

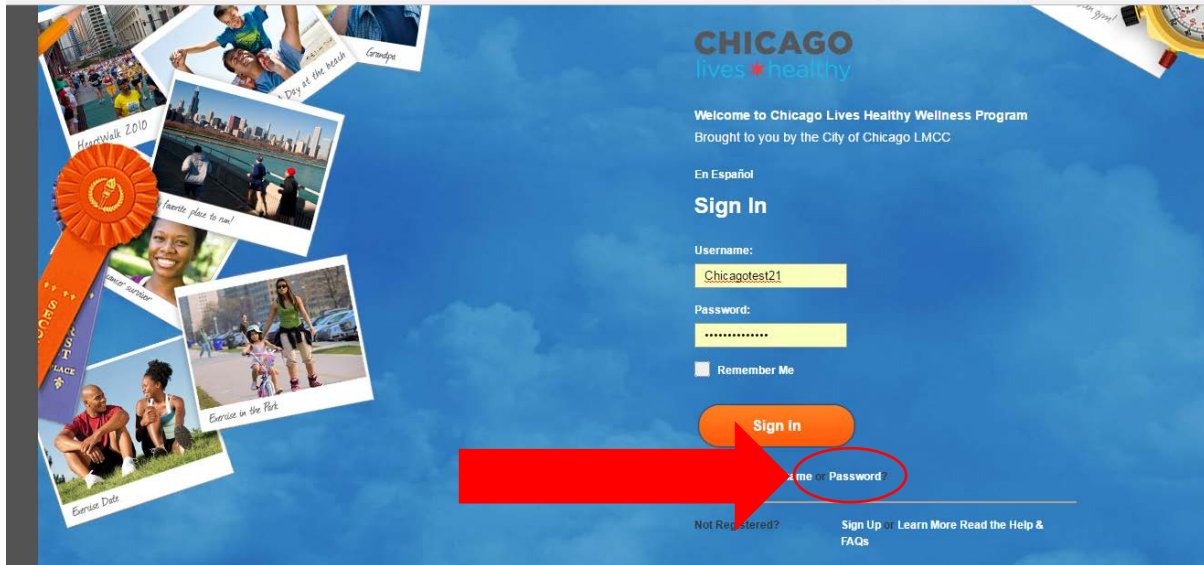
# 2018 CHICAGO LIVES HEALTHY

## WELLNESS PROGRAM

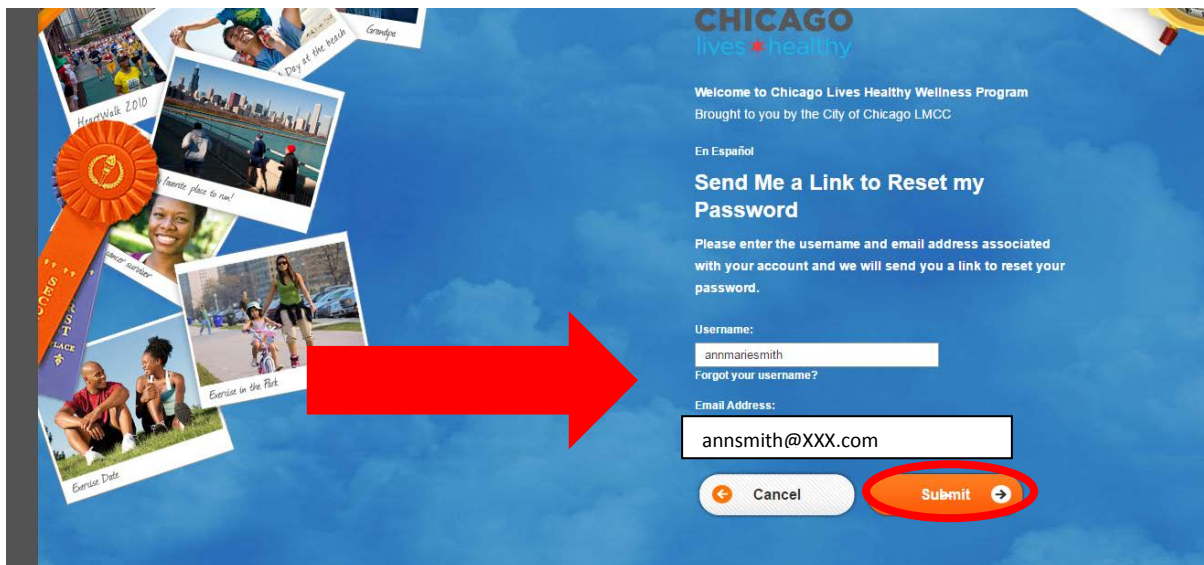
### Password Reset Instructions

This user guide will show you how to reset your password.

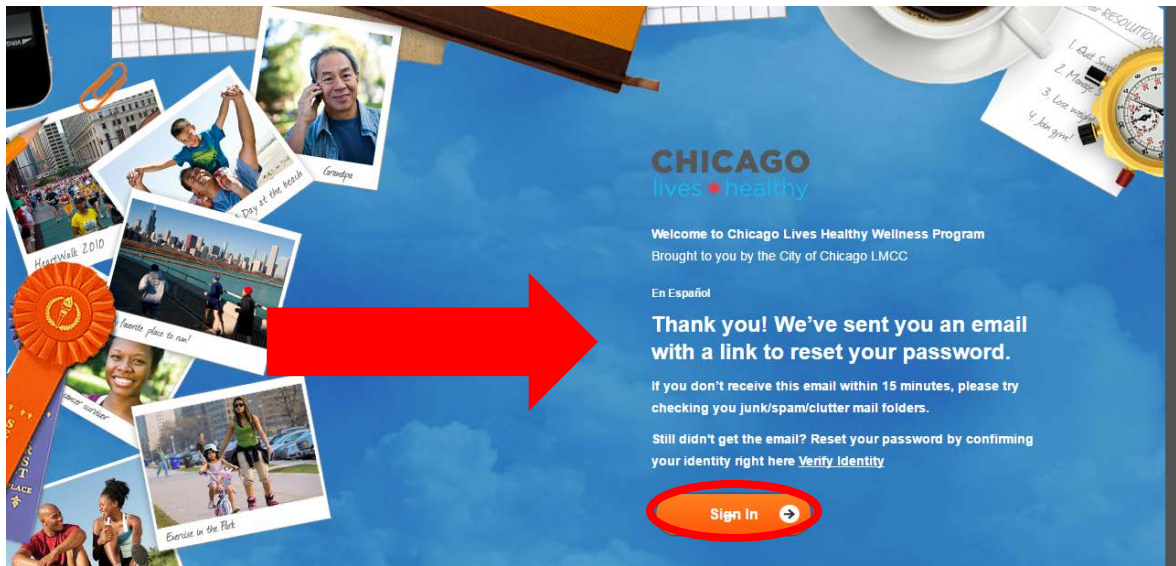
Underneath the "Sign In" button is a link to reset your password. See the Red Arrow below-Click on "Password".



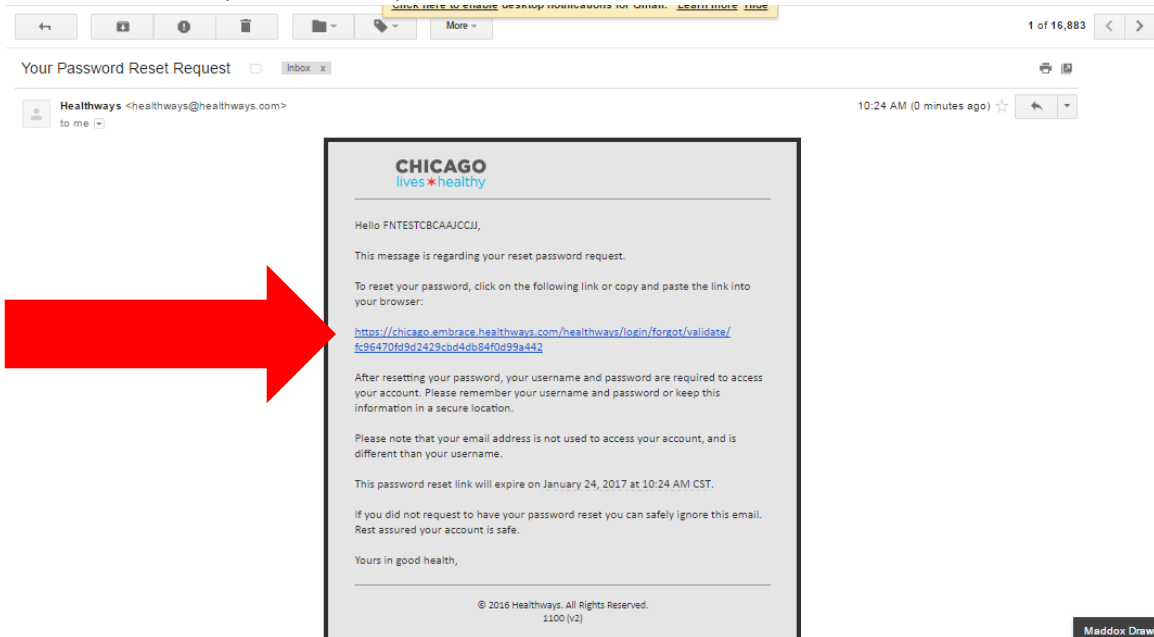
See the Red Arrow below: Enter your Username and Email Address and click "Submit".



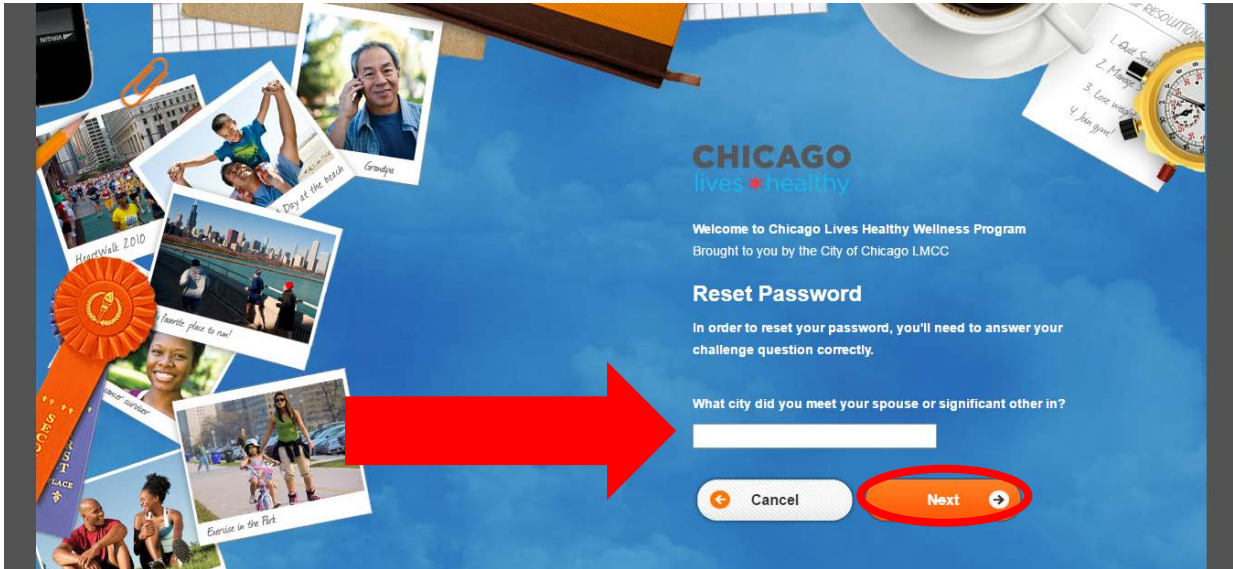
See the Red Arrow below: A Thank You message will appear on the sign-in screen indicating you will receive an email with a link to reset your password.



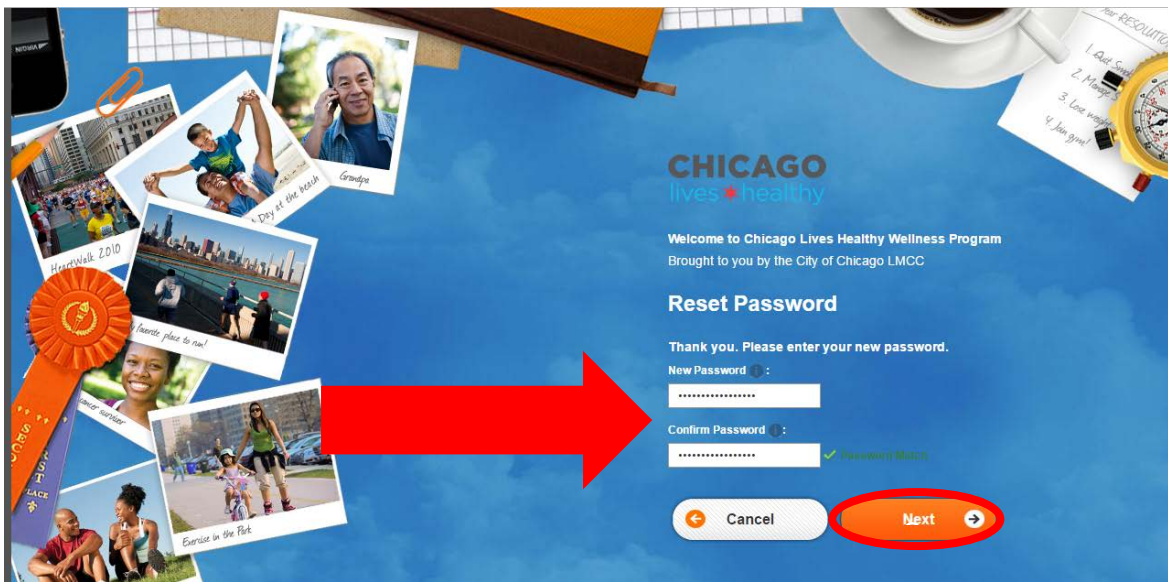
The subject line of the email will be " Your password reset request" See the red arrow below-Click on the link in the body of the email you received.



See the red arrow below-Answer the challenge question and click "next".

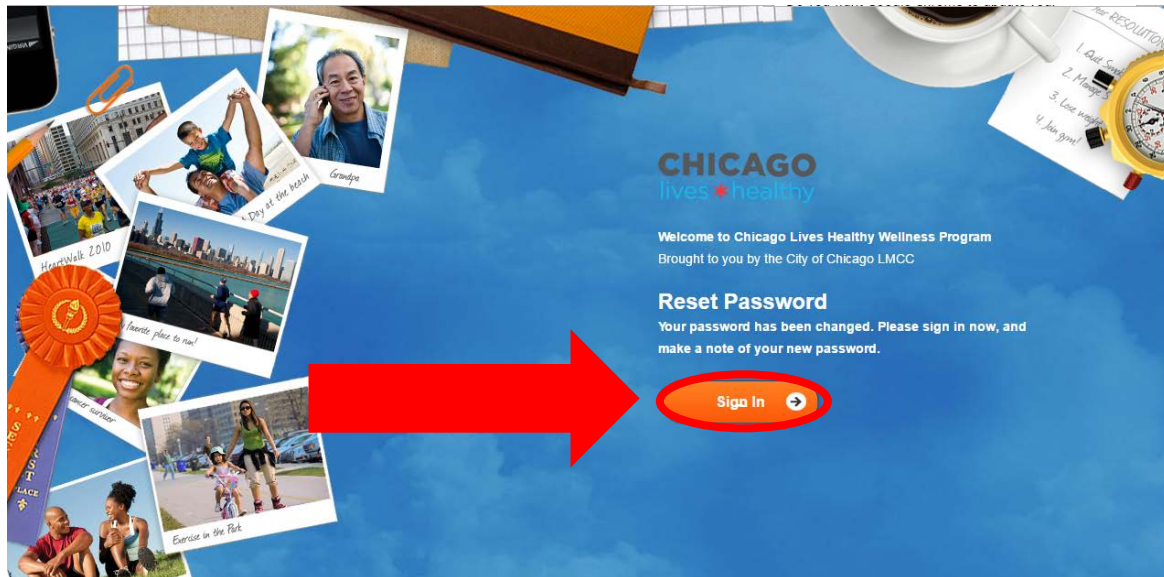


See the red arrow below-enter your new password and confirm your password and click next.





See the red arrow below-Click on the Sign-In and sign-in to Well-Being Connect with your newly created password.



## Questions?

Contact Healthways at 1-866-556-7671

### CUSTOMER SERVICE HOURS OF OPERATION

Monday - Friday 8:00am - 8:30pm (CST)

Saturday 8:00am - 4:30pm (CST)

You can also visit

[www.chicagoliveshealthy.com](http://www.chicagoliveshealthy.com)



**CHICAGO**  
lives **healthy**

Labor & Management working to achieve long-lasting health

Si desea hablar en español sobre el programa de bienestar *Chicago Lives Healthy*, llame al Servicio de Atención al Cliente de Healthways al 1-866-556-7671 y oprima 5 para comunicarse con un representante. Una vez que el representante le atiende, solicite la línea de idiomas (en inglés) y un intérprete le asistirá.

Jeżeli chcieliby Państwo otrzymać informacje w języku polskim na temat programu *Chicago Lives Healthy*, prosimy o telefon do działu obsługi klienta Healthways pod numer 1-866-556-7671. Należy nacisnąć 5, żeby połączyć się z operatorem i w języku angielskim poprosić o przełączenie na linię językową (language line). Będą Państwo mogli skorzystać z pomocy tłumacza.

Если вы хотите поговорить об оздоровительной программе *Chicago Lives Healthy* на русском языке, позвоните в Отдел обслуживания участников (Customer Service) компании Healthways по номеру 1-866-556-7671 и нажмите 5 для соединения с представителем. Как только представитель ответит, попросите переключить вас на линию выбора языка (на английском) и затем переводчик вам поможет.