

## LIMEADE ONE FREQUENTLY ASKED QUESTIONS

*Your organization uses Limeade for their well-being program. Limeade is working to deliver new functionality and improve the overall user experience with this update. If you have any additional questions, please visit [support.limeade.com](https://support.limeade.com).*



### **How do I download the new Limeade ONE app?**

- Open the App Store on your iPhone or the Google Play Store on your Android device
- Search for "Limeade ONE" and install the app
- Please note that you must **delete the existing Limeade app** off your device prior to signing into the new Limeade ONE app

### **Do I need to download the new app? Why?**

Yes, all users must download the new Limeade ONE app in order to continue to utilize your organization's well-being program. In the spirit of continuous improvement and to provide a better experience, we created a new app. Your program now has a fresh look, new features and an enhanced user experience!

### **What's different about the experience?**

You'll notice a new look and some new features that include:

- Latest mobile and web user experience
- Enhanced social connection
- New ways to learn more about your company's resources and benefits

Download the new app to learn more!

### **Do I have to download the Limeade ONE app or can I use the web version only?**

You can continue using the web experience, although it's best to download the Limeade ONE app as well for the best user experience and convenience.

### **Will I keep my points and level?**

Yes, your points and level will transfer to the new experience with you.

### **Will my data transfer over?**

Yes, any previous incentive, activity or assessment data will remain consistent.

### **Are my devices still synced?**

Yes, your devices are still synced with your account.

### **Do I have to retake the Well-Being Assessment?**

No, your Well-Being Assessment results will transfer to the new experience with you.