercise program to get you started and keep you moving. You can set up a schedule for weight training and/or aerobic exercise that you can do at home or at the gym. The guide includes animated illustrations to help you learn the proper techniques and suggests exercises targeted to specific muscle groups.

### Triceps

The exercises below are designed to help you train and develop the muscle group that you have chosen. Before starting your workout, please make sure to view the exercise video and read the "how to" description for each exercise so that you can perform the exercise safely and effectively.

- [Dumbbell One-Arm Overhead Triceps Extension](#)
- [Dumbbell Overhead Triceps Extension](#)

**Special Note:** Try to keep the elbows from flaring out - keep them stationary as a pivot point, do not let them move as you do the exercise.



You can perform this exercise either standing or seated on a flat bench if you need more support. Hold one dumbbell with a bent or flexed arm slightly behind your body. Your palm should be facing in toward your head with your elbow in close to your head. Exhale and extend the weight up using your triceps muscles in the back of your arm. Try to keep your upper arm in a perpendicular position to the floor throughout the movement. This exercise will provide flexibility and strength for your triceps.

**Tip:** Focus on keeping the elbow still - use it only as a pivot point.

### Aerobic Class or Workout Tape

Whether you are taking an exercise class at your local exercise facility or exercising with a workout tape in your home in front of the T.V., exercise classes and workout tapes will provide you with an ideal way to cross train while helping to keep your workouts varied and fresh.

This exercise plan for an aerobic workout is geared to help maximize your exercise efforts and increase your heart and lung capacity. The secret is to make slow but steady progress, allowing your body to adapt to the positive changes that are underway. To achieve success with any type of aerobic training program, it is best to follow some basic training guidelines. Click on the 'HowToUse' image below for details on how to get results from your aerobic training program. Use the weekly table below to select the days that you would like to do an exercise, and when you click 'Accept,' your aerobic training workout for the week will appear! If you would like to print this table, click on the print icon located on the top task bar located in the pop up box.

For more information about how to best use this aerobic exercise to improve your level of fitness, click [HowToUse](#)

<input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input checked="" type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input checked="" type="checkbox"/> Fri	<input type="checkbox"/> Sat
------------------------------	---	------------------------------	---	------------------------------	---	------------------------------

**Accept**

## Cook's Corner

Expand your cooking knowledge and menu choices without expanding your waistline! Browse a variety of healthy recipes that can be prepared in 30 minutes or less. Each recipe comes with complete nutritional information and can be saved to your recipe box.

## Learning Center

Once you complete your health risk assessment, you will find resources to help you control and manage your health in the Learning Center.

The **Knowledgebase** provides a wealth of information and tools to help you learn about health topics and make more informed health decisions.

## Classes

The wellness classes can help you to take control of your health. You can enroll in any of these classes. To get the most benefit, complete them all! You can choose from

- 10 week *Exercise* program designed to answer your exercise questions
- 10 week *Nutrition* program designed to give you the most complete nutrition education you can imagine
- 16 week *Coach Me* program that helps you take control and eliminate unhealthy behaviors.

## Optional Courses

You can also enroll in other classes, such as:

- *What's Your Function* – get answers to those many questions about what things do (or may not do) once they are in your system
- *What's in There?* – find out what's in the foods and drinks you consume, whether from the supermarket or a restaurant. Also learn about some popular diets and eating styles
- *Weight Loss* – information about gaining or losing weight in a healthy manner
- *Take Charge* – learn how to take control of your diet, health and lifestyle
- *It's a Woman's World* – while women may find this section most helpful, everyone can benefit from the information about needs that arise during a women's life that warrant some special attention
- *Children's Needs* – find information that will help you give your child the best chance for a lifetime of health and wellness.

**Tip:** If you are unsure how to begin a class, click on *How To Use* for directions.

## GET HELP

KePRO Wellness provides many ways to get help.

### How to Use

Click on the *How to Use* link found in some sections to get help if you are unsure what to do.

### Forgot Your Password

If you forgot your password, click on the *Forgot Password* button on the *Log In* page. You will be prompted to enter your user name so that we can ask the security question you set when you created your account. Enter the answer when prompted. If you don't remember the answer to your security question, contact the customer service representative by either calling or emailing the contact listed on the site.

### Technical Support

For technical questions, errors or issues displaying the Wellness site, please contact the Service Desk at 1.800.922.9826 or [servicedesk@kepro.com](mailto:servicedesk@kepro.com).

### Customer Service Representatives

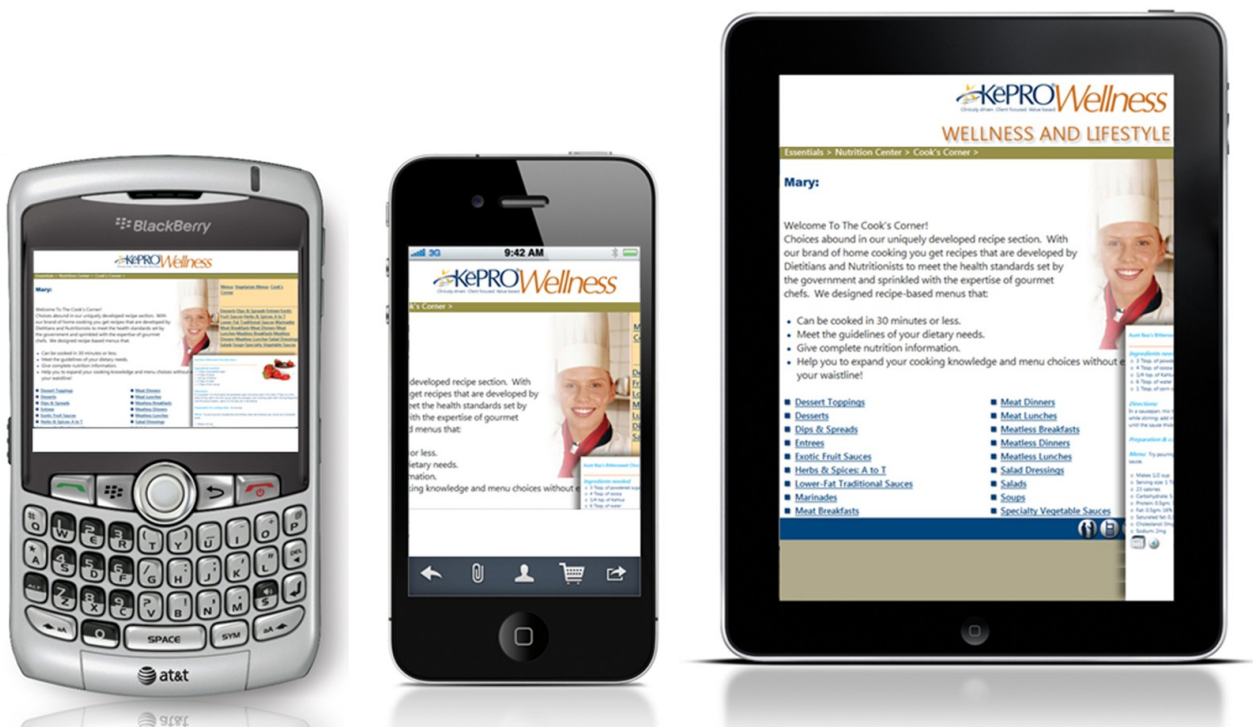
Our friendly representatives are available to help you Monday - Friday, 8:00 a.m.- 5:00 p.m. Eastern Time, excluding holidays. Please call 888-522-7742 or email [keprowellness@kepro.com](mailto:keprowellness@kepro.com).

*KePRO is not responsible for any treatment or management of your health care. Always contact your physician or health care provider regarding any concerns you have. Always consult your physician before beginning any diet or exercise programs.*

*© KePRO 2012. All rights reserved. Publication: KM-CXNS-KW-GL-500-12-11mbhs*

## Mobile

The Wellness site is viewable and fully functional on mobile devices and smart phones. Use your browser to access the site. Check the settings for your device to determine if you can save your resolution, size or other view settings.



## QUICK REFERENCE GUIDE

The tabs across the top of each page will take you anywhere within the site you wish to visit. Simply click on the name of the section you wish to explore.

Here is what is available:

**My Wellness** is where you'll find:

- Next Steps
- Activities in progress
- Personal progress charts
- Personal calorie counter
- Calendar
- Health data trackers
- Newsletters

The classes you register for, as well as the diet and exercise programs you create for yourself will be listed on your home page. This helps remind you what to do to take control of your health each day.

Under My Wellness in the main menu bar, you can find links to a variety of wellness tools, activities and guides such as SMTs (Self Management Tools), and nutrition and exercise guides that you can use every day to help you work toward your wellness goals.

**Progress Report** (available on the menu bar )

Includes Health Risk Assessment (HRA), links to trackers and incentive status. Here you can see how healthy you are and keep track of your health information and progress toward goals.

**Learning Center** (available on the menu bar and home pages)

Access information, tools and courses designed to empower you to lead a healthier, more productive life. Includes the Knowledgebase, as well as Smoking Cessation, Diabetes\*, Maternity\*, and Heart and Lung\* centers. Also includes classes on nutrition, exercise, and other health topics.

*\* Available to Chronic Care and other Integrated Care Management clients only.*

