Admin Specific Questions	
Question	**Answer**
As an admin, What other stats would an admin receive that we could give prizes for? Participation based? Steps accumulation?	Recommendations: Award the top 1 to 3 teams in addition to the top 1-5 individuals. Additional option: offer a prize to anyone that participated.
Can we turn off the "invite a supporter" feature?	We do not have the ability to turn this feature off for specific companies.
How do we determine "winners"?	The winners would show on the challenge leaderboard on the site. NOTE: You can only see the leaderboard if you yourself are registered for the challenge. The "winners" would be the team that took the most steps during the challenge.
Where can I find communication flyers to send out to employees for this challenge?	This information will be posted to the communications portal - landing.personifyhealth.com/marketing-resources-page-aetna-frontpage/ New challenge material will be available 1 month before registration opens for the challenge.
Is there an admin account for monitoring?	There is not currently an admin account to monitor the platform/challenge. We encourage everyone to participate in the challenge and that will also allow you to view the leaderboard.
Is there just one challenge that everyone participates in or can you as the administrator create your own challenges?	There will be 1 large corporate challenge every quarter but the admin or other members can create their own personal challenges at any time.

Are there reports available in the system for admins?	Yes, there is a quarterly challenge report, monthly member report and weekly completer's report available through the admin portal. You will also want to participate in the challenge to see the leaderboard for the challenges.

Employees are trying to register but the system does not recognize their email.	When a new sponsor/company is added to the platform you have the option to restrict domains that are used to create accounts. This means you could set up the site to only allow for users to register with their work email (@companyname.com). Doing so can help to protect a non-employee from gaining access. If you have multiple email domains you can enter all of them doing site setup. If you want to leave the site open (for example to spouses), then you can leave the domain field blank to allow for users to use a personal email (@gmail.com for example).

If an employee has an error when trying to register, you will want to first see what domains were given during setup. If the employee is using a work email with a domain that was entered during the setup process and still cannot register you will want them to reach out to member services for assistance - 833-525-5786 or aetnagetactive@personifyhealth.com |
How do I get admin access to the platform?	Once you have created your site and a member account you can request admin access through the client admin support portal -landing.personifyhealth.com/marketing-resources-page-aetna-frontpage/You can fill out the form and select "request reporting access" and within 3-5 business days you will be granted access. Note, Please wait until you have confirmation that your site has been setup and you have created your member account before requesting access. You will have to be registered with an account to get admin access.
When will material for the next quarterly challenge be available?	We will post marketing material for the next quarterly challenge one month prior to registration opening.
What is the URL to create the site for your company?	There is a specific link contained in the welcome email that would have been sent by your wellness coordinator or account manager that you will need to click on to access the site setup. If you do not have this email, reach out to your wellness coordinator or account manager and they can resend.

Can we remove inactive employees via file feed that is sent to Aetna biweekly or is there another way to remove ineligible employees from the platform?	To remove members/registered employees from the platform, you can enter a request through the client admin support portal -landing.personifyhealth.com/marketing-resources-page-aetna-frontpage/ Fill out in order for use to remove a member from the platform. Once submitted, the member(s) will be removed in 5-7 business days.

If we choose not to have the Welcome Kit, do the participants see this in the store?	No, if you choose not to add the welcome kit to your site, your They will see everything else in the store including the Max GC purchase on their own if they wish.
Can you have more than 1 administrator?	Yes, when your request access from the client admin support to the list. Note, each admin needs to have a member accoun administrators can only see reporting.
We do not see the welcome kit in the store. Can it be added?	Yes, request access through the client admin support portal - I welcome kits" and they will become available for ordering in 5- NOT be charged for welcome kits but your company will be ch site ,when they add to cart the cost will be $0.
Can I get a copy of the Client Admin Webinar slide deck?	Yes, one has been posted to the Communications Portal -