

Participant FAQs

These frequently asked questions and answers are available to participants who sign up for a Well-Being Index account by selecting “FAQs” from the main navigation menu.

How are my results anonymous and secure?

As a user, you can rest assured that your account is secure and anonymous. Individually identifiable responses, scores, and data will never be shared with or revealed to your organization. You can use a non-organizational or personal email address for your Well-Being Index account if preferred (usernames will never be shared with your organization regardless). Data of the Well-Being Index is stored in secure cloud servers owned by the Well-Being Index.

Institutions and organizations that use the Well-Being Index to gauge the overall well-being of their employees and/or students are provided anonymous reports with de-identified aggregate data. Any information reported on is displayed as an average or percentage and will only be displayed if the sample size is large enough for any group (minimum of 5 individuals). Individual scores and data are never revealed to institutions.

What is my Dashboard?

Your Dashboard, found at the top of the left hand navigation bar, is the center of your Well-Being Index account. From here, you can take the assessment, view your most recent assessment results, track your well-being over time, and access helpful local and national resources.



How can I complete a Well-Being Index assessment?

Visit your Dashboard or click the button below to complete the Well-Being Index assessment or see when you're next eligible. You are able to take the assessment once every month.

The Well-Being Index assessment will take less than one minute to complete. Once on the assessment page, simply answer the yes/no or slider-scale questions, click 'Submit,' and your results will immediately be shown.

What do my Well-Being Index results mean?

The Well-Being Index is an assessment tool that calculates relative risk based on validated data; it is not a diagnostic tool. The Well-Being Index does not and cannot diagnose any condition or recommend a specific treatment.

The six dimensions of distress and well-being represented by the gauges on your results page show risk levels relative to all of those who have completed the assessment based on the Well-Being Index validation surveys. For example, a results page displaying a high risk of suicidal ideation indicates that the participant is comparatively at a higher risk of developing suicidal thoughts based on their assessment but may not be currently experiencing that dimension of distress.

Risk factors have been determined for each occupational group through group-specific validation studies, which you can find [here](#).



What are the resources?

The Resources section of the Well-Being Index, found at the bottom of the left hand navigation bar, provides you with local and national resources to help improve your well-being. These resources are customized based on your assessment results.

To access the resources, simply select the resource category you would like to learn more about and explore the helpful links, videos, and documents.

Can I get a certificate of completion?

Yes! To generate a certificate proving that you have taken an assessment, click on the Certificate page found in the left hand navigation bar. Here, you can fill out your name to appear on the certificate, select the desired assessment date(s), and download a printable PDF of your certificate or email the certificate to yourself.

How do I track my well-being?

To see all of your previous assessment scores and track your progress, visit your Dashboard and scroll down to the section titled 'My Well-Being Over Time.' Here, you can see all of your past assessment dates and scores to see how your well-being has progressed.



We recommend that you treat the Well-Being Index as you would any other regular health screening. Below are a few examples to illustrate the importance of self-assessing your well-being.

Example 1: Just as you check your blood pressure regularly to ensure it is within a healthy range, you should do the same with your well-being. Much like with high blood pressure, you may not notice symptoms of poor well-being until they become severe, resulting in extreme burnout, fatigue, or suicidal ideation.

Example 2: Many people weigh themselves regularly to ensure they are maintaining a healthy weight. They may weigh themselves more frequently if they are trying to make a change, and less often if they are in a maintenance mode. The Well-Being Index acts like a scale for your well-being, allowing you to track changes and make sure you are where you want to be over time.

How do I update my account information and password?

To update your user account information, visit your settings page by clicking the gear icon at the bottom of the left hand navigation bar. Here, you can change your account password, update your preferred email address, edit your assessment reminder frequency, and more.

To change your password:

- Click to the Security tab at the top of your Account page
- Input your current password
- Input and confirm your new password
- Click 'Update Password'

To update your preferred email:



- Click to the Security tab at the top of your Account page
- Input your new preferred contact email
- Click 'Update' at the bottom of the page

To edit your assessment reminder frequency:

- On the 'Account Defaults' tab, select the 'Check-in Reminder Frequency' dropdown menu
- Select your preferred frequency
- Click 'Update Account Options' at the bottom of the page

