

# ALL YOUR BENEFITS, ONE MYEVIVE APP.

## FAQ

Welcome to MyEvive—your new UT Benefits app and portal.

### GENERAL

#### WHAT IS MYEVIVE?

MyEvive is a personalized health, wealth, and wellbeing experience accessible through our app and online, brought to you by The University of Texas System.

#### HOW IS MY INFORMATION PROTECTED?

Your information is kept confidential as required by HIPAA (the Health Insurance Portability and Accountability Act). All personal health information is held in a secure database and is not shared with The University of Texas System.

#### HOW DO I GET STARTED?

Download the MyEvive app from the App Store or Google Play Store. After downloading, open the app and use the token code UTBENEFITS to start accessing MyEvive from your smartphone.

#### HOW DO I CHANGE MY PREFERRED COMMUNICATION METHOD?

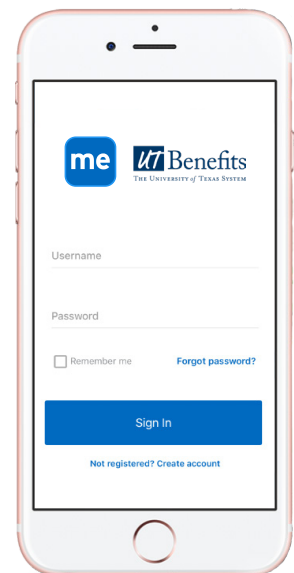
Click your photo in the top left corner of the screen to go to your profile page, where you can change your preferences.

#### HOW DO I LOG IN?

On the [utbenefits.myevive.com](http://utbenefits.myevive.com) login page, enter your username, which is the email address you provided when you registered for MyEvive. Then enter your password and click Log in.

#### I FORGOT MY PASSWORD. WHAT SHOULD I DO?

Click 'Forgot your password?' to be taken to the password reset screen. Enter the email address you used to register and click 'Reset Password'. You'll receive an email with a link to reset your password.



## APP



### WHAT ARE THE SYSTEM REQUIREMENTS?

The MyEve app is compatible with Android 4.1 and iOS 9.2 or later devices.

### HOW DO I DOWNLOAD THE MYEVE APP FOR IPHONE?

Go to the App Store and search 'MyEve' or scan the QR code from your smartphone camera.

### HOW DO I DOWNLOAD THE MYEVE APP FOR ANDROID?

Go to the Google Play Store and search 'MyEve' or scan the QR code from your smartphone camera.

### WHAT IS THE TOKEN TO ACCESS THE MYEVE APP?

Your token code is 'UTBENEFITS'.

## REGISTRATION

### CAN MY SPOUSE AND I REGISTER USING THE SAME EMAIL ADDRESS?

No. For security reasons, you must each use your own email address, but you will use the same University of Texas System Benefits ID (BID) number. If you're an employee, please make sure that you select 'Employee/Subscriber' when you create your account. If you're an employee's spouse, select 'Spouse' when you create your account.

### HOW DO I REGISTER?

- For your ID#, enter your employee Benefits ID (BID) number  
Note: Both employee and spouse will use the employee BID number to register
- Enter your legal first name and last name
- Enter your birthday in the format MM/DD/YYYY
- Select if you are an Employee/Subscriber, Spouse, or Adult Dependent
- Click Next
- Enter your email address (this will be your username)
- Create a secure password using the criteria listed
- Select your contact preference
- Enter your phone number
- Be sure to check off the Privacy Policy and Terms of use
- Select Create Account

### I RECEIVED THE MESSAGE 'EMPLOYEE ID DID NOT MATCH OUR RECORDS'.

#### WHAT DOES THIS MEAN?

This error message shows when the BID number you're using to register does not exist in Eive's database. Please contact your employer to receive your BID number, then try again.