



Welcome to your Healthie Portal!

While working together, we will be using Healthie, an easy-to-use web and mobile platform that allows you to connect with us and track your care while we work together. All of your information is secure and private, as Healthie is HIPAA-compliant.

This document includes instructions on how to download the Healthie app, access Healthie from your computer, and set up your account.

Getting Started

- 1) **Welcome email.** Check your email and you should see a welcome email from your Compliments LLC provider with a special invitation link to join Healthie. You'll need to create a login and password. Enter your email address and you'll be asked to set a password. Note: If you need to reset your password, you can do so at this link at any time.
<https://gethealthie.com/users/password/forgot>
- 2) **Download the app.** To set up your Healthie account, search for "Healthie" in the iTunes App Store or Google Play Store and download the app. Healthie can be accessed from a web browser or your desktop, but the mobile app is a convenient way to access your account.
- 3) **Fill out your paperwork (Intake Forms).** After you create a profile, you'll be asked to fill out Intake Forms and, if applicable, any assessment forms related to the services you wish to receive. our new client forms. These forms can be completed directly from your computer or phone, so there's no need to print these out. Your forms are sent to us automatically.
- 4) **Create your profile.** Once you've completed the initial assessment forms and paperwork, you'll be taken to your profile. You'll now be able to add a profile picture and start accessing the client features.

Ways to Use Healthie

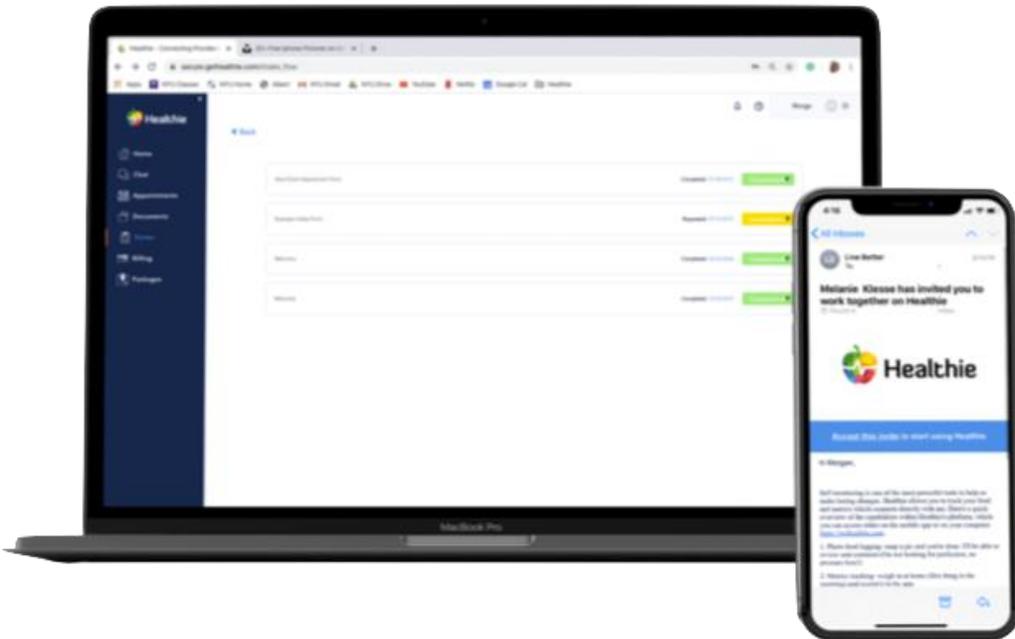
- Easily complete all of your paperwork, Intake Forms, and assessments digitally.
- Schedule or modify appointments and see any upcoming sessions we have booked.
- Connect virtually through Healthie's secure messenger and video chat.
- Upload and share documents, like lab reports and other materials.
- Log your food (pictures or manual entry) with or without calorie counting and track your workouts. Your provider can provide feedback via comments or chat!
- Coach accountability – set goals and monitor them. Your provider can also evaluate your habits and activities for feedback and modifications.



Filling Out Intake Forms

When you sign up with Healthie, you will get an email from your Compliments provider including Intake Forms to fill out prior to your initial appointment.

- 1) Create a login. When you receive the invite email, click on “Accept Invite” to get started filling out the forms.
- 2) If you aren’t able to fill out all the forms at that time, you can go back later and finish them – you will need to click on the “Forms” tab on the left menu bar.
- 3) This tab will show you what forms you have completed filling out, which ones are incomplete, and which ones you haven’t.
- 4) Just click on the form to fill it out





Using the Video Chat Feature

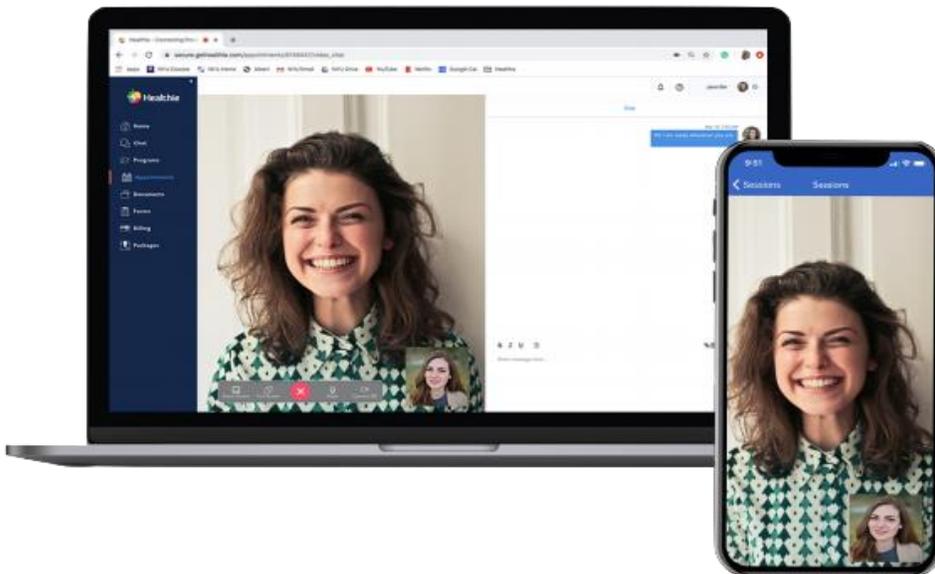
If you have virtual appointments with your Compliments provider, you can join those from either the mobile app or the computer.

From the website:

1. If you are to have a virtual appointment with your provider, they will set the appointment as such.
 - a. It will say "Healthie Telehealth" under the appointment details if it is a virtual appointment details if it is a virtual appointment.
 - b. There will also be a "Video Link" to click on when it is time to join the appointment.
2. When you click on that video link, it will bring you directly to the video chat platform. You can wait there until your provider joins and you can start your appointment!

From the Mobile app

1. You can see your next scheduled session right from the dashboard on your mobile app.
 - a. Like on the website, the appointment will say "Healthie Telehealth" if it is to be a video chat appointment.
2. Click on the appointment to open up the details.
3. Click on "Start Video Chat" to join the appointment.
4. From there, you can wait for your provider to join your video chat.





Using the Photo Food Journal Feature

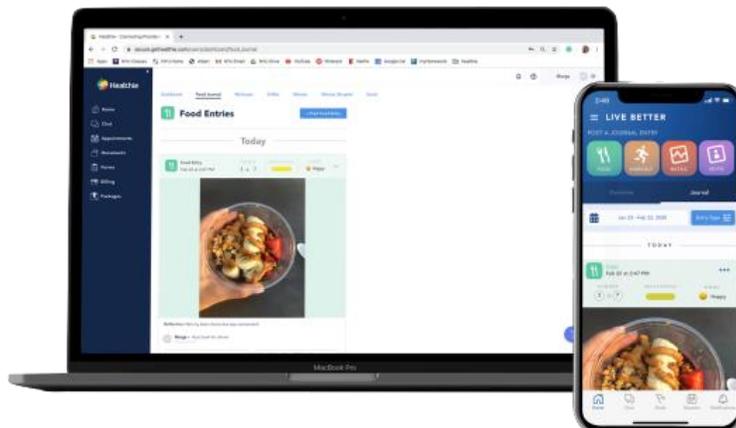
You can access the Food Journal feature from either the mobile app (phone/tablet) or by logging in on the website using a web browser (phone/tablet/ desktop). It's probably easiest to use it from your phone, so you can snap photos of your food and upload in real time.

From the Website:

1. From your client dashboard, you can create a new food journal entry by clicking the green “Food Journal” button in the left-hand corner.
2. You can also post an entry by clicking on the “Food Journal” option in the top menu bar. This will bring you to all of your entries as well, so you can review comments and reactions from your provider.
3. When you post a new food entry, there are different settings your provider can add for you to fill out. Your provider chooses which ones, but your options could include:
 - a. Add a photo of your meal (no calorie counting)
 - b. Add food (nutrient tracking)
 - c. Add a comment describing what it is (food photos)
 - d. Add your thoughts after eating
 - e. Pre-Meal Hunger
 - f. Post-Meal Fullness
 - g. Mood
 - h. Perceived Healthiness
 - i. Meal category
4. Once posted, your provider can reply with comments or emoji reactions to your meal before discussing at your next appointment.

From the mobile app:

1. When you login to the app, the same green button to post a food journal entry is in the left corner on your dashboard.
 - a. To see all of your previous entries, click on the “Journal” button below the top menu bar.
2. The same settings are available on the phone.





Healthie Using the Goal Feature

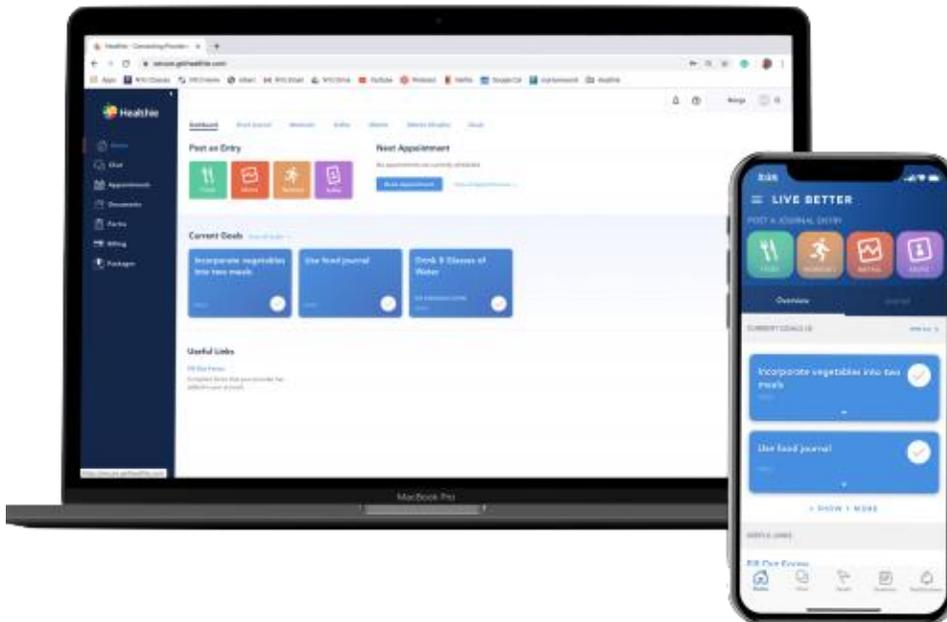
You can access the goals feature from either the mobile app on your phone or by logging in on the desktop website.

From the website:

1. When you log in using the Healthie portal, your goals will automatically appear on your homepage dashboard.
2. If you've completed that goal, you can just check it off from the dashboard.
3. Click on "View All Goals" to bring up the Goals homepage. You can also access this on the top menu bar by selecting the goals tab.

From the mobile app:

1. When you log into the app, your goals will pop up on the dashboard.
2. Same as on the desktop, if you've completed the goal for the day, just check it off from your homepage.
 - You can hit the down arrow to see the goal description and check-off subgoals.
3. In the bottom menu bar, you can find the goals homepage.
 - Here, you can see your goals over the past week and scroll through the calendar





Using the Metrics Feature

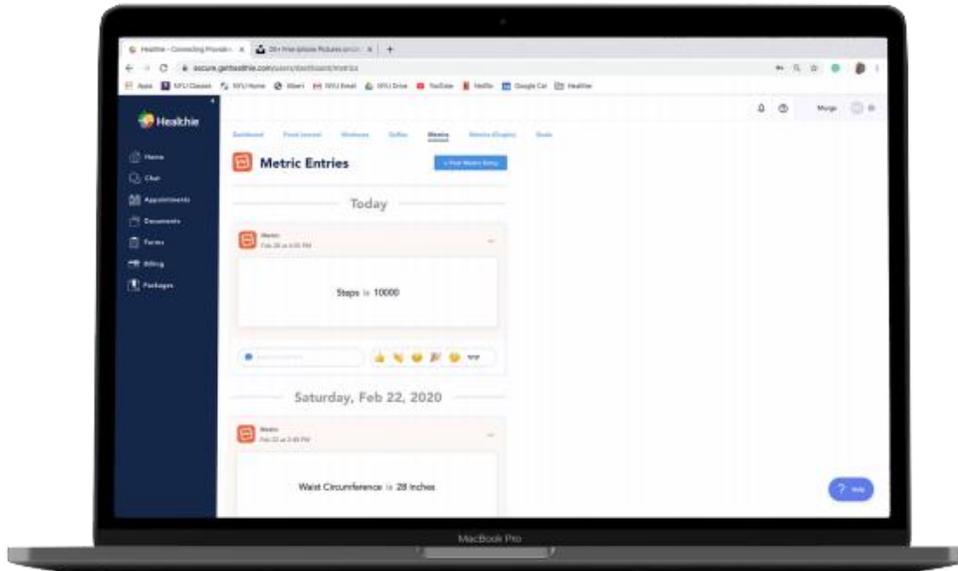
You can access the metrics feature from either the mobile app on your phone or by logging in on the desktop website.

From the website:

1. Your Compliments provider chooses what metrics you can track on Healthie. You can choose from the ones available in the drop-down menu.
 - a. You can add a new metric by clicking on the red “Metrics” button on your dashboard.
2. To see all of your metrics, click on the metrics tab on the top menu bar.
3. You can also add a new entry from this page.
4. You can also see your metrics tracking using graphs, from the “Metrics (graphs)” tab on the top menu bar.

From the mobile app:

1. You can add a new metric by clicking on the red “Metrics” button on your dashboard.
2. Choose from the drop-down bar what metric you are logging
3. Enter the amount, and a comment if you so choose. Hit post to add to your metrics tracker.
4. To view your metrics entries, you can click on the “Journal” tab on your dashboard.





Healthie Using the Calendar Feature

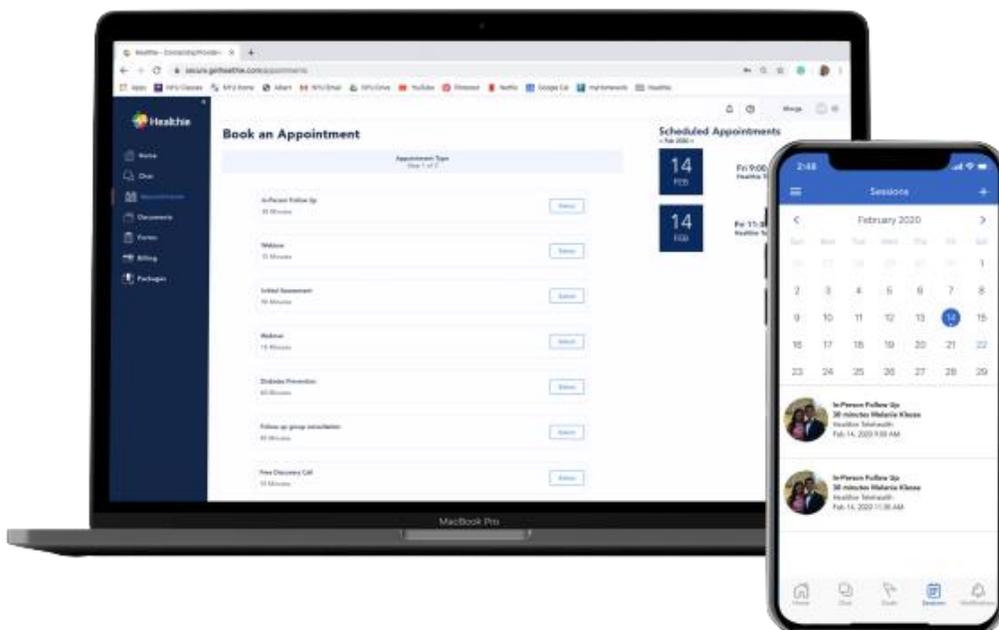
You can access the calendar feature from either the mobile app on your phone or by logging in on your desktop website. Your options to book your own appointments depend on your package/program purchased.

From the website:

1. You can see your currently scheduled appointments on the right-hand side of your client dashboard.
2. Click on the “Appointments” tab on the left-hand menu bar.
3. This will bring up all the appointment types available from your provider.
 - a. This will also show all of your current scheduled appointments.
 - b. This will also allow you to see all of your credits available.
4. Select your appointment type to bring up the calendar. Click on different days to see available appointment times.
5. Once you’ve selected the time, it will prompt you to select a location and book your appointment.

From the mobile app:

1. You can see your currently scheduled appointments from your dashboard.
2. Click on the sessions tab in the bottom menu bar to bring up the calendar.
 - a. Any date with a blue dot means there is an appointment scheduled.
3. Click on the blue “+” to schedule an appointment with your provider.
4. Press the button to select an appointment type, then your contact type, then location.
5. Choose your time, and click “create session” to finish booking.



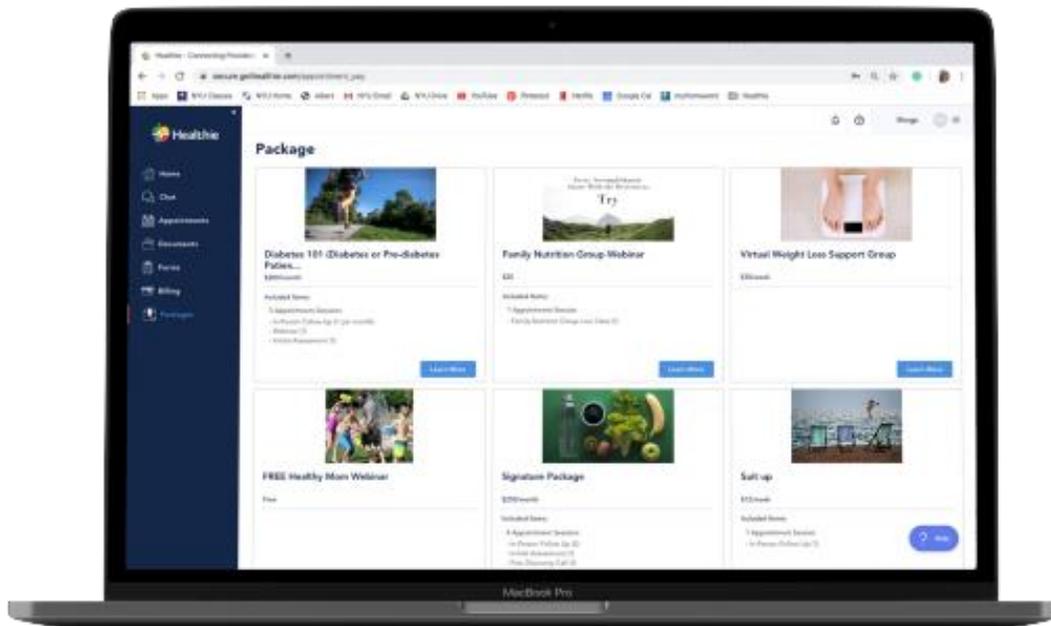


Using the Packages Feature

You can access the Package feature from either the mobile app on your phone or by logging in on your desktop website.

From the website:

1. Click on the “Packages” tab on the left to access the packages available from your provider.
2. Click on “Learn More” of the packages to see the details and purchase.
 - a. It should show you how many appointments that you get in the package, and what appointment types it includes.
3. Simply enter your payment information to purchase the package.
4. Contact us if you have questions or wish to set up a payment plan.





Using the Programs Feature

You can choose to enroll yourself or, if you purchased a package that includes a program, you will be automatically enrolled in that program. You can access programs from both the desktop platform and the mobile app.

From the Website:

1. The programs feature is accessible from the left-hand menu bar.
2. When you open up the program dashboard, you will see all of the programs you are currently enrolled in.
3. Click view to look at or work on any specific program.
4. Scroll to the bottom to see the modules you need to complete and hit “Start” to begin working.

From the mobile app:

1. The programs feature is accessible by hitting the lined menu button in the top, left-hand corner of your dashboard, and selecting “Programs” from the lefthand menu bar.
2. Once you select this, you can see all of the programs you are currently enrolled in.
3. Just tap on the one you want to work on.
4. You can click on the modules and complete them right from your phone.

