



Countywide Wellness Challenge, Virtual Edition

Instructions and FAQs

NEW FOR 2024! Now, you can view select webinar recordings* at any time, day or night, on the Employee Wellness Portal to earn credits toward CWC Virtual Edition rewards. Employees who are unable to attend live webinars during the Noon lunch hour have an opportunity to participate.

The CWC Virtual Edition campaign allows employees to personalize their wellness journey through participation in wellness webinars across the six dimensions of wellness - with the opportunity to earn up to \$100* in reward cards.

Find answers to Frequently Asked Questions and Instructions for accessing eligible webinar recordings below:

1. How do I get started earning rewards?

- **Register an account on the County of Los Angeles Employee Wellness Portal** by visiting LaCountyGetsFit.com. If you already have an account, simply log in.
- **Go to the Wellness Education Tab** and enroll in **live or recorded** wellness webinars. Earn 60 credits for every 1 hour of webinar participation.
- **For live webinars**, watch the entire webinar, answer all poll questions, and submit a survey to earn credit.
- **New for 2024** - For recorded webinars, view the webinar recording on the [Employee Wellness Portal](#) Education Tab under **CWC Virtual Edition – Webinar Recordings** and pass the knowledge quiz to earn credit.
- **Earn 240 credits** between April 1st and June 30th and receive a \$50 reward card.
- **Earn 240 credits** between July 1st and September 30th to receive a second \$50 reward card.

For detailed information on rules and guidelines, view the [2024 CWC VE Rules and Guidelines](#).

2. Who is eligible for the rewards offered through this program?

County employees enrolled [as direct subscribers](#) in a County-sponsored medical plan are eligible to earn reward cards. Employees enrolled in union-sponsored medical plans, e.g., CAPE/Blue Shield, Local 1014, and ALADS, are welcome to view the webinars but are not eligible to earn rewards.

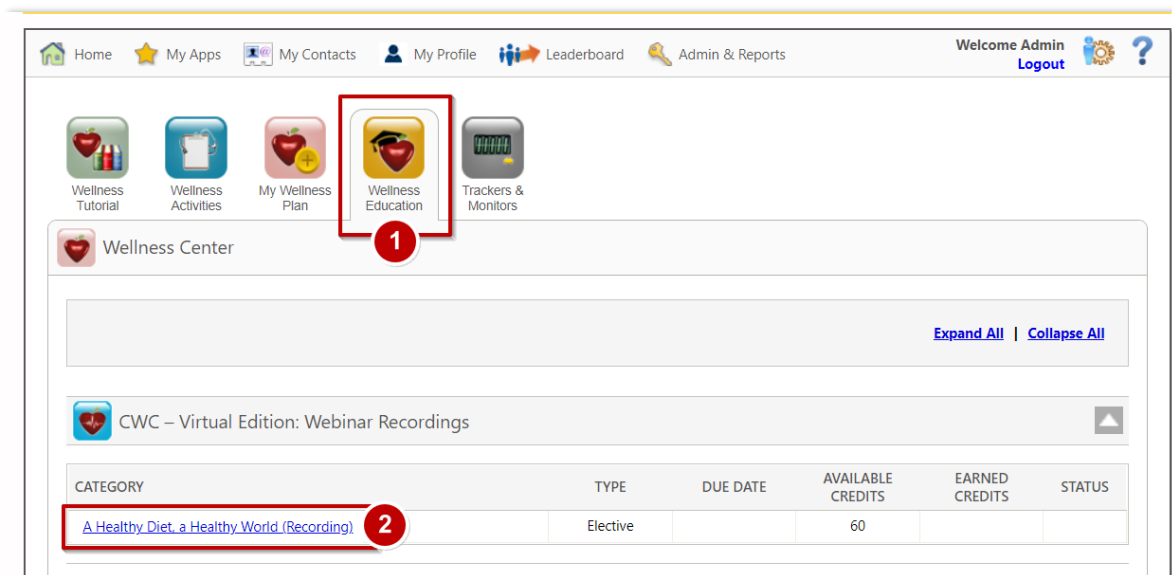


3. What is required to earn webinar participation credit?

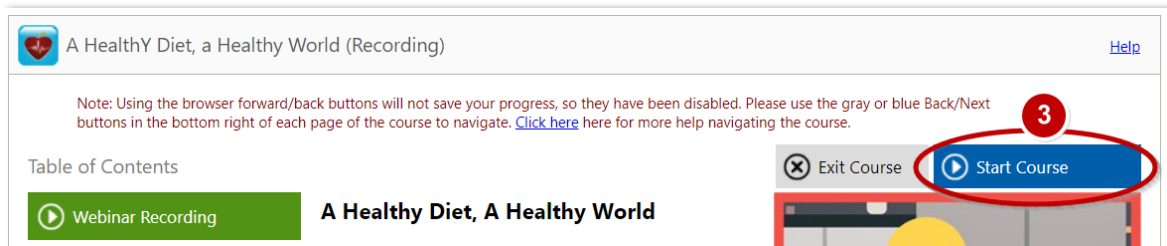
NEW FOR 2024 – Employees can now choose to participate in live webinars, view select recorded webinars on the Employee Wellness Portal at lacountygetsfit.com, or both. **For LIVE webinars**, credit is earned when an employee **(a)** attends the entire duration of a webinar, **(b)** answers all poll questions, if offered, during the webinar, and **(c)** completes and submits the survey at the end of the webinar. **For RECORDED webinars**, credit is earned when an employee **(a)** listens to the complete recording and **(b)** completes a knowledge quiz with a score of 80% or higher.

4. How do I access and earn credits for RECORDED webinars?

Steps 1 and 2 -- Click on the **Wellness Education** icon **(1)**. Click on the recording you would like to view **(2)**.



Step 3 - Click on the **Start Course** button **(3)**.





Steps 4 and 5 -- Click the video button (4) to watch the entire webinar recording. After viewing the recording, click on the **Next** button (5).

A Healthy Diet, a Healthy World (Recording) Help

Menu Webinar Recording Save & Exit Section

Click on the video below to watch the recording of the webinar.

Once you have viewed the recording, you will need to complete the quiz at the end to earn 60 credits. You must answer 4 out of 5 questions correctly for credit.

Click the **Next button** below to start the Quiz.

4

A healthy diet, a healthier world

From an international health authority

Watch on YouTube eat more of fresh fruits and vegetables, A Healthier Diet

5 Next

Step 6 -- Click the Start Quiz button (6) to start the quiz.

A Healthy Diet, a Healthy World (Recording) Help

Menu Quiz Save & Exit Section

This is a scored quiz. You must answer 4 of 5 questions correctly to pass the quiz. Your progress will automatically be saved once you start the quiz.

6 Start Quiz

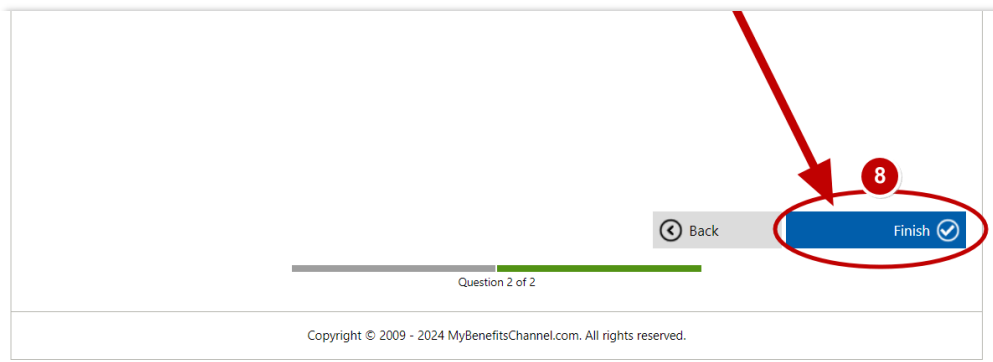
Please note that you can review course content while taking the



Step 7 -- After you answer each quiz question, click the **Next** button (7) to continue to the next question.

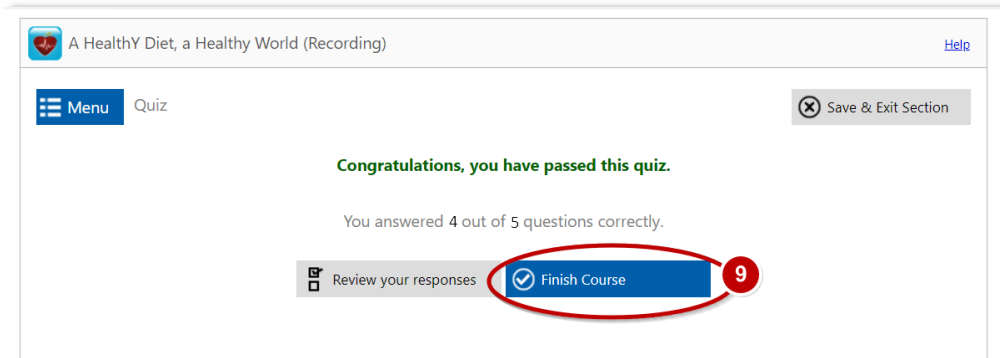


Step 8 -- After answering all questions, click the **Finish** button (8).

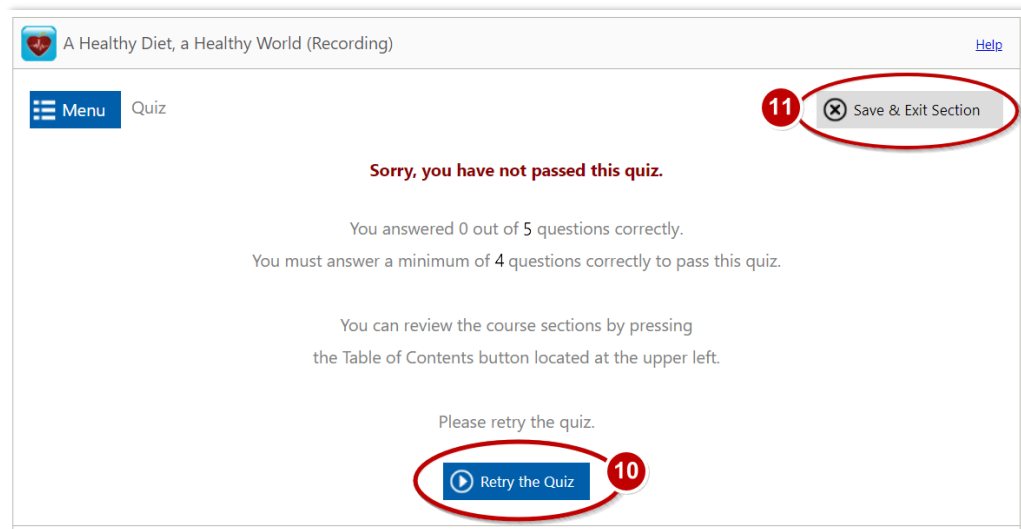




Step 9 -- Once you have passed the quiz, click the **Finish Course** button (9).



Step 10 & 11 -- If you do not pass the quiz, a **“Sorry, you have not passed the quiz”** statement will appear. You can click the **“Retry the Quiz”** button (10) to retake the quiz, or you can click on the **“Save & Exit Section”** button (11) to try again at a later date.



5. Where in the wellness portal can I see earned participation credits for RECORDED webinars?

Your credits for completing the recorded webinar will be displayed on the Wellness Education tab under the **“CWC – Virtual Edition: Webinar Recordings”** section. The **“Earned Credits”** column will show the number of credits earned, and the **Status** column will display a **green check mark**.

CATEGORY	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
A Healthy Diet, a Healthy World (Recording)	Elective		60	60	✓



6. Where in the wellness portal can I see earned participation credits for LIVE webinars?

LIVE webinar credits will be posted after the webinar host verifies participation credit was earned. View earned credit by visiting the Wellness Activities page and looking under the **Group Sponsored Activities** section. Allow up to two weeks after a webinar for credits to post. A green check mark under STATUS indicates credit was earned.

The screenshot shows the 'Wellness Center' interface. At the top, there are four icons: 'Wellness Tutorial', 'Wellness Activities' (highlighted with a red box), 'My Wellness Plan', and 'Wellness Education'. Below the icons is a 'Wellness Center' header with a dropdown menu set to 'COLA Wellness Plan' and 'Show By' options for 'Category', 'Priority', and 'Coming Due'. There are links for 'Expand All' and 'Collapse All'. A 'Group Sponsored Activities' section is visible with a green checkmark icon. Below this is a table with the following data:

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Verified Attendance: Estate Planning - Financial Basics (Live)	Recommended		60	60	✓
Verified Attendance: IGL- Habits to Break Habits to Make to Help you Lose Weight (Live)	Recommended		60	60	✓

7. Why didn't I earn participation credit for a LIVE or RECORDED webinar?

The Wellness Portal will indicate why you did not earn credit for a webinar. Go to the **STATUS** column, hover your pointer over the ⓘ, and a message will appear explaining why credit was not earned. Credits are only earned when completing all the requirements.

Reasons why an employee did not earn credit for LIVE webinars are as follows: a. did not attend, b. did not stay long enough, c. did not answer all poll questions, d. did not answer any poll questions, and/or e. did not submit a survey at the end of the webinar.

This close-up screenshot shows the 'Group Sponsored Activities' section. The table below has the following data:

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Verified Attendance: Estate Planning - Financial Basics (Live)	Recommended		60	0	ⓘ

A tooltip is displayed over the status icon, containing the text: 'Ineligible for credit: did not complete all poll questions'.

For RECORDED webinars, an ⓘ will display if the knowledge quiz was not passed.



8. What are some other possible reasons I am not seeing webinar participation credit? What can I do?

- a. The email address you provided upon initial registration at the LACountyGetsFit.com website does not match the email address used later for registering to attend webinars. The emails must match. To update your email in your wellness portal account, follow these steps:
 - i. Log in to your account, then click **My Profile** in the portal navigation bar.
 - ii. Click the **“Next”** button in the notification box.
 - iii. Update your email address in ‘Edit Personal Profile’ and click the **“Submit Change Request.”**
- b. The Employee ID you provided upon registering at the LACountyGetsFit.com website does not match the Employee ID you used later when registering to attend webinars. If there is no email match, then your Employee ID is used as a secondary way to verify attendance. To update your Employee ID in your wellness portal account, please call 800.435.5023, extension 2, to speak to a team member who can confirm your identity and update your Employee ID.