



 **KePRO[®]** *Wellness*
Clinically driven. Client focused. Value based.

Users Manual



Welcome to the KePRO Wellness online lifestyle management program. This guide will help you access the site and its tools, classes, and menus designed to improve your overall health and well being. Take control of your health now by creating your user account.

Log In

1. Go to <https://keprowellness.com>.
2. Click the *Register New Account* link to create your account.
3. Create a user name and password; enter email, client code, member id, birth year, and security question and answer (to allow you to reset your password if you forget it). Your password is case sensitive.
4. Click *Submit to create your account*.

5. A congratulatory message confirms your registration. To continue, select *Click here to log in*. You will return to the log in page, where you can enter your user name and password to access the program.
6. Enter your user name and password, then click *Log in*.

Register New Account

Congratulations, your user account was created successfully.

[Click here to login.](#)

Disclaimer

When you first login, a program disclaimer will appear. Read the disclaimer and click *Accept*. You will then be redirected to the home page.

Home Page

Your home page is your map for the Wellness site. Each gold box represents a content or functional area of the site. As you hover the mouse over each gold box, a brief description of that area is displayed.

In addition, the avatar will introduce you to the site and suggest first steps to getting started with Wellness.

Clicking a gold box will take you to that area of the site.

My Wellness

Your *My Wellness* page is the base for your Wellness activity. The *Next Steps* will guide you to complete essential tasks, list classes and other activities you have in progress and offer suggestions and links to helpful information and activities.

Here you can upload photos and music to inspire your Wellness activities. You can check progress charts on your specific personal Wellness goals, and access your social networks to share challenges and successes.

You can plan and track your nutritional and exercise goals and keep a calendar of activities and events. Newsletters on specific Wellness topics keep you up to date with latest health related information.

My Music



My Network

-  Facebook
-  Twitter
-  Google+
-  Hotmail
-  Yahoo Mail
-  Gmail

My Events

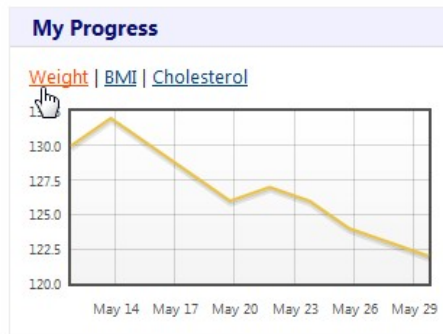
May 2012

Su	Mo	Tu	We	Th	Fr	Sa
29	30	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

Events for Tuesday, 5/29/2012

No scheduled appointments


[Update Calendar](#)



Next Steps

- [View your Health Risk Assessment Report](#)
- [Visit the Knowledgebase](#)
- [Calculate your BMI](#)
- [Track your health progress](#)

My Calorie Count


Today's Calorie Goal	1600
 Chicken Casear Salad	- 350
 45 Minutes Biking	+ 125
 Glass of Non-fat Milk	- 150
Total Remaining Calories	1225

Newsletters

[Taking Control](#)



[Living Healthy](#)



[View previous newsletters](#)

Navigation

The menu bar at the top of the page provides the site's navigation.

Each tab and drop-down represents a section of KePRO Wellness. Hover your mouse over each tab to learn more about each section of the program. The last few pages of this guide summarize the information available in each section. Keep it handy for quick reference.

Within each section of the site, additional navigation links will help you to access more information within that section.

If you need help using a section, click on the *How To Use* links on select pages throughout the site.

Health Risk Assessment

The health risk assessment gives us a more complete view of your health and well being. We ask you questions about your lifestyle, habits, and overall health.

Information you enter is confidential; it is protected by federal law. We do not share your personal information with anyone but you.

There are 10 sections to the health risk assessment:

1. Education
2. Tobacco and Alcohol Use
3. Motor Vehicles
4. Health History
5. Medication
6. Cancer and Prevention
7. Well Being
8. Nutrition
9. Exercise/Activity
10. Women Only/Men Only, as applicable.

Have the following information available when you begin the health risk assessment:

- Your blood pressure (if you know it)
- Your HDL (good) and LDL (bad) cholesterol levels, if you've had this test within the past 12 months.

This Health Risk Assessment is designed to assess your overall health and well-being. Be sure to answer each question as honest to best capture your unique profile. [Click here to save and return to the site.](#)

Please fill in the information below, so we may better serve you.

Personal Info:

Height: ft in
Weight: lb BME: N/A

Education:

Which one category best describes your job function?

What is the highest level of education you have completed?

Which of the following categories describes you best?

I am currently covered under?

Tobacco & Alcohol:

Do you now or did you ever smoke cigarettes?

On average, how many alcoholic beverages do you drink per week?
(A bottle or can of beer, glass of wine, wine cooler, shot of liquor, or mixed drink is considered one drink.)

You may save your progress if you don't have all of the information available or don't have time to complete the entire assessment in one sitting. Click *Submit* when you have completed your health risk assessment.

Health Risk Assessment Report

We will evaluate your responses and create a personalized report for your review. Your report will be available to you within a few weeks after you complete your biometric screening. You can retrieve your report by following the link to *Health Risk Assessment* under *Progress Report* on the main navigation bar.

Health Analysis Summary

This section of your report focuses on three areas based on your Health Risk Assessment information: (1) Key results that impact your health, (2) Identification of where you can improve your health, and (3) Identification of where you are doing well managing your health. Detailed information to assist you with health self management is also included. These results are for the average person. Your physician may feel your levels are acceptable for you based on your health status. As always, we suggest you share these results with your physician.

Clinical Health Factor	Result	Area to Improve	Doing Well
Blood Pressure	150/98	<input checked="" type="checkbox"/>	

Self Management of Lifestyle	Result	Area to Improve	Doing Well
Smoking/Tobacco Use	Non Smoker		<input checked="" type="checkbox"/>
Exercise	You are not exercising/stretching enough	<input checked="" type="checkbox"/>	
Alcohol	Not Acceptable	<input checked="" type="checkbox"/>	
Safe use of Motor Vehicles	Safe		<input checked="" type="checkbox"/>

Taking the Health Risk Assessment by Phone

If you are unable to take the health risk assessment online, you can take it by phone. Simply call 877.364.4584. Press 1 to begin.

Next:

- Press 1 to log in and take the health risk assessment. Press 2 if you'd like to hear more about the assessment.
- Enter your 9 digit member ID number (found on your insurance card) followed by the pound sign (#).
- Enter your date of birth, followed by the pound sign (#).



You have reached the main menu:

- Press 1 to take the health risk assessment.
- Press 2 to connect with a customer service representative.
- Press 3 to learn more instructions for taking the health risk assessment over the phone.

Tip: To move through the assessment more quickly, hit the pound key after each response.

Complete the assessment. We will evaluate your responses and create a personalized report, for your review. Your report will be available to you within a few weeks after you complete your biometric screening. Our staff will mail your personal report to the address you confirmed during the registration process.

Tracking Your Progress

General Data (available under *Progress Report*) Once you have completed your Health Risk Assessment, you can keep track of your health data and progress toward your health goals by periodically updating your information. View graphs on your progress on a variety of health indicators such as blood pressure and cholesterol.

Learning Center

Once you complete your health risk assessment, you will find resources to help you control and manage your health in the Learning Center. The programs available include:

- Knowledgebase
- Diabetes
- Maternity
- Heart and Lung
- Smoking Cessation
- Exercise
- Nutrition
- Coach Me
- Optional Classes



Home • My Dashboard • Learning Center • Progress Report • My Account

Home > Learning Center > Knowledgebase

Make better health decisions

Interactive Tools > Health Topics > Learning Centers >

Browse health information to make more informed decisions

Topics A-Z

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z (0-9)

To go to a learning module, please click on any of the links below.

- [Exercise](#)
This 10-week learning module is designed to answer your exercise questions.
- [Nutrition](#)
This 10-week program is designed to give you the most complete nutrition education you can imagine.
- [Coach Me](#)
This 16-week program addressing behaviors, is designed for empowerment and control.
- [Optional Classes](#)
This program provides you with Nutrition & Exercise information for your special lifestyle or life-stage needs and concerns.

Classes

Click on any of the links to take control of your health.

You can enroll in classes to improve your health. To get the most benefit, complete all the programs.

Choose the:

- 10 week *Exercise* program designed to answer your exercise questions
- 10 week *Nutrition* program designed to give you the most complete nutrition education you can imagine
- 16 week *Coach Me* program that helps you take control and eliminate unhealthy behaviors.



Home • My Dashboard • Learning Center • Progress Report • My Account

Home > Learning Center > Classes > Exercise

This section provides you with health and fitness information to help keep you on the right track and to help make your exercise efforts both safe and enjoyable.

For directions on how to proceed, click [HowToUse](#)

- [Week 1: Aerobic Exercise For Fat Loss](#)
- [Week 2: Weight Training, Metabolism, Fat and You](#)
- [Week 3: The ABC's of a Beginner Weight Training Routine](#)
- [Week 4: How To Shape, Mold and Create Your Body](#)
- [Week 5: Your Exercise Do & Don't List](#)
- [Week 6: Secrets For Blasting Past A Plateau](#)
- [Week 7: Motivate Me!](#)
- [Week 8: Workouts Away From Home](#)
- [Week 9: Not Too Hot, Not Too Cold - Just Right](#)
- [Week 10: Sports Injuries: Prevention and Treatment](#)

Tip: If you are unsure how to begin a class, click on *How To Use* for directions.

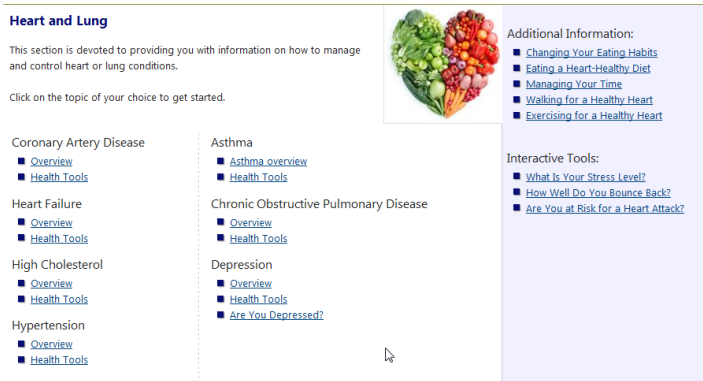
Knowledgebase (available under the *Learning Center*) The knowledgebase provides information and tools to help you make more informed health decisions.

Maternity Center (available under the *Learning Center*) This center provides you with information on how to have a healthy pregnancy.

Diabetes Center (available under the *Learning Center*) This center provides you with information diabetes and how to manage it.

Smoking Cessation (available under the *Learning Center*) This center provides you with information on how to quit smoking and tools to help you succeed.

Heart and Lung Center (available under the *Learning Center*) This center provides you with information on how to manage and control heart or lung conditions.



Heart and Lung

This section is devoted to providing you with information on how to manage and control heart or lung conditions.

Click on the topic of your choice to get started.

Coronary Artery Disease
[Overview](#)
[Health Tools](#)

Heart Failure
[Overview](#)
[Health Tools](#)

High Cholesterol
[Overview](#)
[Health Tools](#)

Hypertension
[Overview](#)
[Health Tools](#)

Asthma
[Asthma overview](#)
[Health Tools](#)

Chronic Obstructive Pulmonary Disease
[Overview](#)
[Health Tools](#)

Depression
[Overview](#)
[Health Tools](#)
[Are You Depressed?](#)

Additional Information:
[Changing Your Eating Habits](#)
[Eating a Heart-Healthy Diet](#)
[Managing Your Time](#)
[Walking for a Healthy Heart](#)
[Exercising for a Healthy Heart](#)

Interactive Tools:
[What Is Your Stress Level?](#)
[How Well Do You Bounce Back?](#)
[Are You at Risk for a Heart Attack?](#)

Nutrition Center (available under the *Learning Center*) Follow the 10 week classes to learn about nutrition and food.

Exercise Center (available under the *Learning Center*)

Take programs that are designed to make your heart run better and trim the fat off of your muscles.

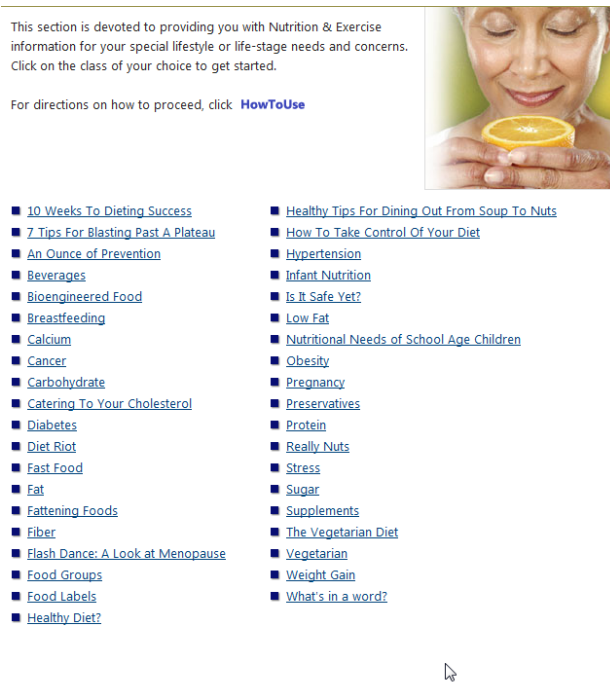
Coach Me (available under the *Learning Center*)

Get help and support to overcome minor setbacks on your road to good health.

Optional Courses (available under the *Learning Center*)

You can also enroll in other programs, such as:

- *What's Your Function* – get answers to those many questions about what things do (or may not do) once they are in your system
- *What's in There?* – find out what's in the foods and drinks you consume, whether from the supermarket or a restaurant. Also learn about some popular diets and eating styles
- *Weight Loss* – information about gaining or losing weight in a healthy manner
- *Take Charge* – learn how to take control of your diet, health and lifestyle
- *It's a Woman's World* – while women may find this section most helpful, everyone can benefit from the information about needs that arise during a women's life that warrant some special attention
- *Children's Needs* – find information that will help you give your child the best chance for a lifetime of health and wellness.



This section is devoted to providing you with Nutrition & Exercise information for your special lifestyle or life-stage needs and concerns. Click on the class of your choice to get started.

For directions on how to proceed, click [HowToUse](#)

[10 Weeks To Dieting Success](#)
[7 Tips For Blasting Past A Plateau](#)
[An Ounce of Prevention](#)
[Beverages](#)
[Bioengineered Food](#)
[Breastfeeding](#)
[Calcium](#)
[Cancer](#)
[Carbohydrate](#)
[Catering To Your Cholesterol](#)
[Diabetes](#)
[Diet Riot](#)
[Fast Food](#)
[Fat](#)
[Fattening Foods](#)
[Fiber](#)
[Flash Dance: A Look at Menopause](#)
[Food Groups](#)
[Food Labels](#)
[Healthy Diet?](#)

[Healthy Tips For Dining Out From Soup To Nuts](#)
[How To Take Control Of Your Diet](#)
[Hypertension](#)
[Infant Nutrition](#)
[Is It Safe Yet?](#)
[Low Fat](#)
[Nutritional Needs of School Age Children](#)
[Obesity](#)
[Pregnancy](#)
[Preservatives](#)
[Protein](#)
[Really Nuts](#)
[Stress](#)
[Sugar](#)
[Supplements](#)
[The Vegetarian Diet](#)
[Vegetarian](#)
[Weight Gain](#)
[What's in a word?](#)

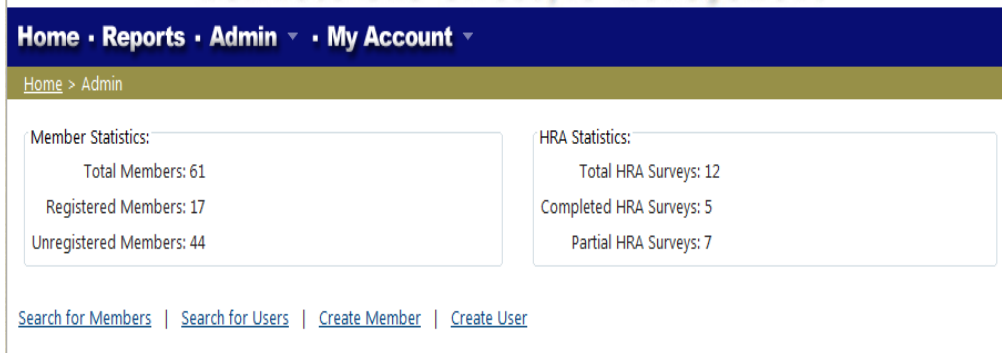
Mobile

The Wellness site is viewable and fully functional on mobile devices and smartphones. Use your browser to access the site. Check the settings for your device to determine if you can save your resolution, size or other view settings.



Administrative Home Page

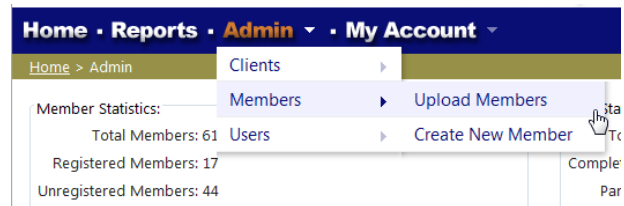
When you first login, you will be presented with a home page listing summary member statistics and HRA statistics.



The screenshot shows the administrative home page with a navigation bar at the top containing 'Home', 'Reports', 'Admin', and 'My Account'. Below the navigation bar is a breadcrumb trail 'Home > Admin'. The main content area is divided into two columns. The left column, titled 'Member Statistics', lists: Total Members: 61, Registered Members: 17, and Unregistered Members: 44. The right column, titled 'HRA Statistics', lists: Total HRA Surveys: 12, Completed HRA Surveys: 5, and Partial HRA Surveys: 7. At the bottom of the page, there are four links: 'Search for Members', 'Search for Users', 'Create Member', and 'Create User'.

Member Setup (Administrative Users)

To add new members, utilize the navigation bar to *Upload Members* or *Create New Member*



This screenshot shows the navigation bar with a dropdown menu open under the 'Admin' tab. The dropdown menu contains three items: 'Clients', 'Members', and 'Users'. The 'Members' item is selected, and its sub-menu is visible, containing 'Upload Members' and 'Create New Member'. The background of the page shows the same statistics as the previous screenshot.

Upload Members (Administrative Users)

- Step 1: Download eligibility file template (available in Excel 2007, Excel 2003, and CSV format)
- Step 2: Enter member eligibility information to match the downloaded template
- Step 3: Click *Browse* to locate and upload completed eligibility file, click *Upload File*



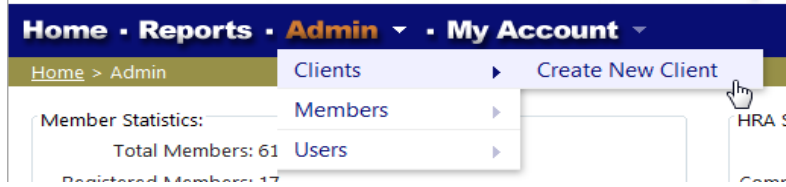
The screenshot shows the 'Upload Membership Eligibility' page. The navigation bar at the top contains 'Home', 'Reports', 'Admin', and 'My Account'. Below it is a breadcrumb trail 'Home > Admin > Members > Upload Members'. The main heading is 'Upload Membership Eligibility'. Below the heading are three steps:

- Step 1:** Download eligibility file template. Below this are three links with icons: 'Excel 2007 template', 'Excel 2003 template', and 'CSV template'.
- Step 2:** Enter member eligibility information into the template.
- Step 3:** Upload completed eligibility file. Below this is a text input field followed by a 'Browse...' button.

 A note below the input field states: 'Note: The file must be in one of the following formats: Excel 2007 (xlsx), Excel 2003 (xls), or CSV format.' At the bottom of the page is a large blue button labeled 'Upload File'.

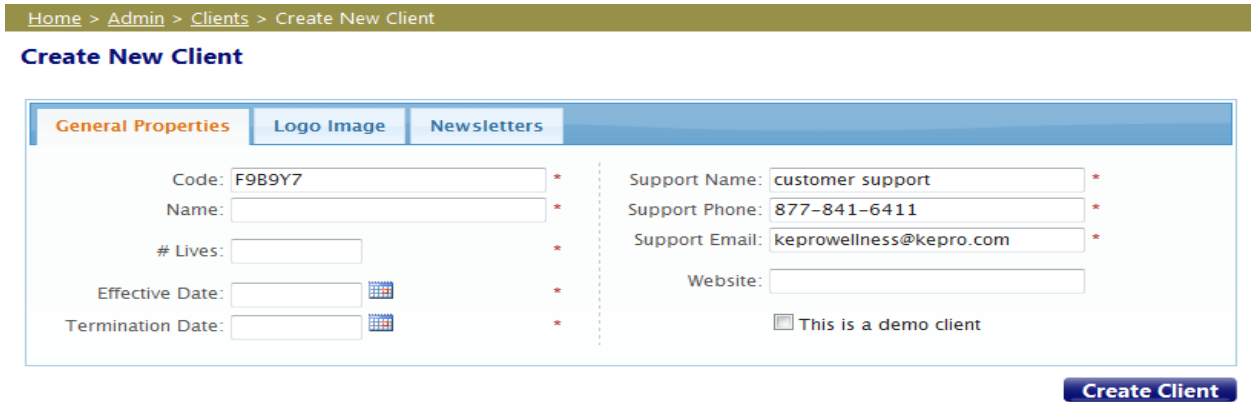
Client Setup (Administrative Users)

Authorized administrative users can create a new client instance of the Wellness site by following the navigation path Admin -> Clients -> Create New Client.



On the *General Properties* tab, enter the client code, client name and other information on the form, including effective and termination dates. If the client is a demo client, indicate that by checking the box. Click the *Create Client* button to initiate the setup.

To customize the client site, authorized administrative users can upload a client logo and newsletters



by using the *Logo Image* and *Newsletters* tabs. Logo images must conform to the size and resolution requirements indicated on the *Logo Image* tab.



Reports (Administrative Users)

Authorized administrative users can access client member activity, participation, data quality and Health Risk Assessment reports and dashboards via the *Reports* selection in the administrative menu.



Click one of the following reports to open:

- [Activity Dashboard](#)
- [Data Quality Audit](#)
- [Participation Dashboard](#)
- [Risk Assessment Dashboard](#)

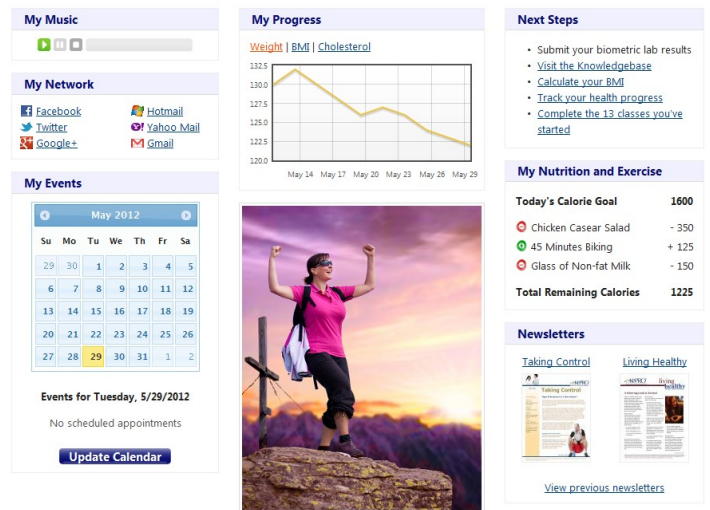
QUICK REFERENCE GUIDE

The tabs across the top of each page will take you anywhere within the site you wish to visit. Simply click on the name of the section you wish to explore.

Here is what is available:

My Wellness is where you'll find:

- Next Steps
- Activities in progress
- Personal progress charts
- Personal calorie counter
- Calendar
- Newsletters
- My photos and music



The screenshot displays a user dashboard with several sections:

- My Music:** A music player interface.
- My Network:** Social media links for Facebook, Twitter, Google+, Hotmail, Yahoo Mail, and Gmail.
- My Events:** A calendar for May 2012 showing a highlighted date (29th) and a note: "Events for Tuesday, 5/29/2012. No scheduled appointments." with an "Update Calendar" button.
- My Progress:** A line graph titled "Weight | BMI | Cholesterol" showing a downward trend from approximately 132.5 to 122.5 over the period from May 14 to May 29.
- Next Steps:** A list of tasks: "Submit your biometric lab results", "Visit the Knowledgebase", "Calculate your BMI", "Track your health progress", and "Complete the 13 classes you've started".
- My Nutrition and Exercise:** A table showing daily goals and progress:

Item	Value
Today's Calorie Goal	1600
Chicken Caesar Salad	- 350
45 Minutes Biking	+ 125
Glass of Non-fat Milk	- 150
Total Remaining Calories	1225
- Newsletters:** Links for "Taking Control" and "Living Healthy" with "View previous newsletters" link.

The classes you register for, as well as the diet and exercise programs you create for yourself will be listed on your home page.

This helps remind you what to do to take control of your health each day.

Progress Report (available on the menu bar)

Includes Health Risk Assessment (HRA), Nutrition (Cook's Corner), and General Data where you can see how healthy you are, access menus for planning your diet and keep track of your health information and progress toward goals.

Learning Center (available on the menu bar and home pages)

Access information, tools and courses designed to empower you to lead a healthier, more productive life. Includes the Knowledgebase, as well as Diabetes, Maternity, Smoking Cessation, Heart and Lung, Exercise, and Nutrition centers. Also includes classes on nutrition, exercise, and other health topics.

GET HELP

KePRO Wellness provides many ways to get help.

How to Use

Click on the *How to Use* link found in some sections to get help if you are unsure what to do.

Forgot Your Password

If you forgot your password, click on the *Forgot Password* button on the *Log In* page. You will be prompted to enter your user name so that we can ask the security question you set when you created your account. Enter the answer when prompted. If you don't remember the answer to your security question, contact a customer service representative at 1.800.426.7259 or keprowellness@kepro.com.

Technical Support

For technical questions or issues related to KePRO Wellness, please contact the Service Desk at 1.800.922.9826 or servicedesk@kepro.com.

Customer Service Representatives

Our friendly representatives are available to help you Monday - Friday, 8:00 a.m.- 5:00 p.m. Eastern Time, excluding holidays. Please call 1.800.426.7259. Or email questions to keprowellness@kepro.com.

KePRO is not responsible for any treatment or management of your health care. Always contact your physician or health care provider regarding any concerns you have. Always consult your physician before beginning any diet or exercise programs.

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