



Frequently Asked Questions (FAQs)

What is “Reach”?

Reach is the City’s online and app-based well-being program with engaging activities, useful tools and educational content to help you reach your financial, emotional, social and career goals while enjoying the journey. Participation in Reach is completely voluntary.

Who can participate in the Reach program?

Employees, under age 65 retirees and covered spouses/domestic partners on the “Most” benefit program may use Reach. It is not available to employees on the Local 27, Local 77 and SPOG benefit programs, Seattle Housing Authority employees, COBRA participants or Medicare-eligible retirees.

What can I do in Reach?

Reach is designed for YOU. You can participate in activities, connect with other employees and learn about well-being topics that excite you. You can also learn about City benefits and resources, such as Accolade, healthcare plans, FSA and EAP programs. There are three points levels to keep you motivated, and you earn a badge for every 1,000 points.

How do I access and register for Reach?

Visit cityofseattle.limeade.com. If you have not registered yet, click “Get Started”. You will be asked to verify your information and create a username and password. If you have registered, sign in with your username and password.

What rewards do I get for participating in Reach?

Your primary rewards for participating are your own well-being and an improved connection to the City’s community and resources! You also can earn points and completion badges for engagement in activities. There are five badge levels: Spark = 1,000 points, Strive = 2,000 points, Shine = 3,000 points, Soar = 4,000 points and Succeed = 5,000 points. Once you earn a level, you will receive an email with a badge. A new activity tile will appear on your home page where you can access the badge and find fun things to do with it.

What is the Reach program year?

The Reach’s program year will start 7/1/2020 and will end 6/14/2021. Reach points and badges will reset at the end of the program year, the portal will be refreshed, and new activities and engagement opportunities will be available 7/1/2021.

What should I do first?

You can select activities or content that interest you. Check out the featured activities in the banner. Or if you need more direction, start with the “Well-Being Assessment” and then join personalized activities. The “Well-Being Assessment” will suggest topics to explore based on your strengths and areas of opportunity.

Where do I find activities related to certain topics, such as sleep or stress?

Once you’re logged into Reach, click the “Topics” page on the top of the screen. From there you can browse a variety of topics that interest you.

What is the City of Seattle code to download the Limeade App?

To access Reach on your mobile phone, download the Limeade app from your App store or Google play. Then, use the code ‘seattle’ to log in and create an account with access to all the City of Seattle resources and activities.

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What are “My Choice” activities?

“My Choice” activities are another opportunity for you to personalize your Reach experience and participate in activities that interest and excite you. You can find Reach activities marked with a yellow “My Choice” designation earn up to 750 points for those you select and complete. After the 750 “My Choice” points are earned in a plan year, you can choose to continue the “My Choice” activities for your goals and wellbeing, but additional points will not be earned.

How is Reach different than the online EAP resources offered through City Benefits?

Overall, Reach and the EAP provide complementary services for City employees. Reach is a self-guided, highly personalized online engagement experience. When you interact with the Reach well-being portal, you will receive activity recommendations and content that is most relevant to your interests and needs. You can set emotional, financial, physical and career goals, complete activities and earn points to celebrate successes. The City’s EAP vendor, Resources for Living, offers short-term individual counseling services by phone or in-person. Employees and household members can get support for relationship issues, stress management, depression and anxiety and work-life balance. Resources for Living also offers free legal and financial consultations as well as resources for eldercare, childcare or household services. While there is slight overlap in online content, each offers a unique array of services to participants.

How do I find out about the City’s benefits in Reach?

Once logged into Reach, you can find information on City benefits in two ways:

1. Locate the “Resources & Support” activity tile under Other Things to Do.
2. Go directly to the Topics page, scroll down to the Work section and locate the Resources & Support tile.

Do I get Reach points for participating in Accolade?

Yes, there are videos and articles on the Reach platform about Accolade. You can complete the Accolade activities and earn 50 points in Reach!

You can also earn points for participating in the Accolade program. To connect to an Accolade Health Assistant look for the City of Seattle Resources tile and select Accolade. Contacting Accolade support by phone, web messaging or mobile app will earn you Reach points automatically.

I need help getting into the site, who may I contact for support?

Please contact Limeade Customer Care via email: support@limeade.com or call 855-273-4746.

Can I track my Reach activities on a wearable device like Fitbit, Garmin or Apple Watch?

Yes, you can track your Reach activities on a wearable device. To sync your device or app, login to Reach, click on the person icon at the top left of the page, and select “settings.” From the settings page select “Apps and Devices” and follow the instructions to connect your device or fitness app and start earning Reach points.

What is the Reach Community and how can I use the Feed?

Reach Community is a social feature of the platform that allows you to connect and share your participation. It includes a Community Feed, Profile, Friend following capabilities and notifications. The Reach Community is a great way to share your ideas and progress within your own well-being journey or support an encourage peers through likes and comments. You can also choose not to use the feed and keep your Reach activity set to private. To check it out, click on Feed on the top navigational bar from any page.