

# Wondr Health FAQ

## **Program Overview**

### **What is Wondr?**

Wondr is an online program which helps you change how you eat instead of what you eat. Learn the skills to lose weight and keep it off forever while still eating your favorite foods. It is not a diet. As you lose weight, you also improve your health by improving the risk factors that can lead to serious, chronic diseases like diabetes, heart disease, cancer and more.

### **What can I expect from the Wondr?**

Once the program begins, each week, you will get access to a new series of videos that share the Wondr principles. These principles are the keys that will help you learn when and how to eat so that you can still eat all the foods you love and lose weight at the same time.

The entire dashboard is available to you 24 hours a day so you can watch whenever it is convenient for you. In addition to the videos, the dashboard includes tools to track your weight loss progress, monitor your activity, and find inspiration. Plus, in the program, you will have access to WondrLink, the online community where participants can share ideas, successes, and challenges as well as reach Wondr coaches.

### **Do I have to complete the program on a desktop computer? Can I use my smartphone or tablet?**

You can use any type of electronic device with internet connectivity to participate in Wondr including a desktop, laptop, smartphone, tablet, etc. We offer a free mobile app available on both the Apple store and Google Play to access your account on the go.

### **Will I have access to coaches/counselors in the program?**

Yes, you will have access to a team of counselors that are ready to assist you at any time. Additionally, there is an entire online community that includes counselors, past participants and current participants available to share tips or answer questions whenever you need it.

### **How do I withdraw from the program?**

If you would like to withdraw from the program, please visit [support.wondrhealth.com](http://support.wondrhealth.com) and request to drop from the class. Please include the name of your employer.

### **What do I do if I miss a class?**

If you have missed any videos, you can simply go to your Lessons page, click on the class you would like to watch, and follow the prompts in order. Videos will unlock as you complete the previous section.

### **How do I submit feedback about the program?**

To submit a testimonial, click on the megaphone icon at the top of your dashboard, enter your testimonial, and click submit. If you need any help, please visit [support.wondrhealth.com](http://support.wondrhealth.com).

### **Can I participate in the program at home?**

Yes, the program is completely online so you can access the program wherever you have internet connectivity.

**I am trying to log into my Wondr Health program but I have forgotten my username and/or password.**

- 1) To obtain your username and/or password, visit [www.wondrhealth.com](http://www.wondrhealth.com) and click “Log In”.
- 2) On the next page, click “Forgot your Username?” or “Forgot your Password?” under the Log In button.
- 3) From there, you will be prompted to enter in the username and email address associated with your account. Click “Submit”.
- 4) An email or text message will be sent with instructions on how to reset your password or retrieve your username
- 5) If you cannot remember the email address associated with your account, contact [suport.wondrhealth.com](mailto:suport.wondrhealth.com)

**Apply**

**How do I join the program?**

Visit [www.wondrhealth.com/Stateofdaho](http://www.wondrhealth.com/Stateofdaho) and click the 'Apply Now' button and complete the online application. Your application is considered complete once you hit “Submit” and see a confirmation message that your application was successfully submitted. Remember that by completing the application, you are committing to participate in the program, if accepted. There may be a limited number of spaces available so please ensure you are committed to diligently completing the program before taking one of the spots.

**When I visit the website to apply, the website asks for my credit card information. Am I in the correct spot?**

If you are prompted to enter your credit card information, you are at the Wondr Health retail site, not your company’s designated application.

- 1) Be sure you enter in your company’s specific application link in your browser- [www.wondrhealth.com/Stateofdaho](http://www.wondrhealth.com/Stateofdaho).
- 2) If you are redirected to the Wondr Health retail site after entering in the correct address link, this is most likely due to the history and cookies setting on your browser.
- 3) Clear your cookies under the internet tools option of your browser OR simply use a different browser than you are currently using.
- 4) After the cookies and history settings have been cleared, or you select a different browser, enter in your company’s Wondr Health application address into your address bar.
- 5) Click “Apply Now” and complete your application.

**I’ve applied for the Wondr program before, and I’d like to apply using my previous email address and/or user name. How can I do this?**

On the ‘Create Your Account’ page you will see the option to Log In. Please log in using your previous account login credentials.

**My spouse and I are both applying to the program. Do we have to use different email addresses?**

Yes, you must have separate email addresses in order to create your own account.

**May my spouse, friend or colleague and I use the same account to go through the program?**

Unfortunately, we do not permit two participants to share a single enrollment in the course. Our program was developed and refined over many years, and it is designed to be a one-on-one program that tracks your individual progress. We find that, when partners take the program together, neither

benefits as much as they would from individual participation. Each person's body responds differently to the program, depending upon many factors such as gender, weight, metabolism, activity level and psychology. We have created a program that can be customized depending upon your progress, and we simply cannot give the same level of detail and attention to partners or other household members. Also, if your employer awards incentives or penalties for participation, we would need to be able to track the individual participation for both the employee and spouse.

**How do I know if I completed my registration?**

You will see an Application Submitted page if you fully completed the application. Also, you will receive a confirmation email at the email address you provided during the enrollment process. If you did not receive a confirmation email, please check your spam filter to ensure the mail didn't get caught there. If it did, please add 'support.wondrhealth.com' to your Contact list or SafeSender list to ensure you receive all future emails from Wondr Health. If you did not receive an email, please contact us at support.wondrhealth.com so we can verify that your application is complete.

**I haven't received my Wondr kit. Is tracking available?**

The Wondr Health kits will be shipped via one of two options, FedEx and DHL, depending on your geographical location. Please check your email inbox and/or spam/junk folder for an email with tracking information. To view tracking information you can login at [www.WondrHealth.com](http://www.WondrHealth.com) by clicking login and entering the username and password created as part of the application process. If you have additional questions, please contact [support.wondrhealth.com](mailto:support.wondrhealth.com).

**I haven't received any emails from Wondr Health. What should I do?**

We recommend adding the following emails to your Contact list or SafeSender list to ensure you receive all communications from Wondr Health:  
[info@wondrhealth.com](mailto:info@wondrhealth.com), [support@wondrhealth.com](mailto:support@wondrhealth.com)

**Cost Information**

**Is there a cost for this program?**

The Wondr program is covered 100% by your employer so there is no out of pocket cost for you.

**Participants are receiving explanation of benefits (EOB) documentation from our health plan provider. What does this mean? (Note – this is only applicable to implementations where the program is being billed as a medical claim.)**

Wondr is covered 100% by the sponsored health plan so there is no out of pocket cost for individuals enrolled in the program. An EOB is a statement provided by the health plan explaining what services were provided and paid for as part of an individual's health plan, this is not a bill. Wondr Health will never bill individuals for participation in the program.

**Have more questions? Visit [support.wondrhealth.com](http://support.wondrhealth.com) for assistance.**