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# Evernorth App Quick-Start Guide

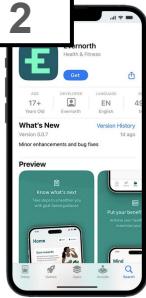
Tailored health and wellbeing guidance – right in your hands

EVERNORTH

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User Guide v1.0



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## Download the app

Go straight to your app store and search "Evernorth app"

- + Be sure to download the Evernorth app (not "Well by Evernorth")

- + The app icon will look like this:

Download on the  
App StoreGET IT ON  
Google Play

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## Register

To log in, you'll first need to create an account

- + Click **Register** followed by **Register now**

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## Terms + personal info

Review terms/policies before entering your info

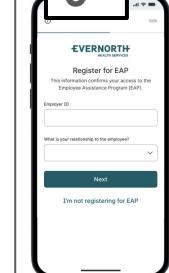
- + Enter your personal information
- + Click **Next** to advance

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## Additional information

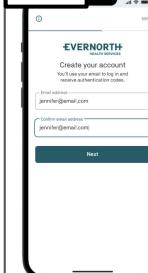
Employer ID can be accessed through EAP collateral

- + You'll be asked to confirm your identity with your **Employer ID: EASE**
- + Answer the following questions and click **Next**

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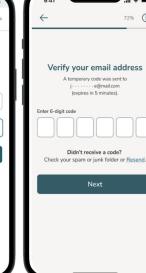
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## Create your account

Enter your email address and verify with a code

- + The 6-digit temporary code will be emailed to you during these steps
- + If you didn't get a code, click **Resend code**
- + Note: The code expires in 5 minutes

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**Set your password**

Complete your profile with a strong password

- + Use a strong password with at least 9 characters
- + Use a combination of uppercase and lowercase letters, numbers and special characters
- + Click Log in

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**Log in on the app**

With your account created you can now log in

- + After clicking Log in, if you see a pop-up, click Continue
- + Enter your email address and click Next
- + Enter your password and click Continue

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**Secure your identity**

For your protection, we ask for additional verification

- + Enter your phone number to receive a text message with a code
- + Enter the 6-digit code on the following screen and click Continue
- + Enable biometrics (Face ID) if you prefer

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**Frequently asked questions**

Why are we migrating from Well.evernorth.com to the Evernorth App?

"Digital first" and includes universal components to strengthen the experience.

When will this change take place?

This change will take place 11/01/2024 members who continue to use <well.evernorth.com> will receive a message that transitions them to the Evernorth application.

Members that were previously registered on well.evernorth.com will receive the following message after attempting to log in with their username and password:

What is staying the same?

On the Evernorth mobile app, you will have access to the same online resources, programs/vendors and assistance found on well.evernorth.com. All previously existing features will be part of the Evernorth app. Some of these features are below (not exhaustive):

- + Speaking with an advocate via chat or phone
- + Access to solutions
- + Access to wellness articles
- + Registration with secure login
- + Chat
- + Crisis support
- + EAP coverage

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**FREQUENTLY ASKED QUESTIONS**

**How to register**

How do members register?

There are two ways a member can register:

The Evernorth website: <https://app.evernorth.com>

The Evernorth app can be downloaded via:

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