The Wellness Call
How-to Guide

jitterbug touch

greatcall®
Welcome to The Wellness Call.

Thank you for signing up for The Wellness Call, an empowering and motivational service developed in partnership with world-renowned wellness expert and best-selling author Brian Alman, Ph.D. The Wellness Call teaches personalized strategies and techniques that can improve your physical, mental and emotional outlook, and you’ll receive custom tips and solutions that provide a boost to help maintain a healthy lifestyle.

This guide offers you a few helpful tips to make the most of this personalized motivational program:

• Getting Started
• Listening to your Wellness Calls
• Picking up a missed Wellness Call
• Managing your calls on mygreatcall.com

If you have any questions about your new Wellness Call service, you can email a GreatCall customer service representative at customerservice@greatcall.com or call 1-888-767-6288.

We hope you enjoy your new outlook on life!

Sincerely,
Dr. Brian Alman & your friends at GreatCall®

Comments for Dr. Alman? Email him directly at DrAlman@trusage.com
Getting Started

If you struggle with things like stress, sleeplessness, weight issues, pain or loneliness, just one 4 – 5 minute motivational call per week can help you.

The Wellness Call works around your schedule. Simply choose a time and day of the week that will work best for you to receive your call.

You can set up your calls in one of two ways:

1. **Online:** Log in to your personal account on mygreatcall.com, as explained on the next several pages.

2. **By phone:** You can call 1-888-767-6288 to reach a GreatCall customer service representative who can enter your call schedule for you.

When calling a GreatCall Customer Service Representative, there are three easy steps to set up your call:

1. Make sure you have your Jitterbug® Touch phone number handy and be prepared to share that along with your home time zone.

2. To make sure you can focus on Dr. Alman’s personalized tips, simply provide us a day and time that you are generally available and free from distractions.

3. Sit back, relax, and enjoy your journey towards wellness.

The incoming Wellness Call will appear on your screen as “Health Wellness Alert.” Please be sure you answer this call to take part in this helpful service.

Listening to your Wellness Calls

Each week, you will receive one call, lasting 4 – 5 minutes. On every call, you can expect the following:

1. Each pre-recorded call will be guided by Dr. Alman’s friendly voice.

2. You will be walked through several questions designed to understand how you feel about specific topics of wellness and to personalize your Wellness Call experience.

3. You will be prompted to answer each question by pressing the 1, 2 or 3 button on your Touch.

4. Every response you give will be recorded and allow you to track your overall progress on mygreatcall.com at any time.

On your first call, you will be asked some general lifestyle questions in order to establish your initial profile and give us an understanding of where you are with your wellness.

When listening to your Wellness Calls, make sure that you are free from outside noise or distractions. Paying close attention to Dr. Alman’s specialized tips and solutions will ensure that you get the most out of your personalized wellness session. Since your feedback guides the solutions, your honest participation will ensure that you have the most rewarding experience possible.
Picking up a missed Wellness Call

If you ever miss a call, that’s okay! We’ve made it easy to call back from your Touch and “pick up” your scheduled call whenever you’re available.

To retrieve a call from your call history:
1. Open up your Touch and ensure it is on.
2. Use the button to scroll through the main screen features until “Call History” appears highlighted in gray in the middle of the screen. Press the button.
3. Use the button to scroll until “Health Wellness” or “866-656-9997” appears on the screen, and press the button to call.

If you have Voice Mail enabled, and you miss a call, Dr. Alman will leave a friendly message reminding you that you missed a call.

For security purposes, you must call from your Touch phone to retrieve a missed call. The service will replay your missed call for you.

Managing your calls on mygreatcall.com

To access The Wellness Call service on mygreatcall.com, follow these simple steps:

1. Log in to your mygreatcall.com account.
2. Your account overview will be displayed, as shown in Figure A below.
3. Click on the “My Apps” gray tab or purple link, as shown in Figure A below, to see a complete list of all your applications and services.
4. Click on “The Wellness Call” icon, as shown in Figure B on the following page.
5. You will now be brought to your Wellness Call home screen, as shown in Figure C on page 8.

If you have not already set up a MyGreatCall account, please go to mygreatcall.com and follow a few easy steps to get started.

Figure A
Once you are logged in to your Wellness Call home screen, we’ve made it easy to manage your account. Here, you can do the following:

- Edit your call schedule
- Replay your last five Wellness Calls
- Track your overall progress on your journey to wellness

**Edit your call schedule:**

1. When you enter your Wellness Call home screen, you will automatically see your current call schedule, as shown in Figure C on the following page.

2. To make changes, simply click on the “EDIT” button found on the bottom of the screen, as shown in Figure C on the following page.

3. A screen will pop up that offers you four options: **Weekly Call**, **Time of Weekly Call**, **Your Time Zone**, and **Status of my Wellness Call**, as shown in Figure D on the following page.

4. Each of the four options offers a drop-down menu of choices. Simply click the arrow to the right of the drop-down box to make your selection.

5. When you are satisfied with your call schedule, click on the “SAVE” button in the lower right of the pop-up screen.

6. Your “My Wellness Call Schedule” screen will now show your new call schedule.
Replay your last five Wellness Calls:

1. On your Wellness Call home screen, the second link on the left will be “Replay My Calls.”

2. Click on this link to see a list of the past five Wellness Calls that you have completed. Completed calls are calls that you have already answered on your phone and may wish to listen to again.

3. To listen to the call you are interested in, simply click the “SEND” button, as shown in Figure E below, and the call will be sent to your phone again.

Figure E

Track your overall progress:

1. On your Wellness Call home screen, the third link on the left will read “View My Progress Report.”

2. Click on this link to see a chart detailing how positive your responses have been over the past three months, as shown in Figure F on the following page.

3. This chart will show, as a percentage, how many times you have provided a positive response, as well as the responses of other GreatCall customers.

NOTE

If you are not at 100%, that’s OK! These calls are meant to help you feel better over time, and everyone progresses at their own pace.

4. In the upper right corner of the chart, you will see a drop-down box. You can click the arrow, as shown in Figure F below, to see charts for four different topics of wellness: Caring, Proactive, Optimism, and Resilience. These four topics guide every call, and we’ve made it easy to view how you are progressing in each area.

Figure F

NOTE

Underneath the words “Progress Report,” you will see the topic name as well, so you always know what you are reviewing.

Thank you again for signing up for The Wellness Call. We know that you will find this to be a most rewarding and fulfilling experience, and we trust that with the help of Dr. Alman, you will reach your health and wellness goals.