

clever health *step-by-step guide:*

User Registration

1

download the clever health app by scanning the qr code using your smartphone:



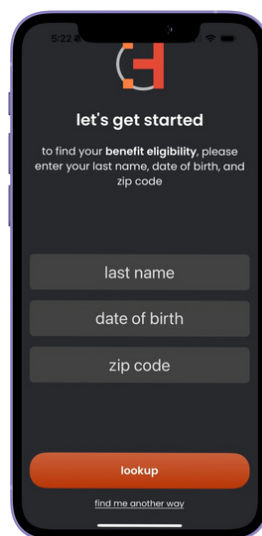
2

click “get started and learn more”



3

enter last name, date of birth, and zip code



4

authenticate your mobile phone number

5

create a 6 digit pin

6

you are ready to start your clever health journey!

COMMON QUESTIONS:

Q: what if my last name, date of birth, and zip code do not match your database?

A: re-enter your information and try again or click the 'contact support' button.
common reasons for failure:

- misspelled last name or a recent change in name that has not been updated
- incorrect date of birth entered
- wrong zip code—if you moved recently try your previous zip code or the primary account holder's zip code

Q: do my 18 and over eligible dependents need to register as well?

A: yes, they must download their own app and register on their own mobile device. minor eligible dependents can be registered in the parent(s) app profile.

Q: what if I forget my PIN?

A: enter it incorrectly 5 times, then you will be prompted to create a new PIN.