



## 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.

### **How do I access and register for Reach?**

Visit [cityofseattle.limeade.com](http://cityofseattle.limeade.com). If you have not registered yet, click “Sign up”. You will be asked to verify your information and enter a unique ID. If you have registered, sign in with your City network username and password. You may also access Reach through Microsoft Teams app with a few simple steps. Open Teams, click on the “…” icon in the left bar, type “Reach Well-Being” and click on the Reach Well-Being icon to launch the app.

### **What rewards do I get for participating in Reach?**

Your primary reward for participating are your own well-being and an improved connection to the City’s community and resources. You can also earn points and completion badges for engagement in activities. More points, more badges, more well-being. There are three earning levels, 1000 points each on Reach. The City of Seattle does not offer a monetary reward for Reach participation.

### **What should I do first?**

You can select activities or content that interest you. Check out the featured activities curated by the City of Seattle Benefits. 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.

### **What is the City of Seattle code to download the Limeade One 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.

### **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 circular icon with your initials at the top right of the page, and select “Apps & Devices.” From the Apps & Devices page select the device or app you would like to sync and follow the instructions to connect and start earning Reach points.

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

Please contact Limeade Customer Care via their [online form](#) or call 888-860-3098.