

17 August 2020

Helsana Coach app step challenge guide

Version 1: Have you already installed Helsana+ and the Helsana Coach app?

1. Make sure your Helsana+ and Helsana Coach apps are linked. If not, when you open the Helsana Coach app, you will be automatically prompted to link it to the Helsana+ app.
2. Click on the "Link" button and follow the instructions.
3. Read the terms of use and give your consent to confirm.
4. At the end, you will be asked a few questions to help adapt the Coach app to your needs.
5. How to access the step challenge in the Helsana Coach app:
 - Select "Step challenge" and join team city or team countryside by entering the relevant code into the "CODE" field.
 - Note: once you have entered the code, you will no longer be able to change teams.
 - You'll find the codes in the step challenge in the Helsana Coach app.
6. Link a tracker to the step challenge. The following options are available:
 - iPhone: Apple HealthKit, Fitbit, Garmin, Polar
 - Android: Google Fit, Fitbit, Garmin, Polar, Withings, Misfit
 - You can also select a profile icon and choose a nickname.
 - The comparison between challenge participants is anonymous. Only nicknames and profile pictures are shown.

Version 2: You already have the Helsana+ app and a Helsana+ account, but haven't downloaded the Helsana Coach app

1. Download the Helsana Coach app in the App Store or Google Play Store.
2. When you open it, you will be automatically prompted to link the Helsana Coach app to the Helsana+ app.
3. Click on the "Link" button and follow the instructions.
4. Read the terms of use and give your consent to confirm.
5. At the end, you will be asked a few questions to help adapt the Coach app to your needs. You will also automatically receive 500 Plus points in the Helsana+ app for linking the Helsana Coach app.
6. How to access the step challenge in the Helsana Coach app:
 - Select "Step challenge" and join team city or team countryside by entering the relevant code into the "CODE" field.
 - Note: once you have entered the code, you will no longer be able to change teams.
 - You'll find the codes in the step challenge in the Helsana Coach app.
7. Link a tracker to the step challenge. The following options are available:
 - iPhone: Apple HealthKit, Fitbit, Garmin, Polar
 - Android: Google Fit, Fitbit, Garmin, Polar, Withings, Misfit
 - You can also select a profile icon and choose a nickname.
 - The comparison between challenge participants is anonymous. Only nicknames and profile pictures are shown.

Version 3: You haven't downloaded the Helsana+ app or the Helsana Coach app

1. Download the Helsana+ app in the App Store or Google Play Store.
2. Create a Helsana+ account in the Helsana+ app.
3. If you are insured with Helsana:
 - register with your preferred email address.
 - Once you have entered your email address, you will receive an activation code via email.
 - Enter the activation code in the app.
 - Once you have entered the activation code, you can set your password.
 - You will then be asked about supplementary insurance with Helsana. If you have it, you can take a picture of your insurance card or policy using your smartphone camera or upload an existing photo. You can also enter your details manually.
 - If you only have basic insurance, you can take a picture of your policy with your smartphone camera or upload an existing photo.
 - Finally, read the terms of use and give your consent to register.
4. If you are not insured with Helsana:
 - create a demo version account. This allows you to familiarise yourself with the app and try it out. You can collect a maximum of 3,000 Plus points, but for legal reasons, they cannot be redeemed.
 - Register with your preferred email address.
 - Once you have entered your email address, you will receive an activation code via email.
 - Enter the activation code in the app.
 - Once you have entered the activation code, you can set your password.

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- Finally, read the terms of use and give your consent to register.
 5. Download the Helsana Coach app in the App Store or Google Play Store.
 - When you open the Helsana Coach app, you will be automatically prompted to link the Helsana Coach app to the Helsana+ app.
 - Click on the “Link” button and follow the instructions.
 - Read the terms of use and give your consent to confirm.
 - At the end, you will be asked a few questions to help adapt the Coach app to your needs. You will also automatically receive 500 Plus points in the Helsana+ app for linking the Helsana Coach app.
 6. How to access the step challenge in the Helsana Coach app
 - Select “Step challenge” and join team city or team countryside by entering the relevant code into the “CODE” field.
 - Note: once you have entered the code, you will no longer be able to change teams.
 - You’ll find the codes in the step challenge in the Helsana Coach app.
 7. Link a tracker to the step challenge. The following options are available:
 - i. iPhone: Apple HealthKit, Fitbit, Garmin, Polar
 - ii. Android: Google Fit, Fitbit, Garmin, Polar, Withings, Misfit
 8. You can also select a profile icon and choose a nickname.
 9. The comparison between challenge participants is anonymous. Only nicknames and profile pictures are shown.

Got a technical issue? Contact Helsana Coach support:

coach@helsana.ch or Tel. 058 340 93 70 (DE)/058 340 93 80 (FR)/058 340 93 90 (IT)