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## Member Registration Guide

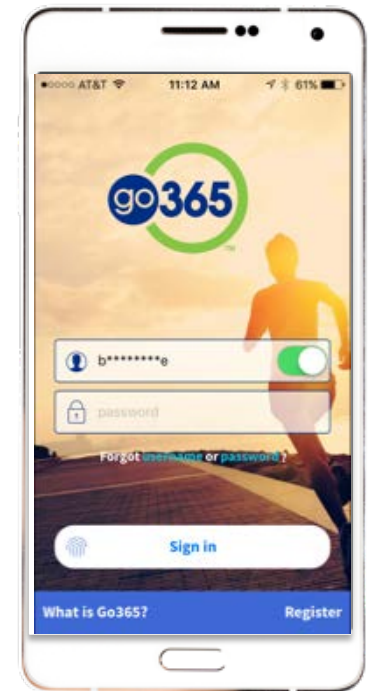
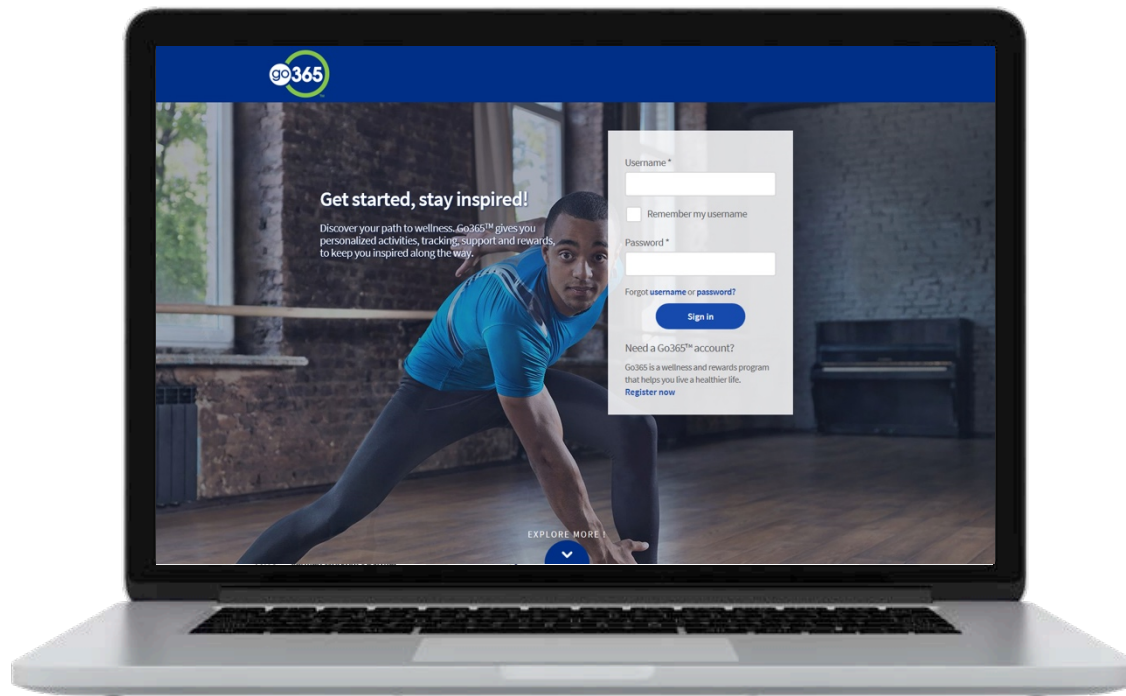


# Go365 Standalone Member Registration Instructions

(members who do not have Humana medical insurance)

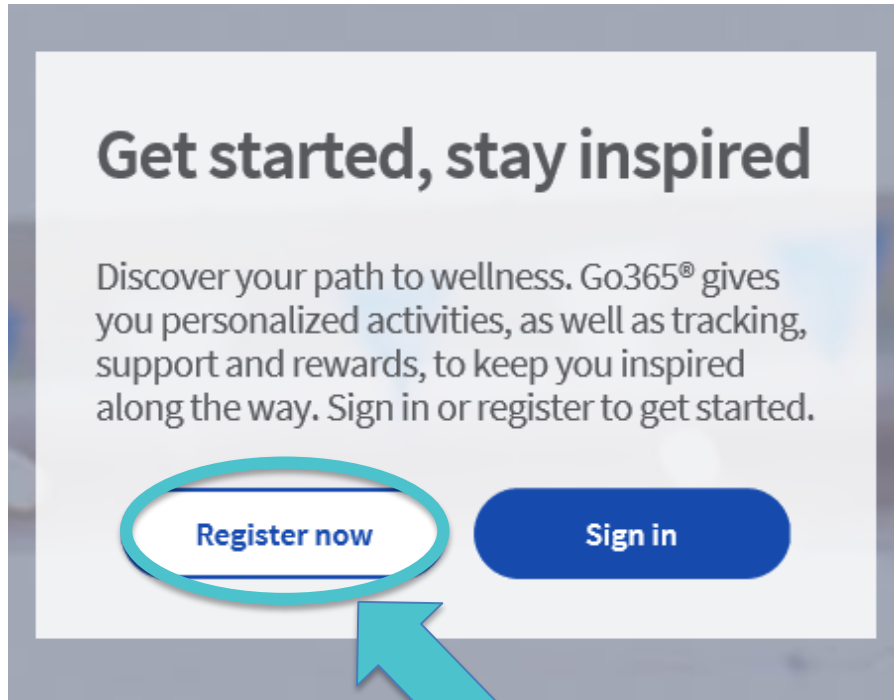
# Two Ways to Register for Go365®

1. [Go365.com](https://www.go365.com)\*
2. Go365 App (available in the Apple and Google Play Stores)

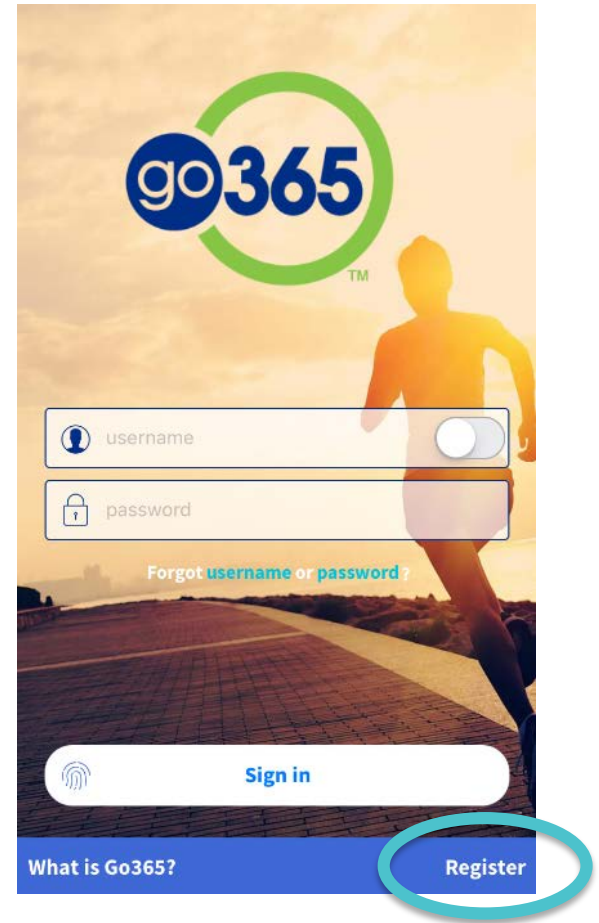


# Select the Register button on Go365.com or in the App

Go365.com



Go365 App



# Complete your member identifying information then select the “Continue” button

## Registration

### Member information

Enter your identifying information to access Go365®, where you can find the tools and support to help you live a healthier life.

If you are a Humana member, please register for Go365 and MyHumana at [Humana.com](https://www.humana.com).

**\* Required**

Member ID number ?

or

Social Security number ?

Date of birth \*

ZIP code \*

**Continue**

By continuing, I agree to the [Go365 Online Services and Go365 Web Confidentiality Agreement](#)

- Your member ID number is a 9-digit number
- Enter your date of birth with all eight digits (i.e. 10/01/1985)
- Zip code must match the zip code currently on file with Go365. If you recently moved and your zip code isn't being accepted, try using your old one.

# Create a Username and Password

## Registration

### Username and password

All fields are required

Email address

Confirm email address

Create username

6 to 15 letters and/or numbers, no spaces or special characters, and not your member ID

Password

Confirm password

- Password is case sensitive
- Must be a minimum of 8 to 15 characters
- Must have at least 1 number and 1 letter
- No spaces or special characters other than # \* \$ or @
- Username and password cannot be the same

Submit

By selecting Submit, you agree that Go365<sup>®</sup> can use your email address or phone number for account security verification purposes.

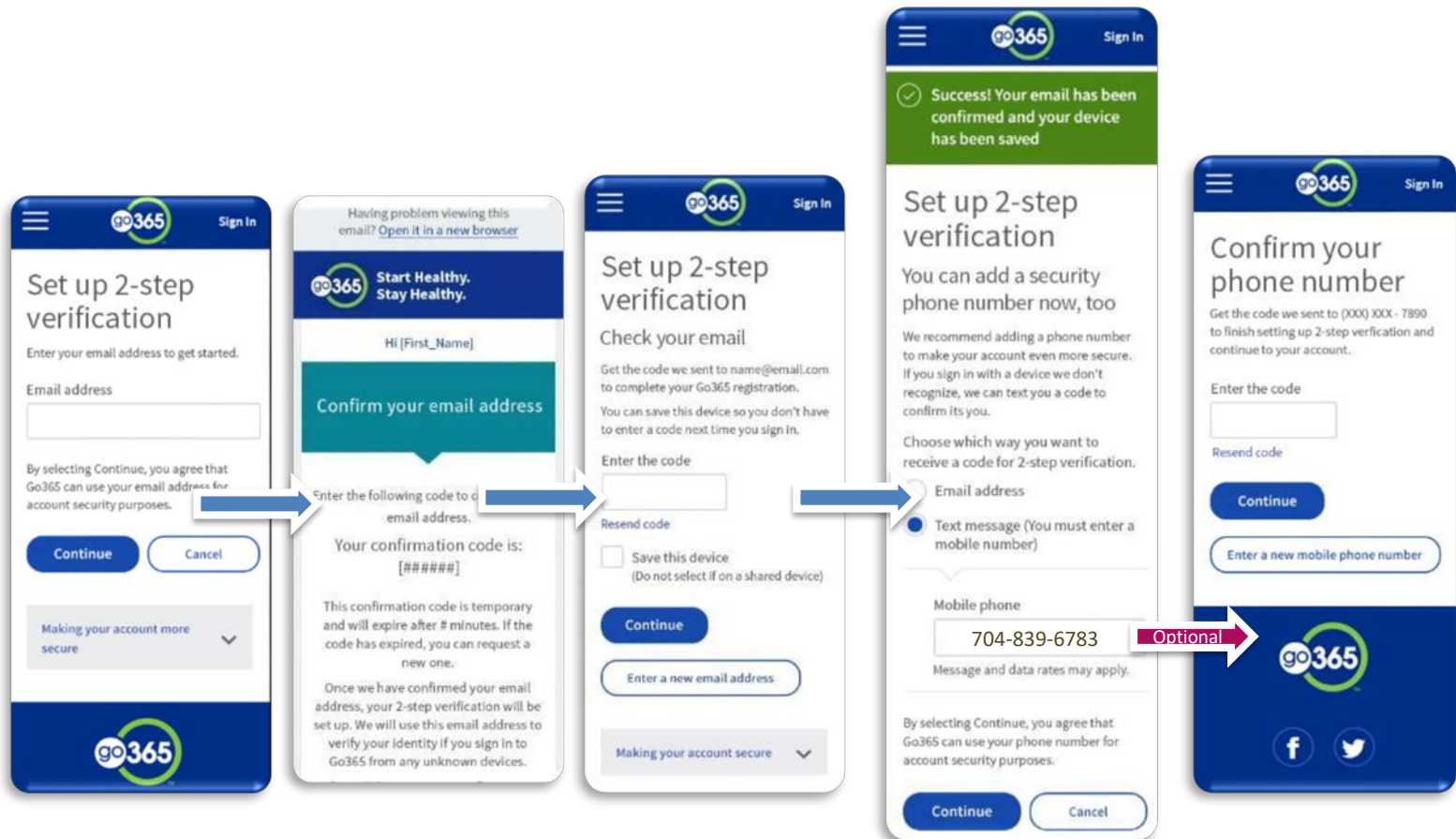
- All fields are required
- Username requirements:
  - ✓ 6-15 characters (letters and/or numbers)
  - ✓ No spaces or special characters
  - ✓ Do not use your member ID or Social Security Number
- Password requirements:
  - ✓ Minimum of 8 to 15 characters
  - ✓ Must include at least one number and one letter
  - ✓ No special characters other than # \* \$ or @
  - ✓ Case sensitive

**Keep your username and password in a safe place for future use!**

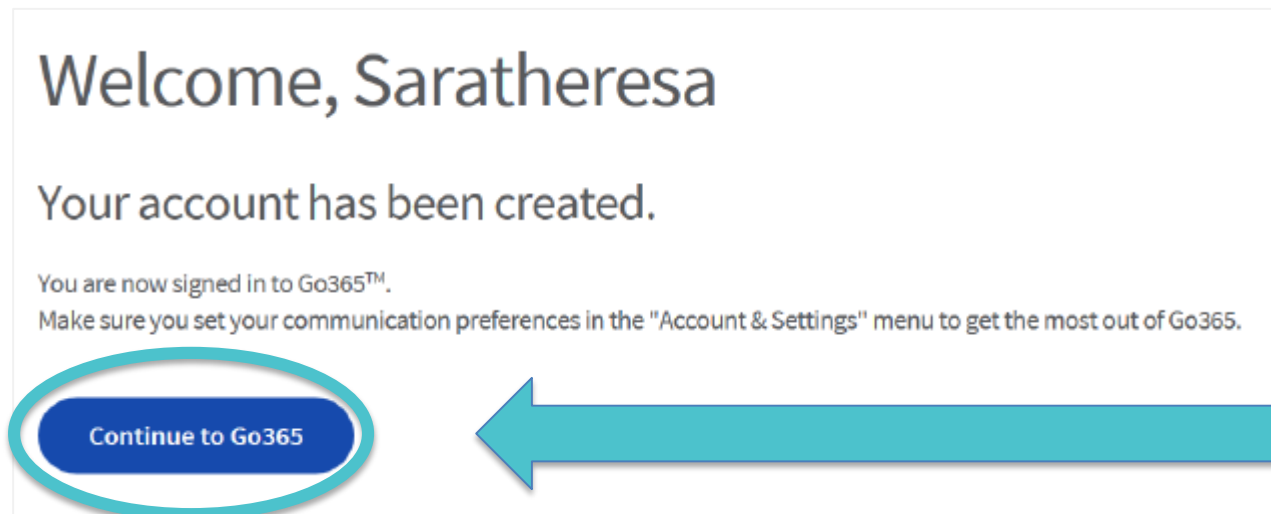


# 2-step verification for your added security

You are required to verify the device you use to access Go365. If you use multiple devices to access Go365, you will go through this verification process for each device.



Congratulations! Registration is complete. Select “Continue to Go365” and get going on your personalized journey!



Note: before accessing Go365 online or through the App, you will need to accept the program terms and conditions by selecting “I agree.”



# Looking for next steps? Get out of Blue Status by doing one of the following:

## 1. Complete any section of the Health Assessment

- Select “Go365 Health Assessment” from the online or App dashboard to get started.

## 2. Get a biometric screening

- Select “Activities” after signing into Go365.com > find “Biometric Screening” under the “All” category > click “View details” to get started.

## 3. Log a verified workout

- Select “Quick Links” after signing into Go365.com or access settings in the Go365 App to review device connections or search participating fitness facilities online under “Quick Links.” Review [this compatibility guide](#) and [video](#) for more information.

Adult children can only move a family out of Blue Status by completing a verified workout

# Questions?

## [Visit the Go365 Community!](#)

Go365 is not an insurance product. Not available with all Humana health plans.

### **Discrimination is against the law**

Humana Inc. and its subsidiaries comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

**Humana Inc. and its subsidiaries** provide:

- Free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call the number on your ID card or if you use a **TTY**, call **711**. If you believe that **Humana Inc. and its subsidiaries** have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 - 4618

If you need help filing a grievance, call the number on your ID card or if you use a **TTY**, call **711**.

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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