

My Healthy Advantage Plus:

# Back Office User Guide

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# 1. Logging into the back office

As a My Healthy Advantage app admin, you will have access to a variety of features that will help you support your team members, get the most out of the app and create in-depth reports highlighting app engagement and utilisation.

However, before you can access these great features, first you will need to log into the My Healthy Advantage back office. Here's how...



1. Once Health Assured have been informed of your organisation's chosen My Healthy Advantage admins, your account will be created
2. You will receive an invite email asking you to complete your account registration. Click the 'Complete Registration' link
3. Register your account by completing the form with your details and by choosing a password. Once filled in, click 'Register'
4. Once registered, you will be redirected to the back office login page. You can now log into the back office with the email address that the invite email was sent to and your chosen password (these can both be changed in the 'Edit Account Details' section in the back office)
5. You are now an app admin and have access to the My Healthy Advantage back office!

## Accessing the back office site:

The My Healthy Advantage back office can be accessed via a web browser on multiple devices, such as a personal computer, smartphone or tablet. For optimum performance, we advise accessing the site via a desktop browser.

## Back office URL:

Your bespoke back office URL will look like: <https://{unique-code}.healthassured.net/>. We advise that you bookmark your organisation's login page for future access.

## 2. Dashboard & reporting

The dashboard is the hub of the Management Information (MI) supplied through the app. All data displayed on the back office is confidential – user names are never available through the reports on your dashboard. The MI contains data on your team’s overall usage of the app, for example, interactions with the 4 Week Plans and Mini Health Checks.

### Date Filter:

To enable you to create bespoke reports, you have the ability to filter each of the graphs by date using the ‘Date From’ and the ‘Date To’ pickers held at the top of the page.



### 2.1 Reports

You can access all the below reports in the My Healthy Advantage back office by clicking ‘Reports’ in the navigation panel.

#### Number of Users:

This report breaks down the total number of users both by age and gender.

#### Number of Registrations:

Reflects the amount of new users who have registered on the app over a defined period.

#### Login Volume:

This report reflects the number of users who are logging into the app over time as a measure.

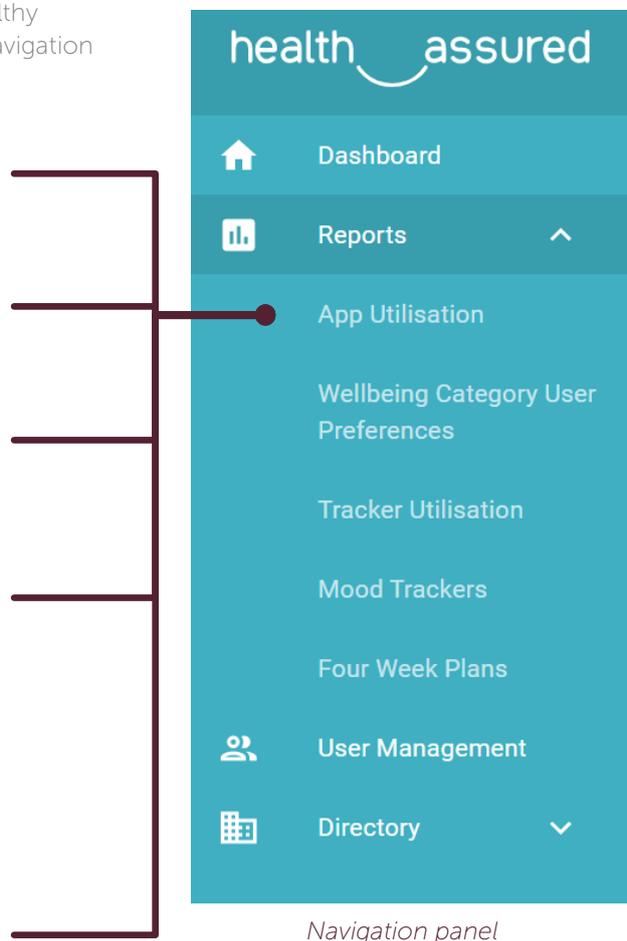
#### Support Requests:

This report reflects an indicative number of support requests over a period of time, based on the following events occurring within the app:

- Calling the Health Assured helpline
- Selecting email support
- Requesting a call-back
- Initiating a Live Chat session

#### Wellbeing Category Utilisation:

Similar to the User Preferences Of Wellbeing Category however, this chart will track user’s visits to specific wellbeing categories as opposed to their current preferences.



Navigation panel

### Wellbeing Category User Preferences:

These reports provide an overview of the wellbeing categories within the app that are interesting your team members.

### Mini Health Check Utilisation:

Found in your Dashboard, here you can track the number of users initiating and accessing the Mini Health Checks within the platform.

### Tracker Utilisation:

Admins can view the usage of the health trackers found in the Health Hub within My Healthy Advantage.

Further reports detailing tracker usage by gender and age group and money saved from not smoking can be found by clicking 'Tracker Utilisation' on the navigation panel.



### Mood Trackers:

Admins are able to view average moods recorded by users regarding their Financial, Physical and General Wellbeing.

Further reports detailing the Mood Tracker by gender and age group can be found by clicking 'Mood Trackers' on the navigation panel.

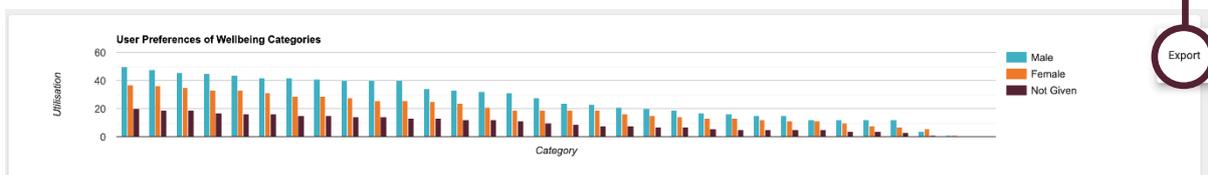
### 4 Week Plan Utilisation:

These reports highlight the usage of the 4 Week Plans within the app. Further reports detailing the 4 Week Plan usage by gender and age group can be found by clicking 'Four Week Plans' on the navigation panel.

## 2.2 Exporting data

As a My Health Advantage app admin, you have the ability to export the desired data from all of the charts on your dashboard.

1. Click on the 3-dot icon in the top right of each chart
2. Click 'Export'
3. Save the file in the desired location on your device



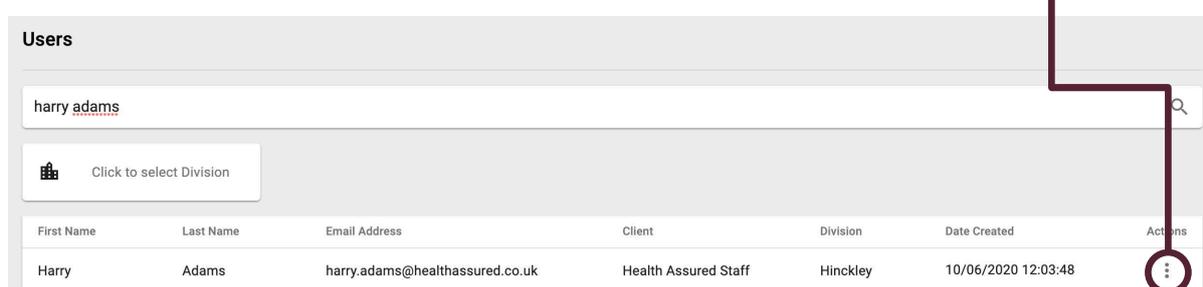
Please note: all reports will export as a CSV file.

## 3. User Management

### 3.1 Removing users from My Healthy Advantage

As a My Healthy Advantage app admin, you have the ability to remove a user's access to the app, for example, if a user leaves your organisation.

1. On your dashboard, click 'User Management' – this will bring up the users of the app in alphabetical order
2. Once you have located the user you wish to delete, click on the 3-dot icon to the right of the page
3. Click delete, you will be asked to confirm the deletion
4. Click 'Yes'
5. The user has been removed from the app. Please see example below:



**Please note:** If a My Healthy Advantage admin is leaving your organisation, please inform the Health Assured Client Services team prior to removing them from the back office.

### 3.2 Adding users to My Healthy Advantage

Users can add themselves to My Healthy Advantage by simply signing up to the app. All they need is the organisation code provided to you by Health Assured. However, app admins can also add users to My Healthy Advantage via the back office, if necessary.

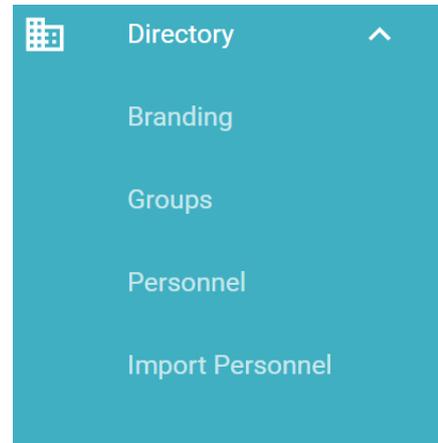
1. On the back office dashboard, click 'User Management' – this will bring up the users of the app in alphabetical order
2. Hover your cursor on the '+' icon in the bottom right of the screen
3. Click on 'Add user'
4. Fill in the user details
5. Click 'Create'

**Please note:** Once you have added the user, they will receive an email asking them to complete their registration.

## 4. Employee Directory

As a My Healthy Advantage app admin, you have the responsibility to manage your Employee Directory within the app back office. Here, you will have the ability to upload your organisations branding, personnel imagery and contact information for key internal contacts or external organisations.

To access these features in your back office, simply click on the white arrow next to 'Directory' on your navigation panel. You will see a drop down appear with the following features:



### 4.1 Branding

You have the ability to upload your organisations branding to your Employee Directory.

#### Brand colour:

1. Click 'Branding'
2. Click the 'Branding colour' field
3. Either select your colour on the palette or enter your desired HEX code in the text field

#### Brand image:

1. Under the 'Choose an image' section, click on 'Click to change'. This will present your Media page in a pop-up window
2. Select the desired image by clicking on the image title
  - a. If you haven't uploaded any images to your Media page, you can upload your chosen image by clicking 'Upload' tab on the pop-up window
  - b. Select the location you wish to upload the image to within your Media page
  - c. Enter your image's name in the 'Media name' text field
  - d. Click 'Upload'

### 4.2 Groups

Creating a group in the Employee Directory allows you to organise groups of users into categories. For example, you may want to list multiple members from your HR team, so you would create a "HR" group.

#### Add Directory Group:

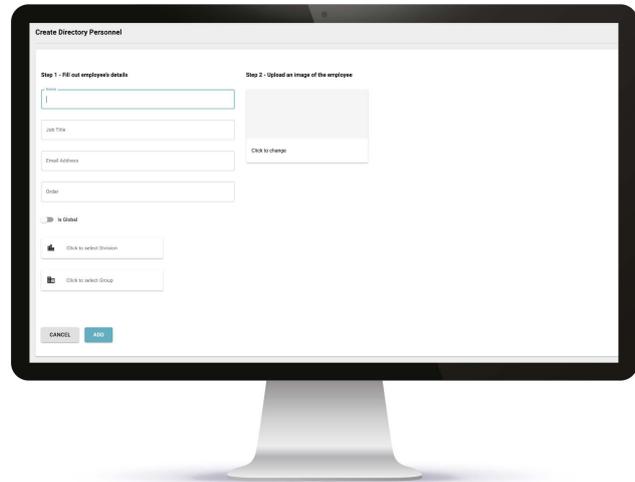
1. Click 'Group'
2. Click on the blue '+' symbol in the bottom right corner
3. Another button will appear above - click 'Add Directory Group'
4. Add the name of your Group, e.g. "Directors"
5. Enter the order you want the group to appear in. e.g. for "Directors" to appear above "HR", you would enter "1" for the former, and "2" for the latter
6. Click 'Add'

### 4.3 Personnel

Here, you can add individuals within your organisation to your Employee Directory and assign them to their appropriate 'Group'. To add Directory Personnel, it takes two simple steps:

#### Add Directory Personnel - Step 1 - Fill out user details:

1. Click 'Personnel'
2. Click on the blue '+' symbol in the bottom right corner
3. Another button will appear above - click 'Add Directory Personnel'
4. Fill in the individual's details – name, job title & email address
5. Enter the order you want the individual to appear in e.g. seniority, alphabetic etc.
6. If the individuals' details are applicable to all divisions within your organisation, click the 'Is Global' button. Once selected, this will turn green
  - a. If their details are different in separate divisions, select 'Click to select Division'
  - b. Select the applicable division
7. Click 'Click to select Group'
8. Select the Group you want the individual to join



#### Step 2 - Upload an image of the employee:

1. Under the image preview box, click 'Click to change'. This will present your Media page in a pop-up window.
2. Select the desired image by clicking on the image title
  - a. If you haven't uploaded any images to your Media page, you can upload your chosen image by clicking 'Upload' tab on the pop-up window
  - b. Select the location you wish to upload the image to within your Media page
  - c. Enter your image's name in the 'Media name' text field
  - d. Click 'Upload'
3. Click 'Add'

### 4.4 Import Personnel

Through the My Health Advantage back office, you can upload multiple members of personnel at once via the 'Import Personnel' function.

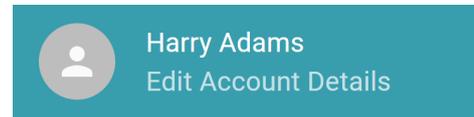
1. Click 'Import Personnel'
2. Click 'Click to select a File'
3. Select the CSV file you wish to upload
  - a. To minimise any potential errors, we advise that you download the CSV template on the 'Import Personnel' page
4. Click 'Click to select Division' and select the division you wish to import the personnel too
5. Click 'Import'

## 5. My Account

Through the My Healthy Advantage back office, you have the ability to update your account details. This can be done within the app, on the Account tab.

Edit account details:

1. Click 'Edit Account Details' under your name at the bottom of the navigation panel
2. Amend any details that you wish to change e.g. email address, password or Division
3. Click 'Update'



Log out of account:

1. On any page on the back office, click on the arrow  icon in the top right corner
2. You will be logged out immediately

Delete account:

1. On the 'Edit Account Details' page, Click the  bin icon in the top right corner .You will be prompted to check whether you want to delete your account
2. Click 'Yes'

## 6. Further support

If you require any support when using the My Healthy Advantage back office, please contact the Health Assured Client Services team at [Client.Services@healthassured.co.uk](mailto:Client.Services@healthassured.co.uk).

### Download 'My Healthy Advantage' now

Unique code:





Health Assured Ltd  
The Peninsula, Victoria Place  
Manchester, M4 4FB

[healthassured.org](http://healthassured.org)

