This user guide will show you how to reset your password.

Underneath the “Sign In” button is a link to reset your password. See the Red Arrow below-Click on "Password".

See the Red Arrow below: Enter your Username and Email Address and click “Submit”.

Username: annsmith
Forget your username?
Email Address: annsmith@XXX.com
Submit
See the Red Arrow below: A Thank You message will appear on the sign-in screen indicating you will receive an email with a link to reset your password.

The subject line of the email will be "Your password reset request". See the red arrow below—Click on the link in the body of the email you received.
See the red arrow below-Answer the challenge question and click "next".

See the red arrow below-enter your new password and confirm your password and click next.
See the red arrow below—Click on the Sign-In and sign-in to Well-Being Connect with your newly created password.

Questions?
Contact Healthways at 1-866-556-7671

CUSTOMER SERVICE HOURS OF OPERATION
Monday - Friday  8:00am - 8:30pm (CST)
Saturday              8:00am - 4:30pm (CST)

You can also visit
www.chicagoliveshealthy.com