

Frequently asked questions



Setting up Wisdom

Where can I find the Wisdom app?

The Wisdom app is available for both iOS and Android smartphones. You can download it free on the App Store and Google Play store. You can also access Wisdom on your desktop at wisdom.healthassured.org

How do I set up Wisdom?

Once you have downloaded Wisdom or accessed it via desktop, you will need to complete the sign-up process. This will only need to be completed once. Here's how:

1. Open the app on your device
2. Enter your organisation code. After each instruction, tap 'Next' to proceed
3. Enter your email
4. Finish your account by creating a password and agreeing to the Terms & Conditions and privacy policy. Your password must contain at least 12 characters, 1 number or symbol, and 1 uppercase letter.
5. Complete the 'Little bit about you' section with your first name, surname, date of birth, and gender. Your phone number and division is optional. Division refers to the branches and/ or departments in your organisation.
6. Optional – Allow Wisdom permission to sync with your device's health data
7. Optional – Enable push notifications
8. You are now set up on Wisdom!

I don't have an organisation code

You will need an Organisation Code to access Wisdom. If you have not received a code, please speak to your HR department in your organisation or contact our Client Services team.

How is my data used?

Wisdom tracks your wellbeing in a completely confidential way. To learn more about how your data is used, view our T&Cs and privacy policy on your Account page.

Homepage

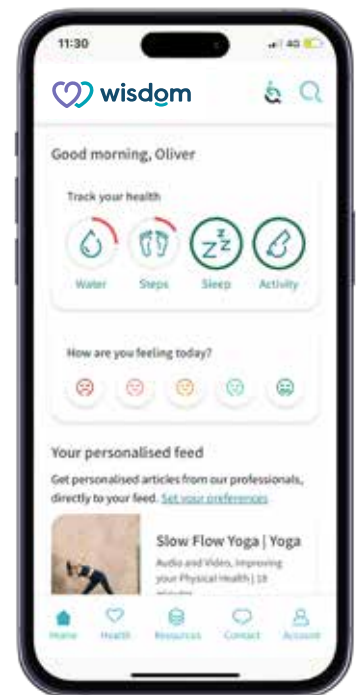
Mood Tracker

How do I set my mood?

1. Select the face icon that best represents your mood
2. You will be able to view how your mood has changed over the week, months and year in the health tab

Can I re-submit my mood?

1. Select the three dot icon in the right hand corner
2. Select 'delete last record'
3. You can then re-enter your mood via the instructions above.



Personalised feed

Resources relating to your preferences will feed into your personalised newsfeed which is located on the homepage. Your newsfeed will update when new content is uploaded.

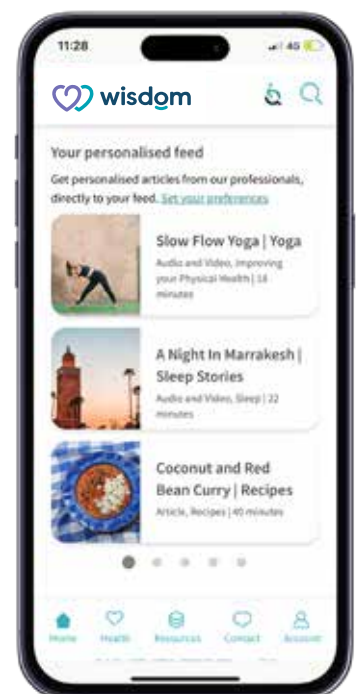
How can I change my content preferences?

1. Tap on the account icon
2. Select 'Preferences'
3. Personalise your newsfeed by selecting your content preferences
4. Tap 'Save' preferences

Search tool

How do I use the search function?

1. Tap the search icon in the top right corner of the home screen
2. Type a specific word or term e.g., 'mental health' in the search bar
3. Tap 'Search'



Resources

4-week plans

How do I access a 4-week plan?

1. Tap the Resources icon
2. Select '4 Week Plans'
3. Select the 4 Week Plan you wish to start
4. Tap 'Get started'

What can I expect from the 4-week plans?

Each day, you will be given 5-6 prompts. Check off any that you have completed in a day. Your health circles will then update with your progress.

You can review and check off your progress each day for 28 days. The idea is that you will constantly be completing your health circles as you build up healthy and sustainable habits over a 4-week period in the area you have chosen to focus on.



Breathing Exercises

How do I access the breathing exercises?

1. Tap the Resources icon
2. Select 'Breathing Exercises'
3. Choose between the three techniques available – Classic, Focus, or Calm.
4. Tap the + and - buttons to increase or decrease the time you wish to designate for each exercise.
5. Tap Start
6. Listen to the narrator and follow their instructions. You can skip the introduction by tapping 'Skip Intro' in the top right of your screen.
7. Follow the breathing guidance on the screen.



Mini health checks

How do I access a mini health check?

1. Tap the Resources icon
2. Select 'Health Checks'
3. Select the Mini Health Check you wish to complete
4. Tap 'Start Test'

Once you have completed the Mini Health Check, Wisdom will provide you with relevant resources and tools to support your health and wellbeing. You can also retake the test if you wish.

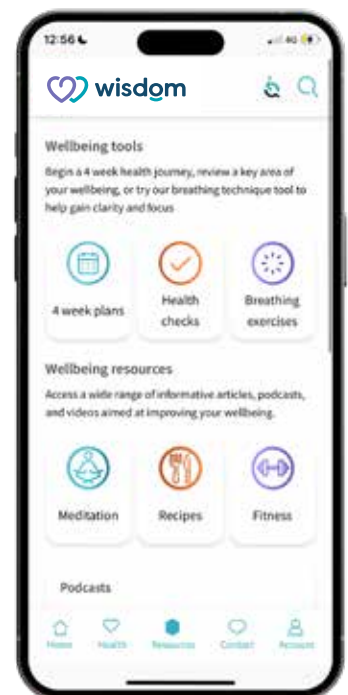


Resource library

Browse hundreds of wellbeing resources in the Wisdom Library and start your journey.

Access a wide range of informative articles, podcasts, webinars, and guided exercises designed to improve your physical health and mental wellbeing.

You can search and filter by content type and/or topic. Scroll through our Podcasts, audios and videos, article library and BrightTVs or use the shortcuts to navigate straight to our meditations, recipes and fitness content.



My account

I can't remember my password

1. Tap the 'Forgotten password?' link on the log in page
2. Enter your email address
3. You will receive an email with a password reset link. Click the link and follow the instructions to create a new password.

How do I change my password?

1. Tap the Account icon
2. Select 'Change password'
3. Enter your current and new password
4. Tap 'Submit'

How do I change my personal details?

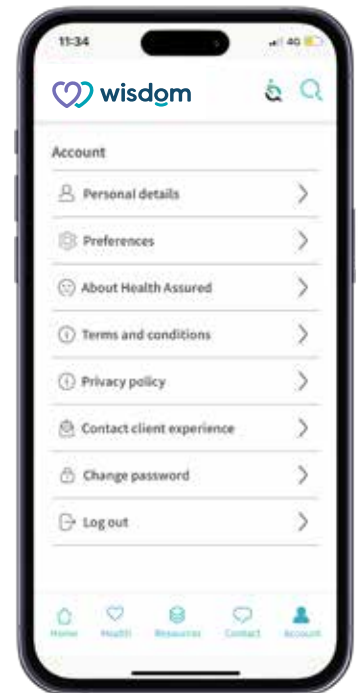
1. Tap the Account icon
2. Select 'Personal details'
3. Select the details you wish to change
4. Tap 'Update personal details'

How can I access Wisdom terms & conditions and privacy policy?

1. Tap the Account icon
2. Scroll down and tap 'Terms & Conditions' or 'Privacy Policy' to view

Contact client experience

1. Tap the Account icon
2. Select 'Contact Client Experience'
3. Here you can provide us with a brief overview of why you are contacting Wisdom Wellbeing
4. Tap 'Send Request'
5. A member of the Client Experience team will be in contact shortly

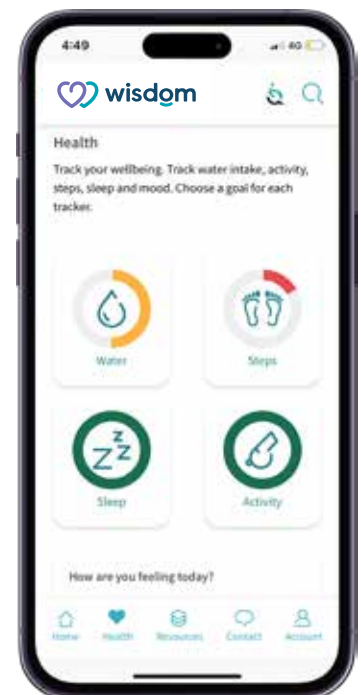


Health

Trackers

Wisdom helps track your sleep, water intake, steps, and general activity.

- You can sync your activity with your device's health app. Wisdom supports syncing with Apple Health and Google Fit.
- Set your own goals e.g., 10,000 steps a day, 2 litres of water a day, or 8 hours of sleep a night.
- If you did not enable device syncing during the sign-up process, you can press the 'Sync your data' button within the relevant tracker and follow the instructions.
- You can manually add data to the sleep, water, and general activity tracker.
- Aim to complete your progress circle and use the graph to see how you've progressed over the past week, month, or year.
- Keep your momentum going and win achievements when you reach your targets.



Contact us

How can I contact Wisdom Wellbeing's counselling and wellbeing support?

Live chat

Tap the Live Chat button – this will start a live chat window with a wellbeing counsellor.

Video call

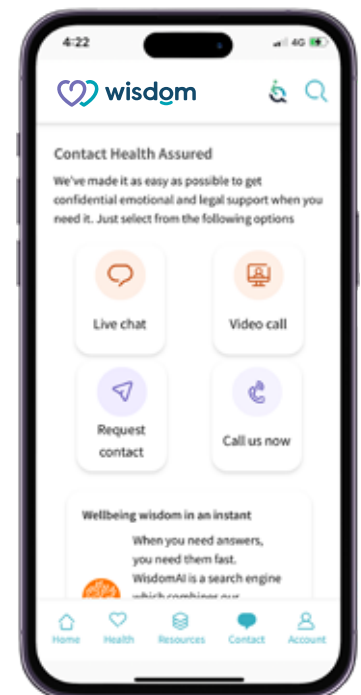
Tap the Video Call button – this will start a live video call window with a wellbeing counsellor where you can talk face to face.

Helpline

Tap 'Call us now' – this will prompt you to call Wisdom Wellbeing directly, getting you through to a wellbeing counsellor over the phone.

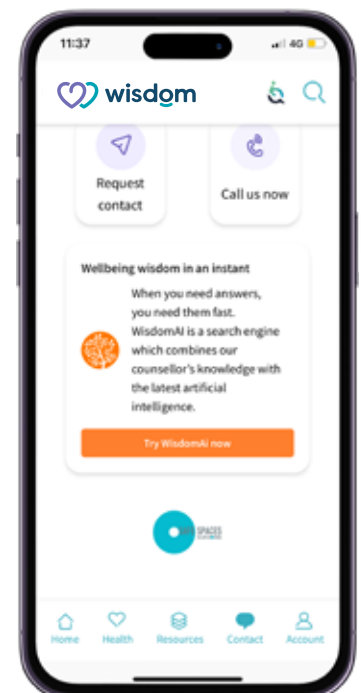
Request contact

Tap the 'Request contact' button – this will direct you to a contact form asking you to provide us with some information.



Wisdom AI

If you don't feel comfortable speaking directly to a wellbeing counsellor but want to ask a question, check out WisdomAI to get the answers you need fast.



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