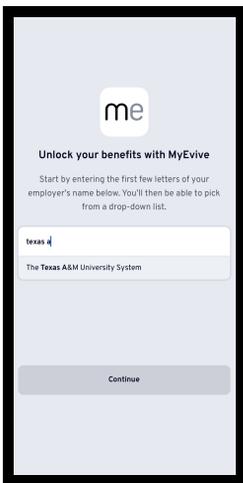


MyEvide Registration FAQ

Download the MyEvide app on your iOS or Android device to register.

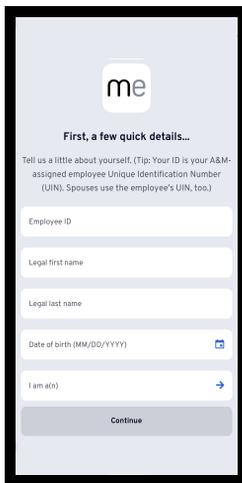


Step 1: DOWNLOAD

Download the app from the App Store or Google Play.

Enter "Texas A&M" as your employer and select "Texas A&M University System" from the drop down list.

Select Continue



Step 2: VERIFICATION

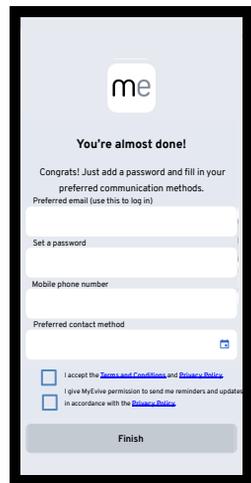
Enter your ID, which is your A&M-assigned employee Unique Identification Number (UIN). Spouses will use the employee's UIN, too.

Enter your legal first and last name.

Enter your date of birth.

Select if you are an Employee or Spouse.

Select Continue



Step 3: REGISTRATION

Enter your email address (this will be your username).

Create a secure password using the criteria listed.

Enter your phone number.

Select your preferred contact method.

Be sure to check off the Privacy Policy and Terms of Use.

Select Finish

LET US HELP.

We have a team of people to help you. Chat with one of our member services representatives today for help registering, downloading our app, or navigating MyEvide.

Email memberservices@goevive.com or call 888-208-9470, Monday - Friday

9 AM - 5 PM CST.

MyEvoke

FAQ

Welcome to MyEvoke, your benefits & wellness portal!

GENERAL

What is MyEvoke?

MyEvoke is a personalized health, wealth, and wellbeing experience accessible through our app and online, brought to you by the Texas A&M University System.

How is my information protected?

Your information is kept confidential as required by HIPAA (the Health Insurance Portability and Accountability Act). All personal health information is held in a secure database and is not shared with the Texas A&M University System.

How do I get started?

Download the MyEvoke app from the App Store or Google Play Store. After downloading, type in 'Texas A&M' and select "The Texas A&M University System" in the drop down.

How do I change my preferred communication method?

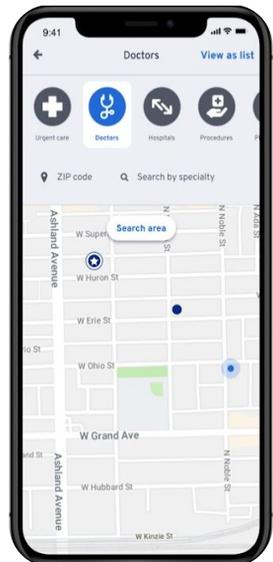
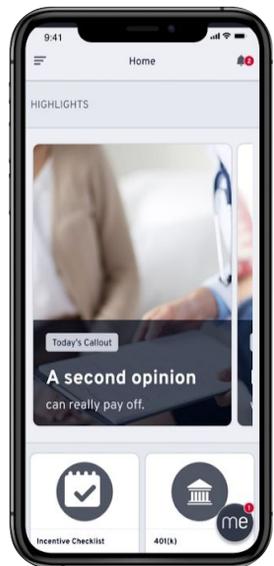
Click your photo in the top left corner of the screen to go to your profile page, where you can change your preferences.

How do I log in?

On the login page, enter your username, which is the email address you provided when you registered for MyEvoke. Then enter your password and click Log in.

I forgot my password, what should I do?

Click 'Forgot your password?' to be taken to the password reset screen. Enter the email address you used to register and click 'Reset Password'. You'll receive an email with a link to reset your password.



MyEvoke FAQ

Welcome to MyEvoke, page 2.

APP

What are the App system requirements?

The MyEvoke app is compatible with Android 5.0 and iOS 9.0, or later devices.

How do I download the MyEvoke app for iPhone?

Go to the App or Google Play Stores and search 'MyEvoke' - look for the icon on the right.



REGISTRATION

Can my spouse and I register using the same email address?

No. For security reasons, you must each use your own email address, but you will use the same Employee ID. If you're an employee, please make sure that you select 'Employee/Subscriber' when you create your account. If you're an employee's spouse, select 'Spouse' when you create your account.

How do I register for MyEvoke?

Step 1: DOWNLOAD

- Download the app from the App Store or Google Play.
- Enter "Texas A&M" as your employer and select "Texas A&M University System" from the drop down list.
- Select Continue.

Step 2: VERIFICATION

- Enter your ID, which is your A&M-assigned employee Unique Identification Number (UIN). Spouses will use the employee's UIN, too.
- Enter your legal first and last name.
- Enter your date of birth.
- Select if you are an Employee or Spouse.
- Select Continue.

Step 3: REGISTRATION

- Enter your email address (this will be your username).
- Create a secure password using the criteria listed.
- Enter your phone number.
- Select your preferred contact method.
- Be sure to check off the Privacy Policy and Terms of Use.
- Select Finish.

I received the message 'Employee ID did not match our records'. What does this mean?

This error message shows when the ID you're using to register does not exist in Evoke's database. Please contact your employer to receive your UID (Unique Identification Number), then try again.

MyEvive HealthQuests FAQ

What's a HealthQuest?

Choose a health goal, develop new habits, and track your progress over the course of 4 to 8 weeks with a HealthQuest. You'll participate in four sessions that relay short lessons, practical tips, and encouragement to help you stay on track.

A fun and interactive way to participate and learn healthy habits with many options available such as Carb Cutters, Fruit and Veggie Crunchtime, Urge to Splurge, Coffee Time, Mind the Moment, and more!

What are HealthQuests?

A HealthQuest is an interactive program that helps users gradually change habits in pursuit of a health goal. The user chooses the goal, and a friendly digital guide will lead them on a HealthQuest peppered with fun lessons, quizzes, and flashcards.

What are the benefits of completing a HealthQuest from my MyEvive Checklist?

By completing a HealthQuest, you are one step closer to earning the lowest rate for your health insurance premium.

How can I locate HealthQuests on MyEvive?

You can access HealthQuests either through the 'TAMUS TWO-STEP' resource card or the HealthQuests resource card.

Will I be reminded about the HealthQuests I am currently completing?

Nudges are sent to the user via their preferred communication preference (SMS or email). By clicking the "preferences" button within HealthQuests, you can change or update your communication preference.

Where can I locate all the Quests I've completed?

By clicking "My HealthQuest" the user can locate all completed quests as well as quests that are in progress.

Meet a
few of your
friendly
guides...



Brenda
Breadfree



Toni
Lifton



Remy
Restwell

The TAMUS Two-Step FAQ



What is the TAMUS Two-Step wellness program?

Through the Two-Step wellness program, members engage in health-promoting activities based on unique member risk and identified benefit interests via a personalized checklist.

Who is eligible to participate in the TAMUS Two-Step wellness program?

Employees and covered spouses on the A&M System Care Plan. By completing the Two-Step health and wellness activities (personalized to them on their MyEve checklist), it will ensure they are receiving the lowest health premium beginning in FY2021.

How do members complete their activities?

Members can start by logging on to their MyEve portal. From there, they can access their personalized Two-Step wellness checklist at the top right of their homepage. Remember, the checklist is personalized just for them based on their health and interests -- so everyone's is unique.

When is the TAMUS Two-Step deadline for the eligible members?

The deadline remains the same, June 30, 2020.

Will there be reminders to complete new activities?

Yes. The A&M System benefits team and Evive ensure communications are plentiful and clear for eligible members with the new details of the Two-Step program.

What are the activities someone could see on their MyEve checklist this year?

Annual Wellness Exam

Health Assessment

Breast Cancer Screening

Cervical Cancer Screening

Colon Cancer Screening

Naturally Slim

Well onTarget Self-Management Program

HealthQuests

MDLIVE Registration

Where to go for Care Scavenger Hunt

How do members complete items on their checklist?

Most items are automatically updated and marked complete through Evive (Annual Wellness Exam, Health Assessment, Breast Cancer Screening, Colon Cancer Screening, Naturally slim, HealthQuests, MDLIVE Registration, Where to go for Care Scavenger Hunt). Members will need to go back and mark themselves complete/done for the Well onTarget Self-Management Program once they complete their lessons. They are able to do that right in the MyEve checklist item.

Additional TAMUS Two-Step questions?

We have a team of people to help you with the TAMUS Two-Step wellness program. Email memberservices@goevive.com or call 888-208-9470, Monday - Friday 9 AM - 5 PM CST.