

# City of Montgomery FAQs

01

## How is the Sonic Boom Wellness platform different than my current incentive platform?

This new platform is easier to navigate, has device-syncing capabilities, a leaderboard to track your physical activity compared to other participants, along with the ability to set steps, calories, miles, and minutes daily goals.

02

## How do I update my email?

1. Go to your name in the upper right-hand corner of the site.
2. Click "Personal Info."
3. Change your email (using a personal or work email) and save.
4. Contact your HR/Benefits team or the Member Success team to verify the change, and ensure communications are sent where you'd like them to be.

03

## Is an activity tracker required?

Not at all! But if you do have a compatible device, you can register it with this wellness program to log your daily physical activity more easily. To sync your activity tracker, go to My Health in the top right of the site, click on "Connect a device," and follow the prompts.

04

## How do I start earning the wellness incentive?

Check out the activities you need to complete, then visit the Health Center to start checking them off. With each one, you'll be closer to earning your incentive reward.

05

## How is my data stored and protected?

We follow HIPAA, which means your health information or any other personal data can't be disclosed (even to your employer) without your consent. For more details on how data is collected and used, and other privacy information, check out the [Privacy Policy](#).

06

## How do I contact Member Support if I have a question?

The Member Success team is available from 8am to 5pm PST, Monday through Friday. Click on your profile in the top right of the site, then "Contact Support." Or call 1.877.766.4208 or email [info@sbwell.com](mailto:info@sbwell.com). We're happy to help!