PREVENTION PARTNERS℠

Frequently Asked Questions

For how long will I be able to access my account?

It is our intention for the web applications to remain active as long as possible within the time frame of existing licenses, though it is impossible to predict all eventualities so we encourage you to take advantage of the assessments and existing reports currently available to you.

Who can I contact to receive help with my account?

There are no longer any staff at Prevention Partners supporting accounts. If the login page does not load there is a web administrator monitoring the application for technical issues that can be reached at info@forprevention.org. The web administrator will check this account periodically but cannot help with troubleshooting functions like resetting passwords or adding team members.

I just earned an 'A' grade how do I get my recognition?
We have a current award from Prevention Partners that is about to expire. How do we renew it?

We are no longer able to continue confirmation calls or recognition renewals. We will continue to host our national map of wellness excellence, but it will fully not reflect reassessment data from after February 10, 2017.

How do I log in? I forgot my password or I am locked out of my account.

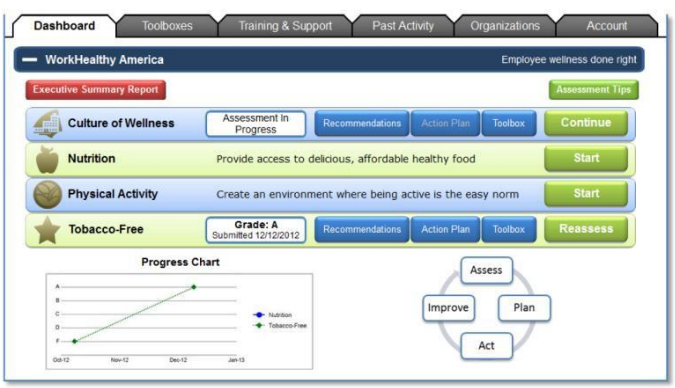
If you forget your password, you can easily reset it. Go to the log in page, enter your account email and select "Forgot your password?" This will send a temporary password to your email account that allows you to log in. Once you have accessed your account using the temporary password, you will be prompted to set a new permanent password. If you repeatedly input an incorrect password, your account will be locked. Unfortunately, if you get locked out of your account there is no one available to reset your password.

When I hit the "back" button I lose my assessment. What should I do?

Click "My Account" to return to your dashboard. Then select the "Continue" button on the assessment where you were working. Your answers are saved and you will begin at the previously unanswered question. We recommend using the "my dashboard" button and other buttons within your account instead of the back arrow in your web browser.

How do I print my reports?

Reports can be downloaded and printed by clicking on the appropriate buttons to the right of each assessment title. The blue buttons for "Recommendations" and "Action Plan" will download reports in PDF format, and the red "Executive Summary Report" button in the top left corner will do the same for the executive summary. Organizations with *Data* or *Excellence* license types may not have access to all report features.



How can I review my previous assessments?

From your dashboard, the “Past Activity” tab allows you to review your previous assessment questions and answers, past grades, previous action plans and recommendations reports. This tab also shows the date each assessment was submitted. To review your answers in each module, click on the white “Grade” button to the left of the blue “Recommendations” Button.

How do I complete an assessment or reassess?

To begin the assessments, log in to your organization’s account from www.ForPrevention.org. Click on “My Account” in the upper left corner of the screen and log in using your email address and password. A successful login takes you to the WorkHealthy America dashboard, where each wellness topic and corresponding assessment are visible in horizontal rows. Start the assessment in any wellness topic by clicking the green “Start” or “Reassess” button. You may also “Continue” an assessment. From the time you begin an assessment, you have 45 days to complete it. After the 45-day period, any answers you entered without submitting the entire module will be lost, but you can begin a new assessment. In general, we recommend reassessing every six months.

How do I add team members?

The Team Members section contains a summary of all members of your organization. By default it only displays active team members. To add a team member, the Organization Administrator can:

1. Click on the grey "Account" tab from your WorkHealthy America dashboard.
2. Click on the expansion bar that says "Team Members."
3. Click on the green button on the expansion bar that says "Add."
4. To add a new team member you must fill in all required fields. Enter your team member’s information and select the appropriate level of permissions:
    a. **Organization Administrator**: Team members can update account information, write assessments, download, edit and review reports, activate/deactivate team members, write assessments for multiple sites (if applicable).
    b. **Assessment Writer**: Team members can write assessments, download, edit and review reports, and view team members and account information.
    c. **Read Only**: Team members can review assessments, grades, and all reports, view team members and account information, but do not have editing capabilities.
5. When information is completed, click "Create."
    a. *If you do not want to add a team member, click “Cancel” and you will be returned to the Team Members section without a new team member being added.*

The new team member will receive a temporary password via email to access the account. After logging in the first time, he or she will be immediately prompted to change the password. Please encourage all team members to record their passwords in a secure location for reference.

I am new at my organization, how do I gain access to our account?

You must have a current “Organization Administrator” add you to an existing account for your organization. This will allow you to assume all editing capabilities for the account. When you are added as a team member, you will receive an activation email from info@forprevention.org with a temporary password. Log in to the account and update your password. When you log in, click on the “Account” tab and then the blue ‘Team Member’ bar to review current team members. Click on the former wellness lead to review and edit the contact information. There, you can ‘deactivate’ his/her account or change the permission level from ‘Organization Administrator’ to ‘Assessment Writer’ or ‘Read Only,’ if applicable.

How do I find out when my account will expire?

To find your license expiration date, click on the "Account" tab and select "Organization Information" where you will see your "Account Expiration" date.