

**Q: How do I access my Health Assessment after I have completed it?**

A: Select the 'You' tab on the left-hand side of the portal and click on 'Archived BHA'. From there, you can simply view or download a PDF of your completed Health Assessment.



**Q: Why aren't all of the Challenges and Classes visible on the portal?**

A: The Challenges and Classes will appear as they become live. Please reference your Wellness Calendar or the portal's event calendar to find out what is coming next!

**Q: Is there a way to see information about future programs before they start or are viewable on the portal?**

A: Yes. On the portal event calendar, you can click on a program and view a description of an upcoming Challenge or Class. There, you can also click on the attachment and view the challenge's flyer.

**Q: How do I submit my proof of PCP Visit, Flu Shot, or CPR Certification?**

A: Click on the blue button next to the Wellness Activity you are providing a submission for, choose your file, and click the green 'Submit' button. You will notice that your main screen will say 'Pending' and once the document is reviewed by Ignitehealth and approved, we will complete the Wellness Activity for you and you will receive the associated points.



**Q: I submitted my PCP Visit (Flu Shot, CPR Certification, etc.) and the button says 'Pending'?**

A: Ignitehealth will manually update this for you. We review the documents to make sure they are legible and sufficient and then we will complete the program for you. This completion will give you the associated amount of points.

Need assistance with your MyIgnitehealth Portal?

email [support@fitthumb.com](mailto:support@fitthumb.com)

**Q: If I tracked my weight, fitness, or nutrition values elsewhere on the portal, do I still have to enter them under the Online Challenge?**

**A:** This is specific to the challenge type. Fitness tracking is the only one that will sync with the Challenges (any program involving **minute** tracking); all other programs (Water and Veggie Challenges) will have to be manually logged. If using an alternate tracking feature, such as FitBit, Jawbone (Up), Under Armour, or Garmin Tracker - be sure to double check and make sure your values have been added to the Challenge.

**Q: How do I track my values in a Challenge?**

**A:** Simply select the blue box next to the program (it should either say "Join" or "Active - View"),

**Vegetable Challenge**  
Simply enter the number of vegetables consumed each day to participate in this challenge.

Active - View

1

select the day you are submitting for (it will automatically select the current date), enter your values, and **click save**.

Click on the day you wish to track your vegetable consumption for:

How many servings of vegetables have you had on 3/23/2017?

# of servings: 2

Save

**Q: I forgot to enter yesterday's values, can I enter them today?**

**A:** You can enter your tracking for any day that the program is live. If you accidentally forget to track a specific day, you can simply select that day on the program's calendar and enter your value for that day.

Add Exercise - 3/23/2017 9:35:37 AM

Add Exercise

- Select Exercise Type -

- Walk
- Run
- Steps
- Bike
- Miscellaneous
- Weight Lifting

March 2017

M	T	W	T	F	S	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Add Exercise - 3/23/2017 9:40:19 AM

Add Exercise

- Select Exercise Type -

March 2017

M	T	W	T	F	S	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
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