




# ORNL — Rally FAQ 2025

This FAQ provides a lot of high level information. Note that there are a number of detailed topic-specific decks and other materials available in your ORNL Wellness Library. Additional information and assistance can be found on the Rally® platform and app or you may call Rally at 844-334-4944 for agent support Monday through Friday, 9 a.m. to 10 p.m. ET.

**How do I register for Rally?** There are 3 ways to register for Rally: Single Sign On (SSO) from your **myuhc.com**® account to register for Rally; register by downloading the Rally app  and using mobile code **ORNL**; or register directly on the web at <https://www.werally.com/client/ornl/register>

**What is the Rally Health Survey?** The Rally experience begins with a simple Health Survey that you can complete on the Rally app (or desktop computer, laptop by way of a web browser such as Chrome, Internet Explorer, or Safari, as an example) that is designed to help you better understand your overall health and to help Rally personalize your experience.

**What is a Health Score?** The Health Score is designed to help you understand where you are in your health journey and maintain a healthy lifestyle. The Health Score gives you an idea of your overall health, based on how you are doing in several categories (Nutrition, Exercise, Sleep, State of Mind, Biometrics, Substance Use). Generally speaking, you'll want to aim for a greater Health Score in the higher range. If there are areas for improvement, we'll make recommendations on how you might increase your Health Score.

**What are Rally Challenges?** When it comes to getting healthier, it helps to have a goal in sight. Get moving and stay motivated by joining a Rally Challenge and push yourself a little further each day. And you'll earn Rally Coins the more you move! There are challenges for everyone: running/walking, elliptical, yoga, biking, and even non-activity challenges to encourage philanthropy or eating healthier snacks. In addition, if you want to start your own challenge, you can! User created challenges allow you to invite friends, coworkers, and family to participate in a challenge you create. Don't wait and join a challenge! Reminder: to participate you will want to sync a mobile device, Apple Watch®, fitness tracker, fitness app, or track your steps and enter manually.

**What are Rally Communities?** Our communities give you the opportunity to interact and share tips, articles, and support other members. There are communities on every topic ranging from cancer support and pregnancy to weight loss, sleeping better, LGBTQ+, and loving your pet!

**What are Rally Missions?** Missions are simple, healthy activities that you can do every day to help you develop a particular healthy habit. From eating more veggies, meditating 10 minutes a day, sleeping better, or improving your mood, whatever health goal you have for yourself there are missions for you! All missions require 4 weeks of hitting the target to be successfully completed. Note that you can participate in multiple missions at the same time. Plus, you will earn Rally Coins as you join and make progress on your mission.

**What are Employer Rewards?** The 2026 ORNL Wellness Incentive Program is available to all salaried, ATLC, and IGUA employees who are the primary policy holders under the ORNL UnitedHealthcare medical plans and provides an opportunity to earn wellness rewards by completing specific health actions and activities.

**What are Rally Rewards?** Rally offers Rally coins for doing healthy activities that improve your overall well-being. You will earn Rally coins for every action you take (even just logging into Rally) and can use your coins to enter to win prizes (like a \$100 Amazon.com gift card), donate your coins to charities, and get discounts on apparel, fitness devices, household items, and much more! Start earning coins today!!\*

\*Rally Coins do not expire as long as you are eligible for Rally.



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**What is on the Rally Benefits page?** On your benefits page in Rally you will find many of the programs and services you have access to through ORNL. Quickly access and engage in programs relevant to you whether it's finding mental health support through the Employee Assistance Program, navigating to biometrics, or finding an Onsite Clinic.

**What is on the COVID Support page?** Rally is here to help you and your family stay safe. For trustworthy resources and articles, come out to Rally to get the latest information from the CDC, read recent articles about COVID, find a testing site location, and much more!

**How do I reset my password?** Desktop or app, click on forgot password. Enter the email address you used to register your account. Rally will send you a link to reset your password (if you're not seeing it, be sure to check your junk mail). Click the link – it will take you to a screen to create your new password and from there the login screen. Please contact support if you do not receive an email or if you are unable to change your password.

**How do I add/change a tracking device from my desktop?** Click on the dropdown menu next to your name in the upper right-hand corner of the page. Select settings then scroll to Device Settings. Select Manage Tracker and select the device you'd like to sync. Some devices will require to sign into your account to give Rally access to your information.

**How do I add/change a tracking device from the app?** Click the gear icon in the upper right-hand corner of the page. Select Health Trackers. Select **Set up a Tracker** and select the device you'd like to sync. Some devices will require to sign into your account to give Rally access to your information.

**Where do I go for additional assistance?** In the top right corner of every page you will find a dropdown menu that includes an FAQ and options for opening a ticket if more support is needed. You can also call Rally support at **844-334-4944** for assistance.



Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the Health Survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

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