

Introduction

Real Appeal is based on clinically proven programs that help people lose weight and keep it off. It is a practical, real life approach to weight loss, backed by 20 years of scientific research, and complements each member's schedule and lifestyle.

Real Appeal built its program on the same scientific principles that have been proven based on extensive clinical research on obesity and diabetes prevention that included more than 10,000 participants.

Registering for Real Appeal

Registration

Program Participation

Qualifications for participation are defined by the employer or the payer. Program gualification is determined during enrollment and is based on a combination of factors that include health measures such as body mass index (BMI) and co-morbidities (combinations of diagnosed health conditions). Real Appeal follows medical guidelines and is not recommended if the member falls into any of the following categories:

- Younger than 18 years of age •
- BMI under 19 •
- Anorexia or bulimia nervosa (present or recent history)
- Severe liver, heart, kidney, neurologic psychiatric or any severe chronic or acute illness •

Real Appeal Registration (Web Only)

Eligible members navigate to the Real Appeal enrollment website to begin the registration process. The member finds the link to the website in the information they received about the program. Many employers or health plans that offer Real Appeal have a unique URL that is needed to complete enrollment. Registration includes creating an account, providing information about the member's health, and scheduling a weekly time to meet with a coach. Live Chat Support is available for prospective members who need assistance during registration.



To register for Real Appeal:

1. The member follows the link provided in the information they received and clicks Get Started to begin the registration process. Members who already have a Rally® account can click Log In With Rally.

R▲LLY/COACH			Real Appeal
Real Ap	Start Your Real A peal is a lifestyle program to help you lo Get Started	Appeal Journey se weight, feel better, and improve your Log In With Rally Account	r health.
	What You C	Can Expect	
Live Online Sessions () Join weekly online group sessions led by your coach, with the flexibility to reschedule anytime.	Tailored to You You're not visible in our sessions, and how you participate is up to you. Scheduling a makeup is easy too.	Stay on Track Use the fitness, food, and weight trackers to help stay on top of your progress every day.	Success Kit Success Kit tools, including a food scale, exercise DVDs, and guides.
	What You Nee	ed to Register	
Œ	Health Insurance Card Real Appeal is av	ailable at no cost to eligible health plan parti	icipants.*
Θ	Personal Calendar Have it handy when y	rou choose your weekly session day and time	э.
•	Shipping Address We'll mail a Success K	tit to you after your first session.	
* Some	employers may ask for alternate forms of identificatio	n, like SSN (last 4 digits), employee ID, or other unit	que ID.

Figure 1: Start Your Real Appeal Journey (Web Only)

2. On the Hi! We'll start with the basics page, the member enters their First/Last Name, DOB, Email, and Phone Number and clicks Continue.

Note: This information should exactly match what is on their insurance card where applicable.



Figure 2.	The	Basics	(Web	Only)
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	Hi! We'l Make sure your nam	l start with the basics e matches what's on your insurance card.	
	First Name	Last Name	
	Date of Birth	Email	
	Phone Number		
		Continue	

- 1, On the Let's see if your employee benefits cover Real Appeal page, the member clicks Continue.
- 2, The member enters their health insurance information to check their eligibility.
 - _, The member types the insurance provider in the **Insurance provider** field and clicks Continue. Alternatively, the member can click the down arrow on the left side of the search box to search for the correct health insurance provider.
 - The member enters the unique identifier (e.g., Group ID and Member ID) and clicks Continue.

Note: Field labels are dependent on the member's insurance or opt-out status.

Availability of features and functions described may vary with client or plan configuration. No Personal Health Information (PHI) or Personally Identifiable Information (PII) appears anywhere in this document, including the screenshots.



R∧lly /coach [∞]	
Now let	's get some details to find your account
	Member ID Image: Discrete Comparison of the state of the
	Continue

- c. If the member is not eligible for Real Appeal through their insurance, they select NA in the **Insurance provider** field and provide requested information for eligibility, such as an Employee ID.
- d. If eligible for Real Appeal, they click **Continue** on the **Coaches provide expert** quidance when you need it! page to finish registration. If eligibility cannot be confirmed, the member receives an error message. They can make corrections and proceed. After five failed attempts to make corrections, a page appears asking if they want to contact Support for help.
- 5. The member agrees to the **Terms of Service**, **Privacy Policy**, and the **Notice of Privacy Practices** (the first two boxes). The member also sets account preferences for email and text reminders and clicks Submit.



Figure 4: A	Account	Preferences	(Web	Only)
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R∧lly /coach [™]	
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	Let's get your account preferences
	I agree to the Terms of Service and Privacy Policy.
	It includes the terms and rules for using Hear Appeal programs and services. It includes the personal information we collect, and how we use and protect it. Read Terms of Service and Privacy Policy w
	✓ I agree to the Real Appeal Notice of Privacy Practices.
	This explains your privacy rights and how we may use or share your health information. Read Notice of Privacy Practices 🖕
	Yes, send me emails about my health progress in Rally Coach.
	These emails may have info about your progress in Rally Coach that can help you stay on track. Some may contain personal health information. You can always opt out later to stop receiving these emails.
	Hide Details If you opt in, we can send you emails that are tailored to your personal experience and progress in Rally Coach. Please understand that email is not a secure method of communication and you are accepting any risks. If you do not opt in, we'll send you only class reminders and high level emails that don't include specifics about your personal participation or progress in the program.
	Yes, I'd like to receive text reminders from Rally Coach. We'll send you reminders for any weekly group sessions, makeup sessions, and other innontant undates
	Mobile Number (415) 758-8546
	Message Frequency Varies; Message & Data Rates May Apply. Text HELP for HELP, Text STOP to CANCEL. See Terms / Privacy.
	Yes, allow Real Appeal to share my health information with my employer's incentive provider so I can earn rewards.
	Note Detens

Note: By default, all email and text reminders are toggled off. The member can change the permissions at a later time if desired.

6. The member creates their password, confirms it, and clicks Continue.



Figure 5: Creating a Password (Web Only)

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Great! Now	choose your password. Make	it a good one!
	Password	
	Confirm Password	
	Password must have at least: 8 characters 1 special character (I@#\$%^&") 1 uppercase letter 1 lowercase letter 1 number	er
	Continue	

- 7. The member must set up a two-factor authentication to proceed. Members can choose whether to receive the security code via text message, phone call, or email. (Some members will have already set this up through Engage.) By default, Real Appeal recommends sending the code via text message. They click either Use Other Method or Yes, Send Code Via Text.
- 8. They confirm the desired method and click Send Code.
- 9. They enter the code received via the requested method and click **Continue.**
 - a. If the code is accepted, they click **Continue** on the **Great! We verified your code** page.
 - b. If the member does not get the code or wants to request a new code, they click Didn't get it? below the code entry to obtain a new code.
- 10. They enter the address where they want their Success Kit shipped and click **Continue**.

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Figure 6: Success	Kit Shipping	Address	(Web Only)
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	OK, where sho	uld we ship your S	uccess Kit?
	You'll receive it at	fter attending your first coacl	ning session.
	Address		
	City	State	Zip
		Continue	

The member receives their Success Kit 7-10 business days after completing their first session (group or 1:1) after their initial Welcome Session.

The Success Kit contains the items listed below:

- Real Foods Nutrition Guide: contains recipes, cooking techniques, tips on reading food labels, and sample shopping lists. Find the Fast Track and Real Steady Mix-n-Match Meal Plans that guide members on how to eat for the best results.
- Real Moves Fitness Guide: contains three distinct exercise programs that come complete • with calendars suggesting specific exercises, and even the number of minutes to aim for at each workout.
- Real Moves workout DVDs: videos of the three Real Appeal Exercise Programs: The Real • Moves workout video program, The Walk It Off! program, and the DIY (Do It Yourself) program.
- Electronic body weight scale: an accurate an easy-to-use digital scale. The maximum weight • capacity for the body weight scale is 550 pounds.
- Electronic food scale with bowl: use to obtain an accurate measurement of the food the member eats and enters into the Real Appeal Tracker.
- Perfect Portion Plate: BFA free. Dishwasher-safe. Use to recognize healthy serving sizes of the foods the member eats. Although dairy is not represented specifically on the plate, both Real Appeal meal plans recommend dairy.
- Resistance bands: beginner bands are considered light resistance, providing 4.8 to 6 pounds of resistance when stretched to 250% of their original size.



Note: Additional items (e.g., an extra Perfect Portion Plate) cannot be ordered to supplement the kit at this time. Similar items can be found at many retail and online stores.

Real Appeal has found that the items in the kit are critical to participation and success in the program. Each member automatically receives their own Success Kit and is advised not to share their kit.

- 11. The member answers questions about their gender and ethnicity as well as several questions about their health to determine if they are medically qualified to participate in or personalize the program.
- 12. If the member is eligible and qualifies for both Real Appeal Diabetes Prevention and Real Appeal Weight Loss Support, they are prompted to choose which program to participate in.



Figure 7: Choice of Real Appeal Diabetes Prevention or Real Appeal Weight Loss Support Participation

13. After choosing the program, the **Almost there!** page appears. The member clicks **Continue**.



RALLY/COACH"
Almost there! Set up your first weekly coach session and you're done!
Real Appeal members who attended 4 or more live group sessions during the program lost 10 pounds on average.
Continue

14. They select a day and time for a weekly session from the calendar and click **Schedule**. **Note:** The length of the session depends on which program the member is qualified for and selects. The time slot the member chooses is not permanent. The member can change their time for one day or permanently.

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Figure 9: Scheduling the	First Session > Sch	edule Session (Web Only)
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Choo jo	ose a [30] m in on your ce	ninute time slot	when you ca bile device.	in	
K 11	Dес 12 тие	13 WED	<u>14</u> тно	15 FRI	>
Morning 8:00 am - 12:00 pm PST 9:00 am - 9:30 am 10:00 am - 10:30 am 10:30 am - 11:00 am 11:00 am - 11:30 am 12:00 pm - 12:30 pm	12:30 pm 2:00 pm - 3:00 pm - 4:00 pm -	Afte 12:30 pm - 4:30 p 2:30 pm 3:30 pm 4:30 pm	ernoon pm PST 6:00 6:34	5:00 pm - 0 pm - 6:30 pm 0 pm - 7:00 pm 0 pm - 7:30 pm	Evening 8:00 pm PST
		Schedule			

15. They click **Add to Calendar** if they want to add the appointment to their calendar. The member clicks **OK**.





RALLY/COACH"
We've scheduled your group session
Tuesdays 11:30 am - 12:00 pm Starting May 12, 2020
Add to Calendar
When it's time to join the live online group session, log in to the Rally Coach website. Your first name and last initial will be visible to other group members during the session.
ок

Note: If the member does not attend their first and second session, they are at risk of losing their spot in the class. They may no longer be enrolled in their primary classroom and have to pick a new class before they can attend session one. Refer to the Appendix for details.

16. The member is set up. They can click **Get the App** to get the iOS or Android mobile app or click **Go to Dashboard** to check out the Dashboard.



Figure 1	1: Setup	Is Complete	(Web Only)
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RALLY/COACH"		
Great! You're all set up to make some healthy changes.		
Before your first online group session, check out your dashboard, set up devices, and watch videos, or get the app on your iOS or Android device.		
Get the App Go to Dashboard		

Incomplete Registration

If the member did not complete the registration process, they are navigated to **coach.werally.com**, and they can resume registration at the top of the section where they were previously. The member needs to enter their email and password.

Linking an Existing Rally Account to Real Appeal

If the member has an existing Rally account, they can log into Real Appeal using their Rally login credentials. The member follows the steps below to link their existing Rally account to Real Appeal.

1. They click Log In With Rally Account on the Start Your Real Appeal Journey page.