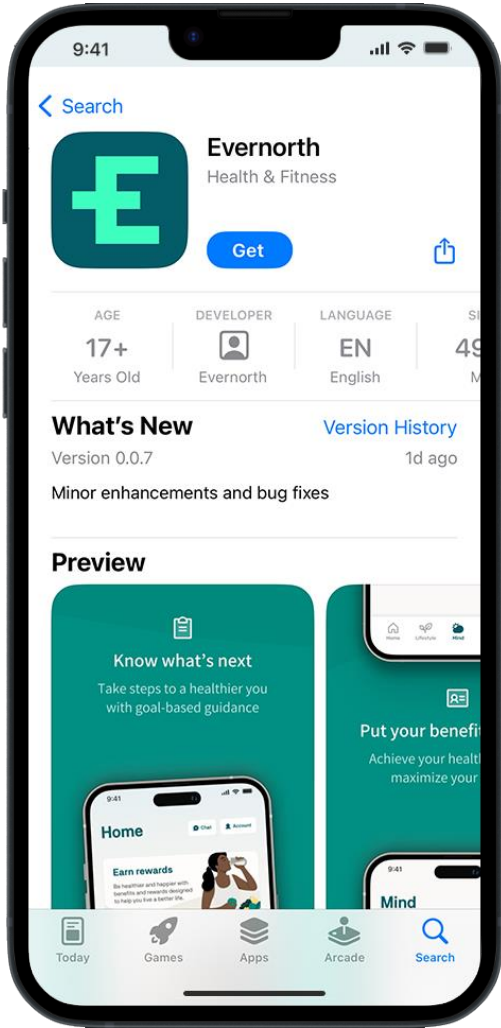


Evernorth App Quick-Start Guide

Tailored health and wellbeing guidance –
right in your hands





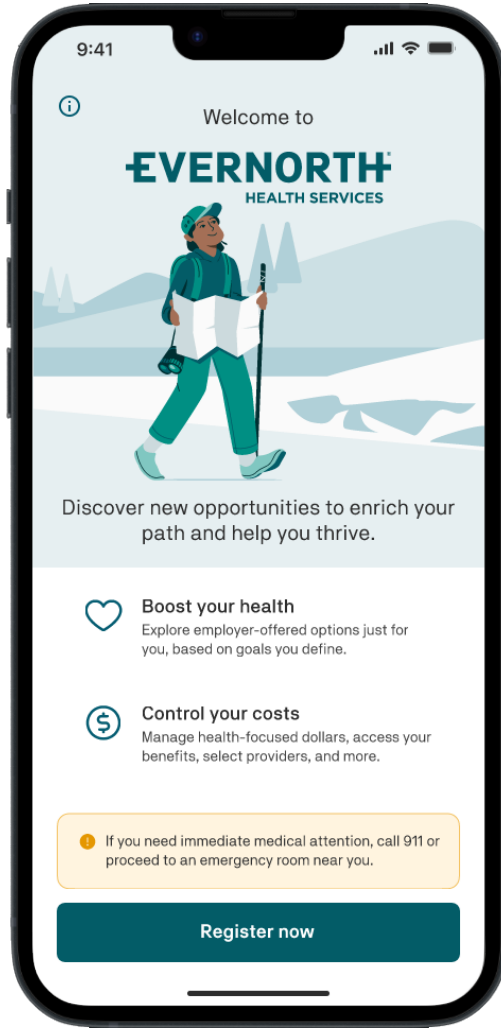
Download the app

Go straight to your app store and search “Evernorth app”

- + Be sure to download the Evernorth app (not “Well by Evernorth”)
- + The app icon will look like this:



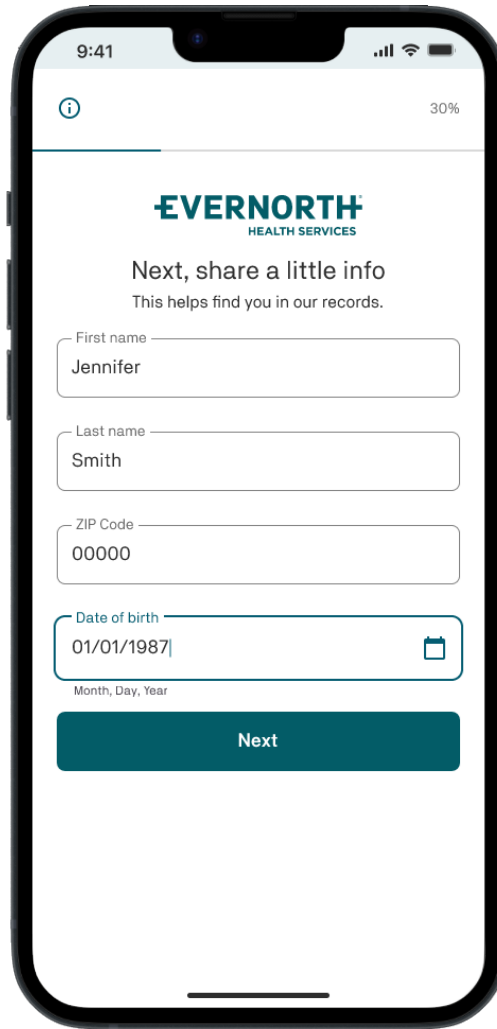
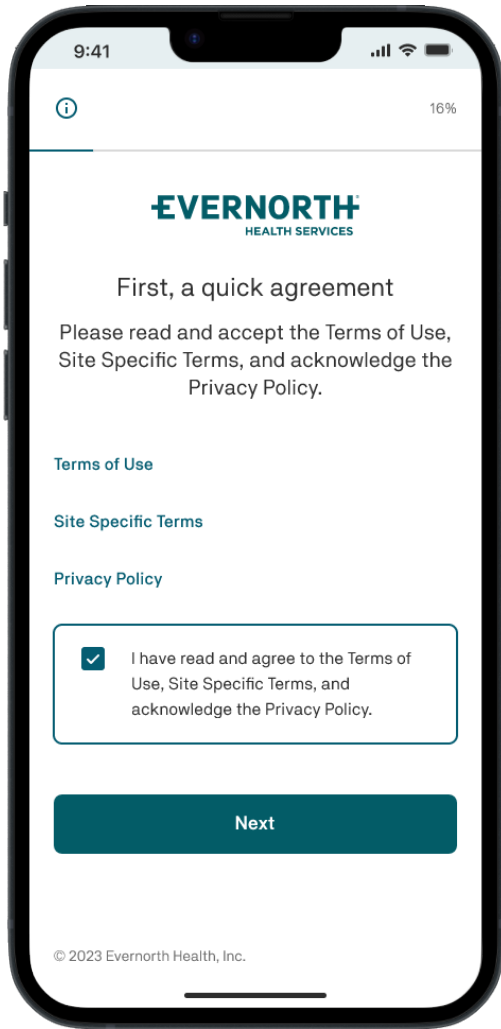
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Register

To log in, you'll first need to create an account

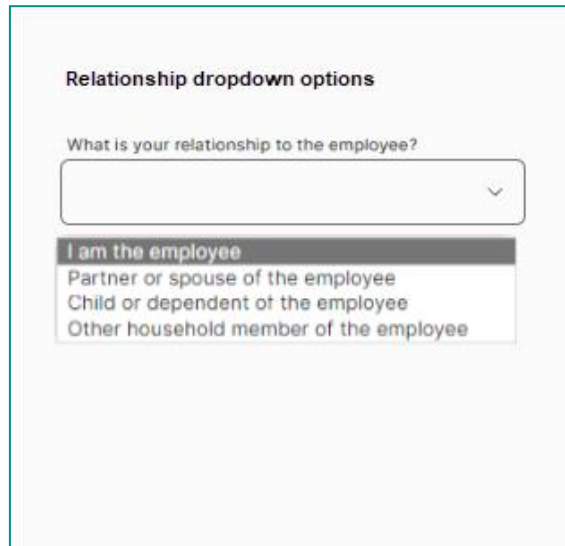
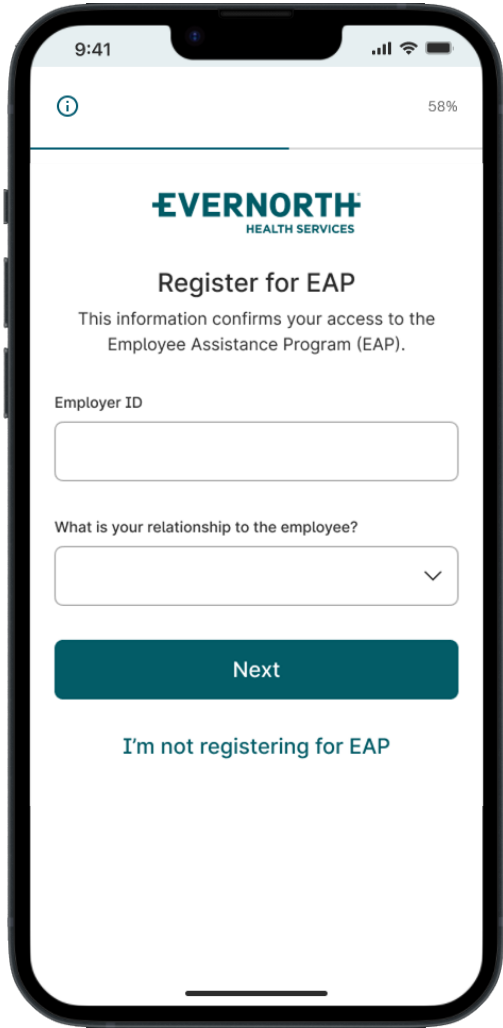
+ Click **Register** followed by **Register now**



Terms + personal info

Review terms/policies before entering your info

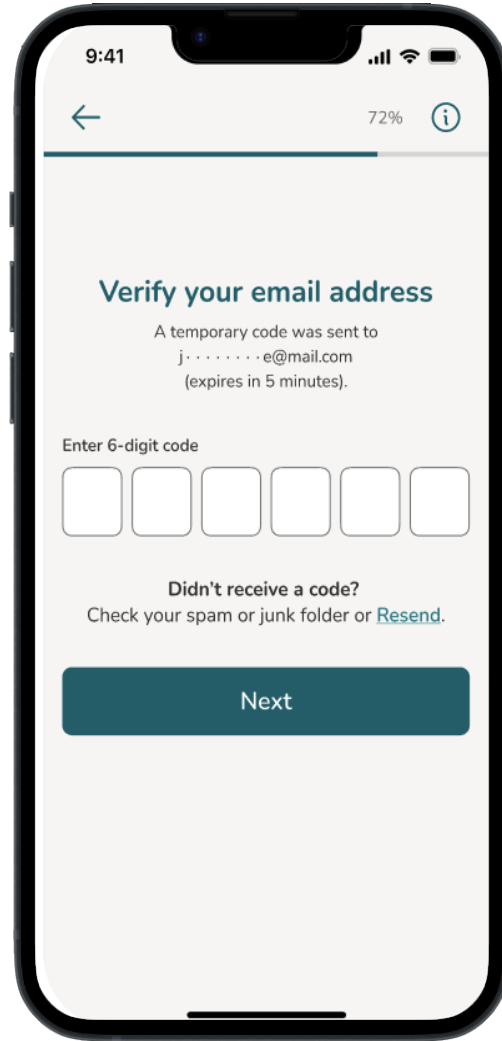
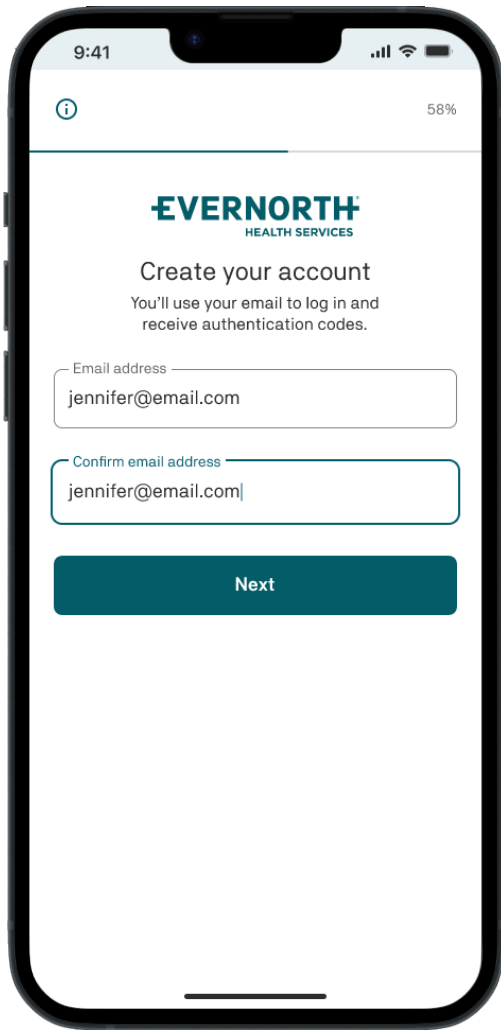
- + Enter your personal information
- + Click **Next** to advance



Additional information

Employer ID can be accessed through EAP collateral

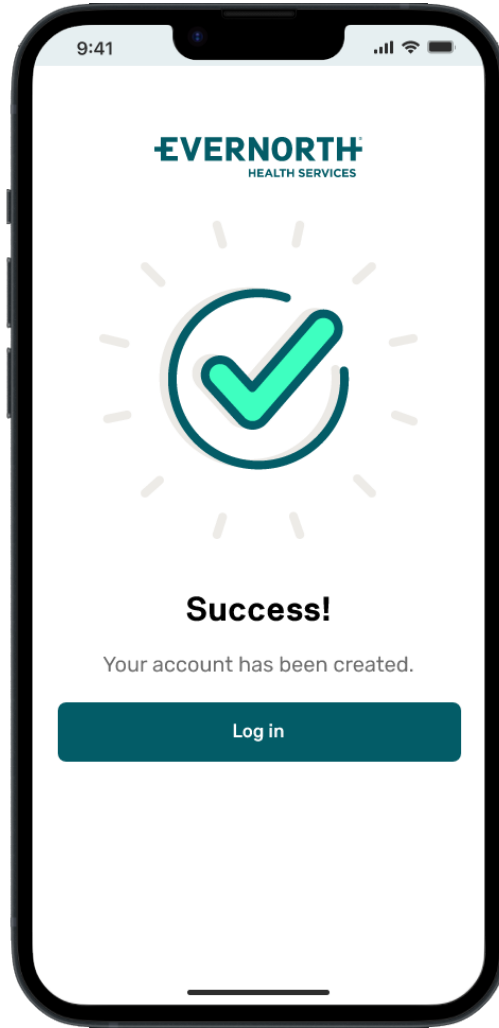
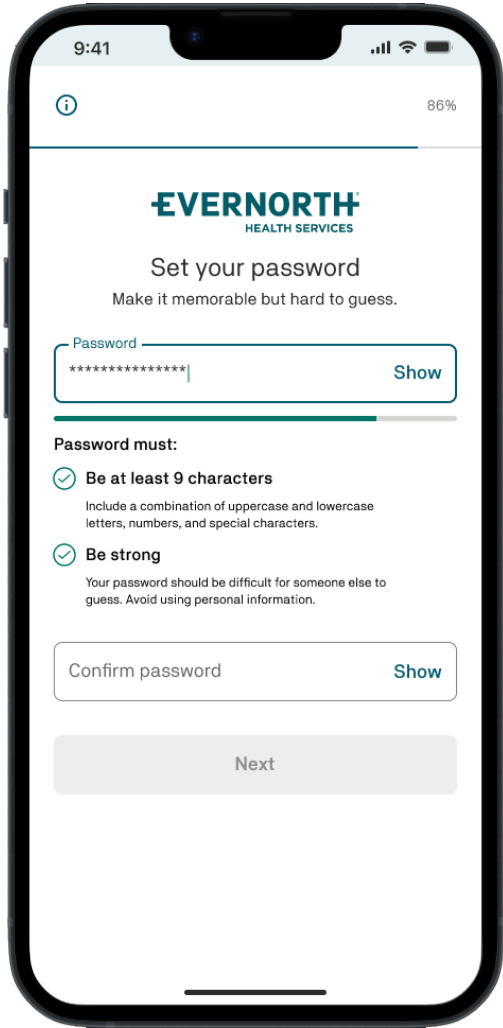
- + You'll be asked to confirm your identity with your **Employer ID: EASE**
- + Answer the following questions and click **Next**



Create your account

Enter your email address and verify with a code

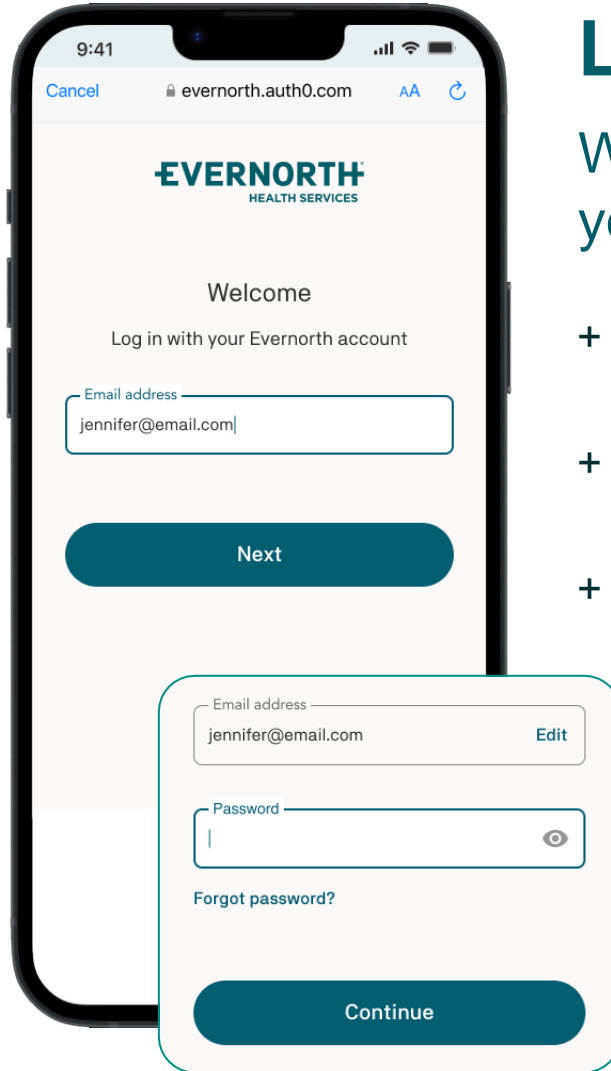
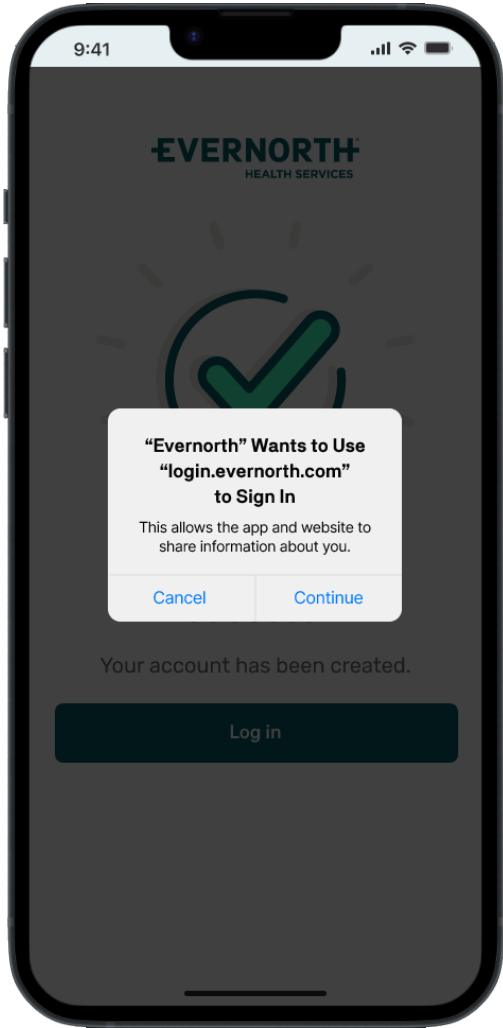
- + The 6-digit temporary code will be emailed to you during these steps
- + If you didn't get a code, click **Resend code**
- + Note: The code expires in 5 minutes



Set your password

Complete your profile with a strong password

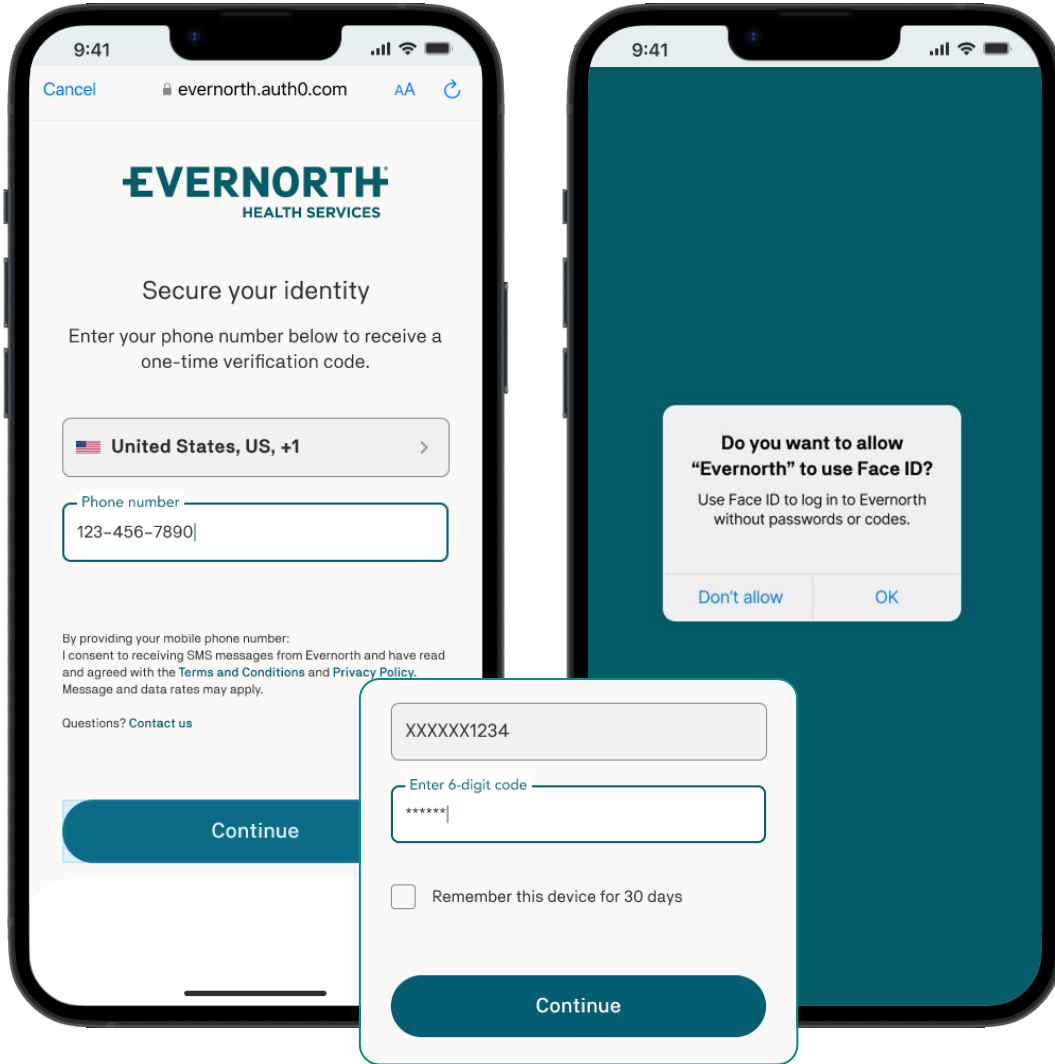
- + Use a strong password with at least 9 characters
- + Use a combination of uppercase and lowercase letters, numbers and special characters
- + Click **Log in**



Log in on the app

With your account created you can now log in

- + After clicking **Log in**, if you see a pop-up, click **Continue**
- + Enter your email address and click **Next**
- + Enter your password and click **Continue**



Secure your identity

For your protection, we ask for additional verification

- + Enter your phone number to receive a text message with a code
- + Enter the 6-digit code on the following screen and click **Continue**
- + Enable biometrics (Face ID) if you prefer



What you need to know about the transition to the Evernorth app

Only the platform is changing, not the solution.

Your EAP program – including services, resources, referral tools, providers, webcasts, etc. – will remain the same, just on a new platform.



Frequently asked questions

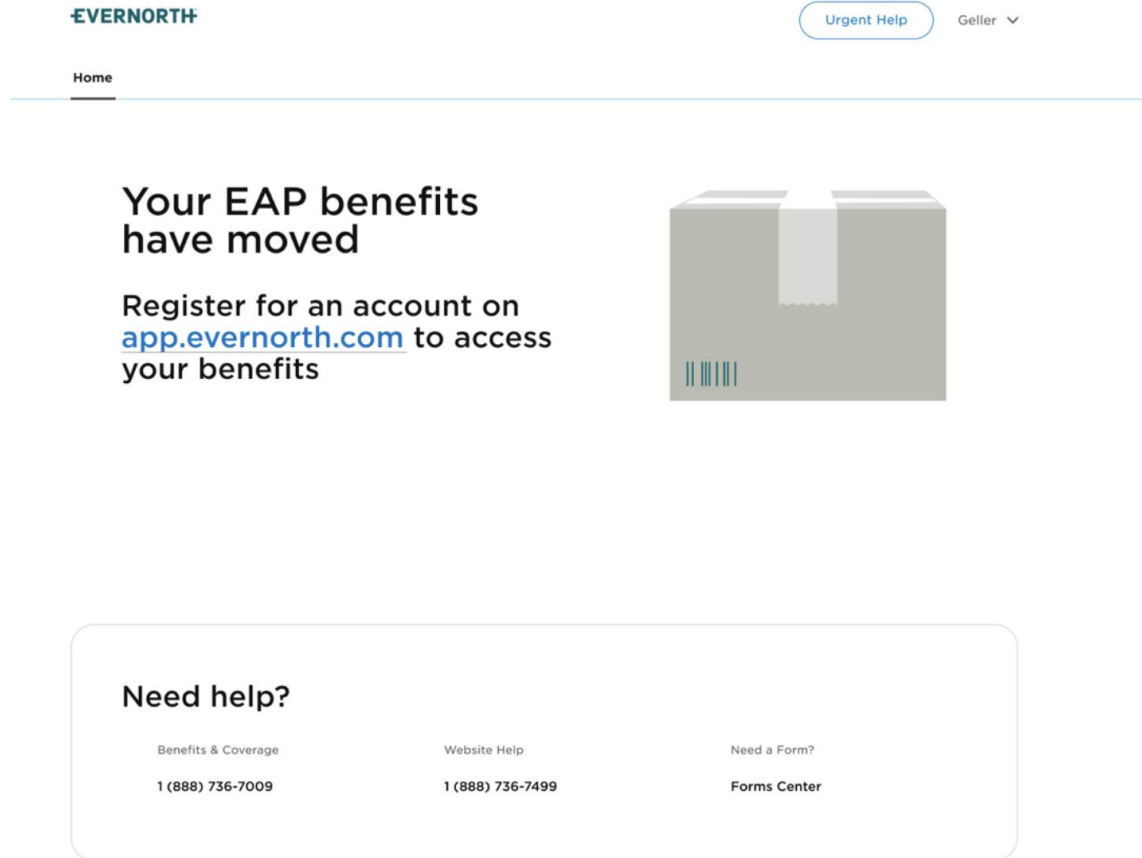
Why are we migrating from Well.evernorth.com to the Evernorth App?

“Digital first” and includes universal components to strengthen the experience.

When will this change take place?

This change will take place **11/01/2024** members who continue to use <well.evernorth.com>, will receive a message that transitions them to the Evernorth application.

Members that were previously registered on well.evernorth.com will receive the following message after attempting to log in with their username and password:





Frequently asked questions

What is staying the same?

On the Evernorth mobile app, you will have access to the same online resources, programs/vendors and assistance found on well.evernorth.com. All previously existing features will be part of the Evernorth app. Some of these features are below (not exhaustive):

- + Speaking with an advocate via chat or phone
- + Access to solutions
- + Access to wellness articles
- + Registration with secure login
- + Chat
- + Crisis support
- + EAP coverage

What are the benefits of the Evernorth App?

- + **Better, faster, easier:** enhanced digital experience and focus on improving overall quality of care and navigation
- + **Enriched UI/UX:** Improved designs, load times, and mobile native/digital first experience
- + **Faster and optimal provider match:** Search and match functionality to connect members with the best possible care
- + **Increased guidance:** Real people offering real assistance, however the user prefers
- + **Futureproof:** Capabilities and roadmap indicate a future with more products more and features
- + **Addressing full spectrum of Behavioral Health:** Solutions for entire spectrum of behavioral care: the Evernorth App addresses the unique needs of every user and guides them throughout the entire process



FREQUENTLY ASKED QUESTIONS

How to register

How do members register?

There are two ways a member can register:

The Evernorth website: <https://app.evernorth.com>

The Evernorth app can be downloaded via:



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