

Common Questions & Responses:

Q: How do I create a MEI wellness account?

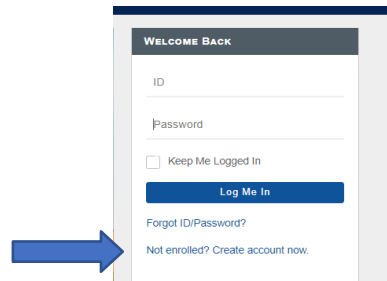
A: Follow these steps:

Step 1: Go to:

<https://www.mhfwellnessportal.com/>

Note: use google chrome

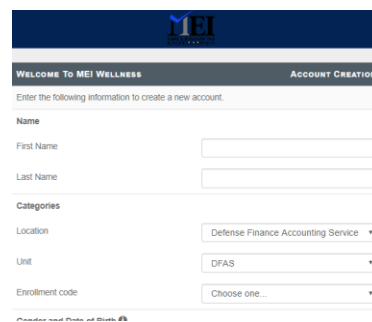
Step 2: Click “Not enrolled? Create account now.”



Step 3: Fill out information.

Note: Location: Defense Finance Accounting Services Unit: DFAS

Enrollment code: scroll through and find your location.



Step 4: Under the Credentials section, fill in the ID and password with what you would like your ID and password to be.

Credentials

ID

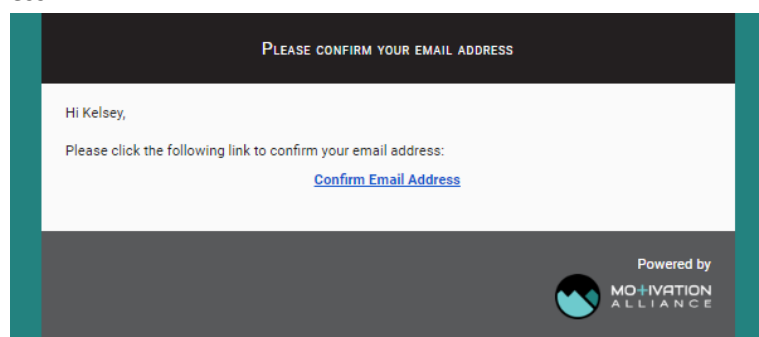
Password

Re-enter Password

✓ Create Account

Step 5: Check email to confirm email address.

Step 6: Right click the hyperlink [Confirm Email Address](#)

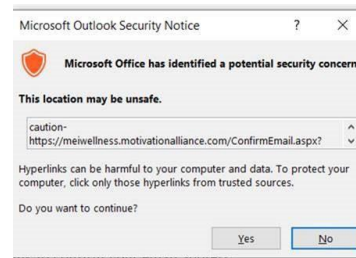


Step 7: Select Copy link address.

Step 8: Paste in a word document and delete caution (**paste using the Keep Text Only (T) option**)

Step 9: Copy and paste this URL back in google chrome to confirm account.

Step 10: You can also copy the link from here (delete "caution"):



Q: My wellness id and/or password are no longer working.

A: Are you trying to log in the Motivation Alliance portal (<https://www.mhfwellnessportal.com>)? If you are logging in using your DFAS computer, unfortunately, the DFAS server blocks the reCAPTCHA that needs to be checked by clicking NEXT and get into your account. We don't have a work around for the server block except to tell folks to log in using their personal device if they have not logged in for a while.

Log in using your personal device and you should be able to access your account.

***If someone created an account a while ago (over 1 yr.) and they have not logged into that account, it could be possible the account was 'frozen' when we did an audit. So if they are logging in using their personal device and STILL cannot log in, the account might be frozen.**

**If you tried logging in with your personal device and still cannot access your account, please contact Sierra Rankin, DFAS Health Promotion Coordinator at srankin@millenniumenterprises.net*

Q: I am having trouble syncing my device.

A: In terms of getting data to sync, if the data is not coming over automatically, BSDI Support typically suggests disconnecting from the app on the Connections page and then re-connecting. If the data should be coming from Apple Health, they also recommend opening the Apple Health app and letting that run in the background while you log in to the Motivation Alliance app.

Below is a link to a document for connecting apps and devices. Also, here are the directions to access a video on how to Sync Other Devices in the Motivation Alliance portal.

1. Go to (Caution-<https://www.mhfwellnessportal.com> < Caution-<https://www.mhfwellnessportal.com/> >)
2. On the top right-hand side, click the picture that displays with tooltip "Right Menu".

3. Scroll down and click on Tutorials.
4. Under “Using Your Platform”, click on Syncing Other Devices.
5. Once in there a video will automatically start playing.

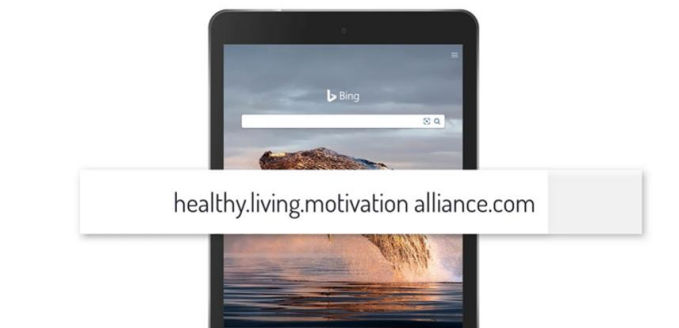
*If you are logging in using your DFAS computer, unfortunately, the DFAS server blocks the reCAPTCHA that needs to be checked by clicking NEXT and get into your account. Use your personal device so that you are able to watch the video.

Currently there is not a document resource that walks through how to connect to a device/app.

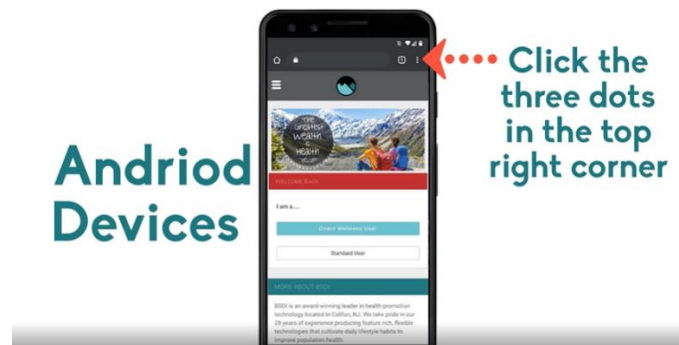
Q: How do I download the MEI Motivation Alliance portal app to my mobile device?

A: Follow these steps:

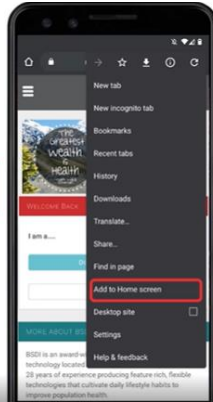
1. To access the mobile web app, open a browser on your phone or tablet and type in the website address for your platform.



2. You may need to enter your username and password the first time you log in. Check the “keep me logged in” box if you would like to stay logged in for future visits.
3. For easier access, you can add an icon to the home screen of your device.
4. If you are on an Apple device and using Safari, click the square icon with the arrow, then click “Add to Home Screen”.
5. For Android devices, click here and click “Add to Home Screen”



Andriod Devices



6. Now, simply click the icon on your home screen to go straight to your secure website.
7. On an iOS phone or tablet, you also have the option to download a native app from the App Store. Search for “motivation alliance”, download the app, establish your notification and Health app settings, enter your site URL, login, and you are good to go.

healthy.living.motivation alliance.com

8. No matter where you are, if you have a device connected to the internet you can access features and participate in programs, even when on-the-go. Use it to track healthy habits, earn points, compete in challenges or set, meet and exceed your wellness goals!

*Also, there is a video tutorial on the Motivation Alliance portal available. If you are on your dashboard:

1. Click the “Right Menu” at the top right corner.
2. Then click “Tutorials”.
3. Under the section “Using Your Platform”, select Mobile Device Use