

MyEvoke User Guide

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Introduction

We are thrilled to welcome you to the launch of our new MyEve UI/UX! This marks a significant milestone in our ongoing commitment to enhance your experience with MyEve, aligning with your evolving needs and providing a platform that is not only visually refreshing but also functionally enriched.

Embracing a Redesigned Experience

One of the major highlights of this launch is the overhaul of our design to create more intuitive experiences within the standard MyEve offering as well as our Incentive Rewards Programs. Our modernized design system introduces a scalable framework, utilizing typography, colors, and iconography to ensure a user-friendly and accessible design across various devices. This comprehensive design system is built on systematically-organized design patterns with reusable components, guaranteeing consistency and efficiency in our solutions.



Unlocking New Features for You

As part of this launch, we have added new functionality—based on your feedback—to further enhance your MyEve experience. Notable additions include:



Interests and Health Conditions

Tailor the MyEve experience by sharing your interests and health conditions for customized recommendations.



Onboarding and Overview Tour

Explore MyEve effortlessly with the new overlay, which provides step-by-step guidance on features.



Balances *(if applicable)*

Easily access and view balance information for various accounts, including medical insurance deductibles, HSA, 401 (k), PTO, and more. Pin essential accounts for quick access, or dive into detailed information on the Balances page.



Seamless Access to Incentive Rewards *(if applicable)*

Seamlessly access Incentive Reward Programs within the MyEve experience, eliminating the need to exit the app to access your rewards program.



Navigating MyEve with Inclusive Design

Our new UX/UI also has features new design features to create a more intuitive, inclusive, and accessible experience. These include:

- **Navigation / Content Hierarchy:**

MyEve features a redesigned, intuitive navigation. Our content has also been structured to make it easier for screen readers and keyboard users to understand and navigate through the experience.

- **Colors for Readability**

Our redesigned color palette applies color choices with contrast ratios to meet accessibility requirements. Our palette maintains sufficient contrast between text and background colors for users with visual impairments, with designs that avoid relying solely on color to convey information or functionality.

- **Keyboard Accessibility**

Interactive elements and forms are designed to be operable via keyboard alone, ensuring users can navigate without a mouse. Visible focus indicators help impaired users understand their current screen position.

- **Testing and Feedback**

Finally, Evive performs regular testing for accessibility, incorporating feedback to identify and address issues. Continuous iteration based on testing and feedback will ensure that MyEve remains accessible and user-friendly.

Getting Started

Accessing the Platform

Follow your normal steps to access the MyEve site, and log in using your existing credentials.

Please note that some SSO capabilities are not currently supported by the new version of MyEve, and you may need to enter your login credentials manually.



PRO TIP: For the best experience, use Google Chrome, Safari, Firefox, or Microsoft Edge as your internet browser.*



PRO TIP: If you can't remember your password for MyEve, click [Forgot Password?](#) to reset your password.

myevive

MyEve is your personalized one-stop shop for access to your health, financial, and wellness benefits.

Discover your Razz benefits with MyEve

Register or log in to connect to the benefits that matter most to you.

Log in

Register



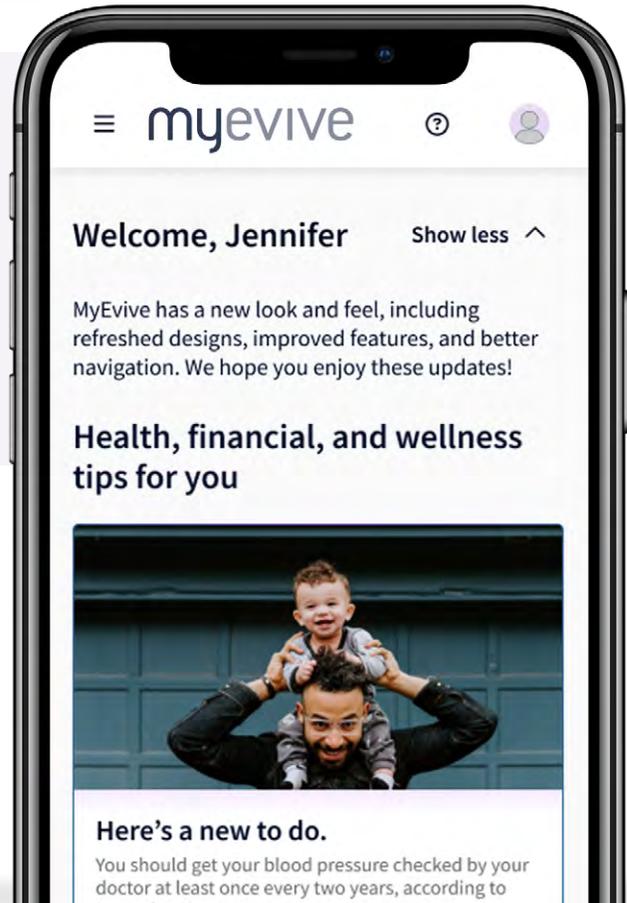
MyEve App

The MyEve website automatically knows what device you're using and adjusts to fit your screen. This means you can access your benefits info at any time, from any place.**

You can also download the MyEve mobile app on Google Play or the App Store to easily find your information on the go. You will need your user credentials to log in. [Download the app →](#)

**Using Internet Explorer may prevent you from having a successful experience*

***Certain features available on the web version of MyEve may not yet be accessible on the mobile app. We are continuously working to enhance our mobile application to match the full functionality of the web version. Thank you for your understanding and patience as we strive to provide you with the best possible experience.*





Navigating the New Interface

The new MyEve interface has a more intuitive and user-friendly design.

Onboarding and Overview Tour

As part of our commitment to delivering an intuitive and empowering user experience, we are thrilled to introduce the Onboarding and Overview Tour; your personalized guide through the latest updates, features, and essential tasks within MyEve.

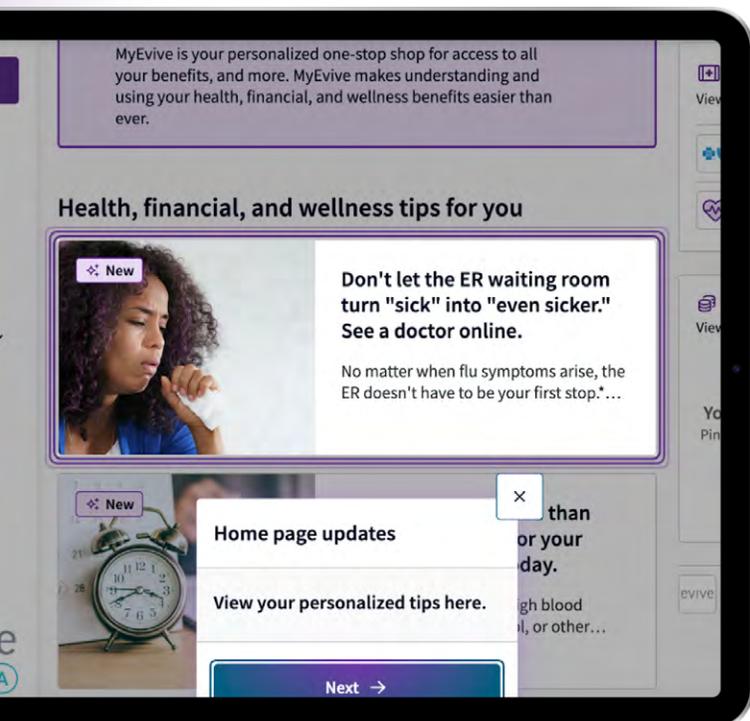
Please note: This tour feature is currently available on the desktop version of MyEve, and will be coming soon to the mobile experience.

- **Guided Discoveries**

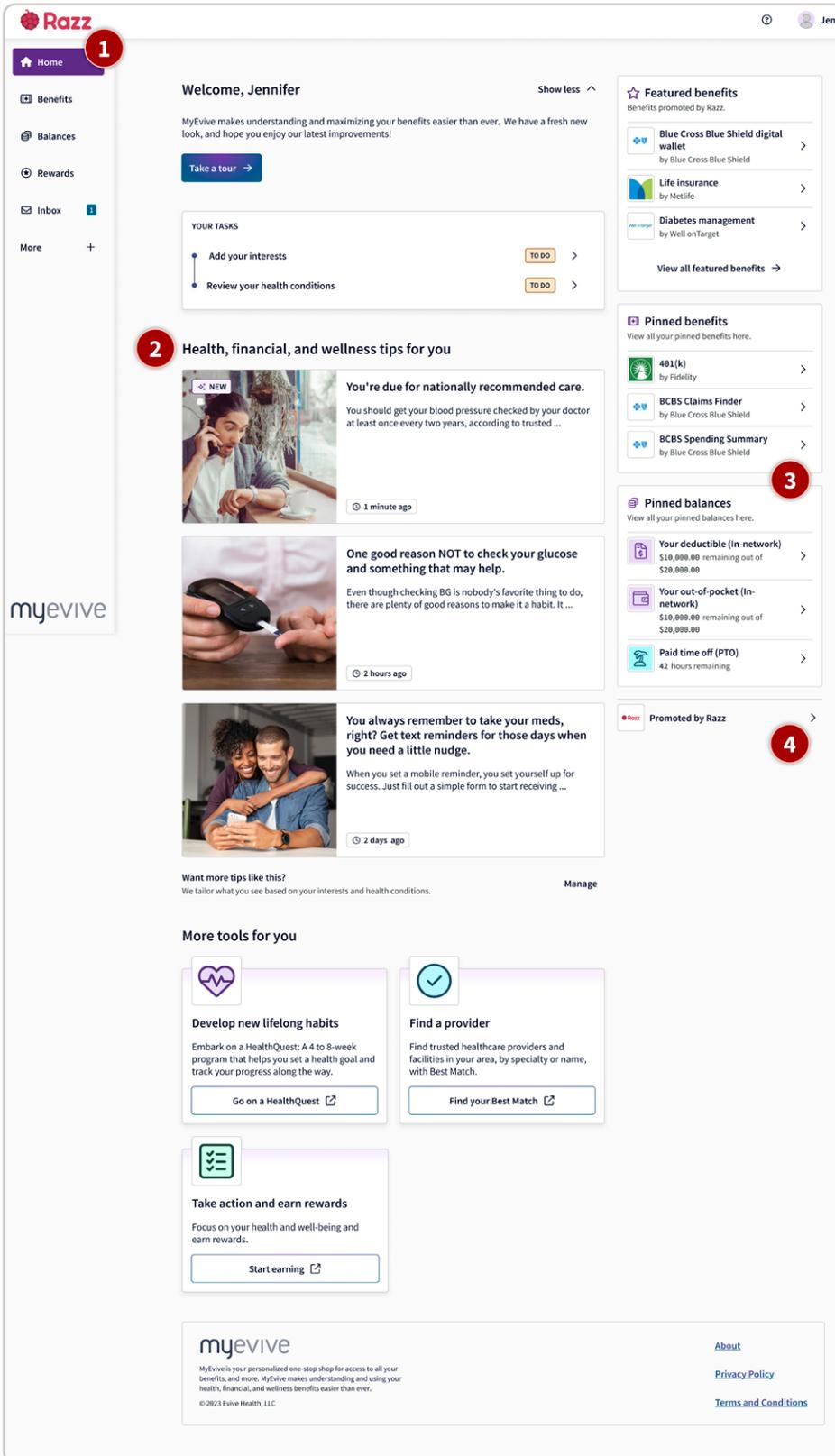
The Onboarding and Overview Tour takes you on a seamless journey and highlights new features with step-by-step guidance.

- **Available Across Key Pages**

These tours are conveniently available on the home page, as well as the benefits, balances (if applicable), and rewards/incentives pages (if applicable), helping make your journey more intuitive. Additional tours will be available as new features are added to MyEve.



PRO TIP: Launch the tour from the top of any key page, whenever you need guidance.



Updated Home Page

1 Navigation

Use the navigation bar on the left side of the page for easy access to destinations sitewide.

2 Personalized Health, Financial and Wellness Tips

We've redesigned health, financial & wellness tips with an enhanced layout featuring the addition of messaging previews, so you won't miss relevant information you want to see.

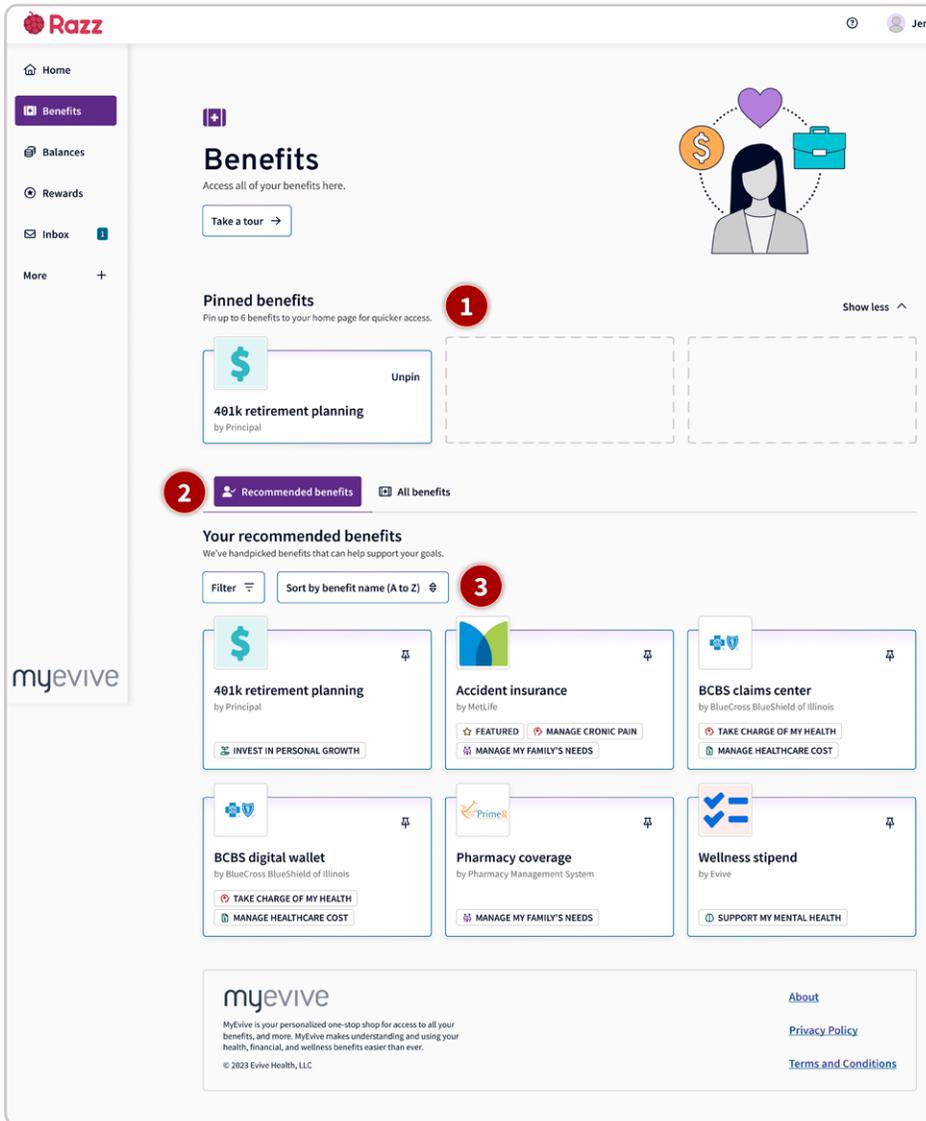
3 Pinned Benefits and Pinned Balances

Your info. Your way. You can choose to pin your favorite benefits, benefit balances, and account balances to the top for easy access to your most used resources.

4 Personalized Employer Info

Access important information from your employer related to benefits and wellness initiatives, company resources, and more—all in one convenient location.

Exploring New Features



Enhanced Benefits Overview

- Access benefit cards for all of your available benefits

To access these details, click the Benefits link in the Navigation bar on the MyEve home page.

- 1 To pin a benefit card, click on the icon, located in the top right corner of the benefit card or on the benefit details page.
- 2 Click on a benefit card to access more detailed information about that benefit program or partner.
- 3 Sort and Filter options make it simpler than ever to find the benefits you need the most, allowing you to tailor the benefits you see.

**Please note that displayed benefit cards may vary, based on benefit availability or eligibility.*

Enhanced Balances Overview (if applicable)

- Personalized picture of your benefit and account balances

The enhanced Balances feature lets you view benefits spending and account balances at a glance, making it easier than ever to track deductibles, retirement savings, and more.

To get the full scoop, click the Balances link in the Navigation bar on the MyEve home page.

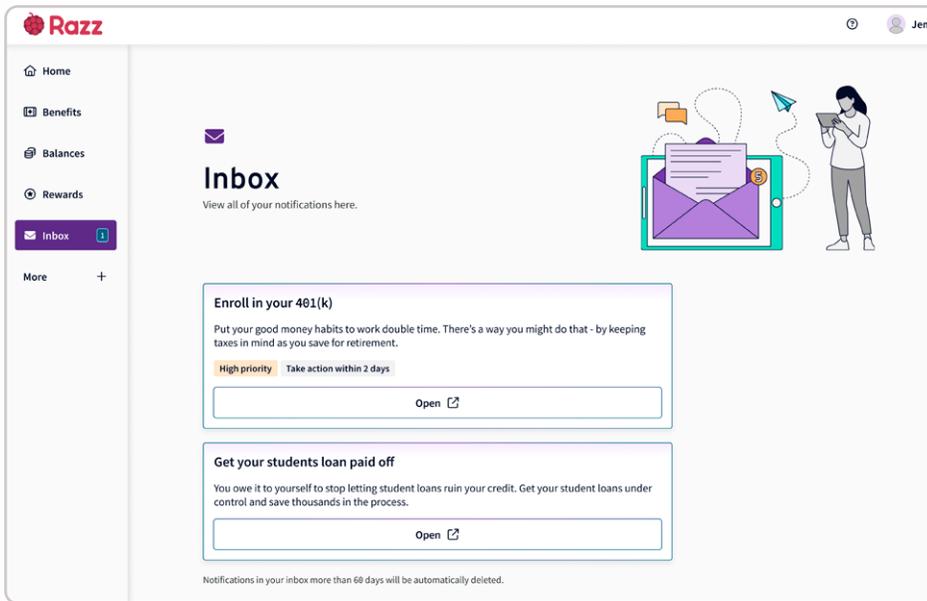
★ PRO TIP:

To pin a balance card, click on the icon, located in the top right corner of the balance card, or the balance details page.

★ PRO TIP:

Click the Details link, located on the individual balance cards, to view more detailed information about that balance or to navigate to the associated benefit partner site.

**Please note that displayed categories will vary, based on benefit availability or eligibility.*

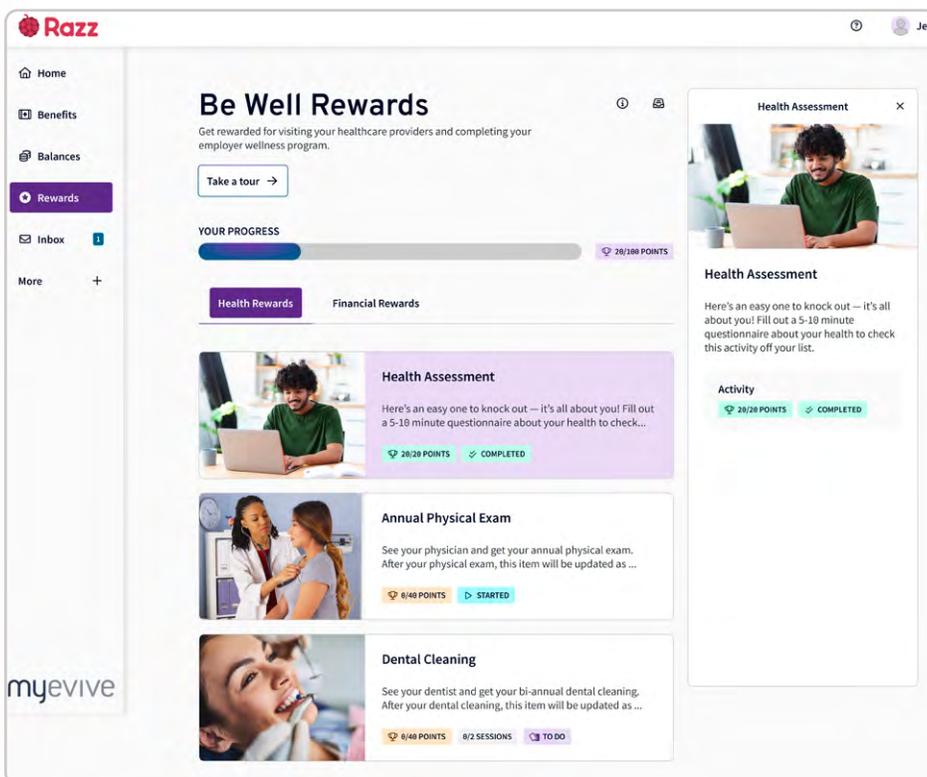


Redesigned, simplified Inbox

- To access individual message details, click on the Inbox link in the navigation bar on the MyEveve home page.

A badge indicating the number of unread messages now appears next to the Inbox link.

The badge count will decrease with every unread message viewed, making it simple to keep up-to-date and informed.



Incentive Rewards Updates (if applicable)

- Enhanced Activity Exploration

Click on any activity card within your list to instantly access detailed descriptions while continuing to scroll through your activity list.

- Organized Rewards Programs

Multiple Rewards Programs are now presented in separate tabs, visually distinguishing each program and activity.

- Comprehensive Multi-Session Insights

Dive deeper into multi-session activities with enhanced details. Directly track the status and value of each session to gain a better understanding of your progress.

Enhance your MyEvide experience

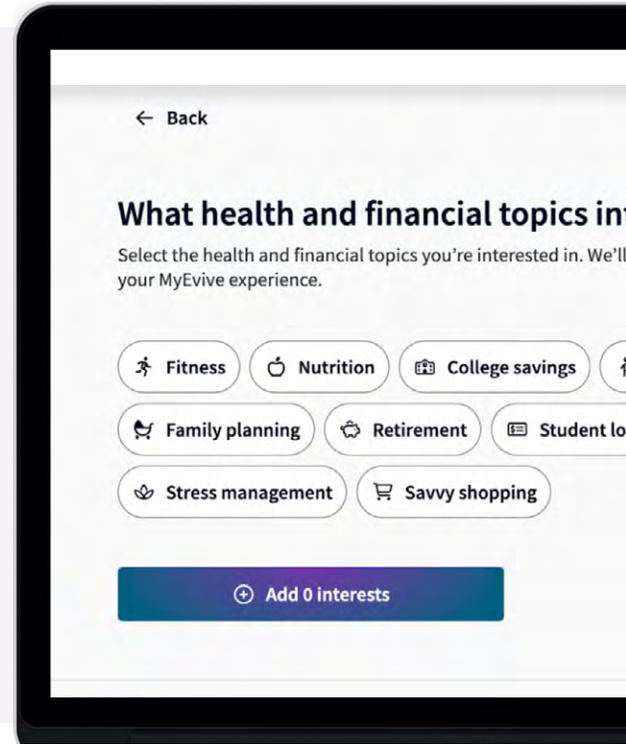
- **Add Interests and Health Conditions to your profile.**

This new feature allows users to seamlessly indicate their health conditions and interests in benefit programs, unlocking a more tailored and personalized journey.

- **There are two ways to access Interests and Health Conditions:**

View the task list on the home page.

Click on your name in the top right corner of the home page to access your profile, and select the “Interests and Health Conditions” option.



Feedback

How would you rate your MyEvide experience so far?

It's great It's OK It's bad

Tell us more

Your thoughts here...

Add attachment

Submit

Need additional help?

Report a bug or an issue
Submit a support ticket and our team will get back to you.

Sharing Feedback

Our feedback tool is open for gathering suggestions from users that we will incorporate to improve our product, ultimately delivering an enhanced user experience. Please feel free to provide any feedback.

You can access the feedback tool by clicking on the button, located at the bottom right corner of the page, to share any ideas or suggestions that can enhance the platform.

Reporting Issues

If at any point you encounter any issues, bugs, or glitches, use the same Feedback button, choose Report a bug or an issue at the bottom to submit a support ticket, and tell us more about what you are experiencing.



PRO TIP: Attaching screenshots when providing feedback is a game changer. Screenshots offer a visual context that words alone can't capture. They help our team pinpoint issues faster and provide precise solutions.

Frequently Asked Questions

General

What does the “Support” option in the top right corner after clicking on my name?

If you need to report an issue or raise a concern regarding our application, please click on “Support” in the navigation bar and submit your issue. Our team will promptly address your concerns and assist.

Adding Interests and Health Conditions

How do I add Interests and Health Conditions to my profile on MyEvoke?

Access this feature via the task list on the home page, or by clicking on your name in the top right corner of your homepage to access your profile, choosing the “Interests and Health Conditions” option, and then clicking “+Add” to select your choices from the available options.

Can I update or modify my profile information at any time?

Yes. You can edit your Interests and Health Conditions at any time, allowing you to keep your profile current as your benefit program interests and health conditions change.

How does providing information on my Interests and Health Conditions lead to personalized recommendations?

Each option you select corresponds to an audience tag on the backend. These tags are then used to associate specific promotions with the respective user.

Balances *(If applicable)*

What is Balances?

Current status is now called Balances. We have updated the name to better reflect the meaning of this feature, to make it easier for users to understand.

Why is my pinned balance card not appearing in the new dashboard?

To access balance cards like deductibles and out-of-pocket expenses, it is necessary to link your health insurance member ID. Once you’ve provided the health insurance ID, you’ll be able to view the pinned balances in the new dashboard.

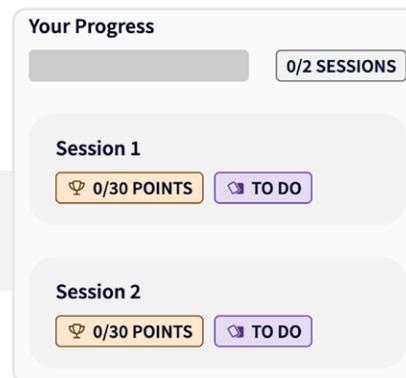
FAQ's Cont.

Rewards/Incentive Program

(if applicable)

What are some big changes to the Rewards interface and why?

- Now you can click on an activity card and view its detailed description as you scroll through your activity list. This allows for a more seamless user experience and reduces the required number of clicks.
- Multiple Rewards Programs are separated by tabs to create a design hierarchy and make each program and activity more visually distinct, as compared to the more uniform card structure of the Classic MyEvive UI.
- The activity completion date is now located only in the activity description. Previously, the large amount of information stored on activity cards could be overwhelming for users to preview. Now, you can view the activity card and the more detailed description on the same screen, eliminating the need to include information in multiple places.
- Multi-session activities are now more detailed! You can now see the status of each session, and how much each is worth.
- Activity status tags have been updated so they no longer appear to be a clickable button on the activity card and in the activity description.
- Text is now left aligned (previously it was centered) for improved readability.



How do I access Rewards Program rules and the previous year's Rewards Program?

You can now access the Reward Program rules and the previous year's Reward Program via the icons located at the top right of your screen (see icon images to the right). The information icon leads you to program rules, while the archive icon takes you to the previous year's Reward Program.

