

Healthy at Hopkins Enhanced Portal and App FAQ

Login/Access

What email do I need to use to log into the portal and app?

To gain access to the portal and app, you must use your Johns Hopkins email address as JHEDID@JOHNSHOPKINS.EDU (jh, jhmi and jhu email addresses will not work).

Points and Rewards

How many points do I need to receive my maximum incentive?

There is not an exact number of points you need to receive the maximum incentive. Instead, the 2024 Healthy at Hopkins portal is designed to maximize healthy habits, various program engagements and lifestyle changes.

Many of the point value activities (found under the Card Priorities tab on the left side navigation) will help you navigate how to accrue dollars throughout the year. Ongoing participation in completing card activities, getting your blood pressure checked, attending events (seminars, 15-minute meet-ups, etc.), completing self-paced online programs and engaging in challenges such as Race the Globe will help you achieve your maximum earnings.

Do points equal dollars?

Not exactly. The Healthy at Hopkins portal is a tool to support your well-being journey. By completing the same activities over again, you will eventually reach the maximum amount of dollars for that specific offering. We encourage you to try something new and engage in a variety of activities throughout the year to reach your maximum earning.

There is no need to rush! You have until Nov. 25 to earn your full incentive.

Before, I could do self-initiated challenges and journeys to earn points. What is the equivalent on the enhanced portal?

There are many opportunities to earn points for self-directed healthy habits through the Healthy at Hopkins portal. On the left side navigation, select Missions to challenge yourself to adopt healthy habits during a specific time frame. Courses are available to provide evidence-based strategies to impact lifestyle factors that may lead to health risks.

Will I receive voucher codes again when I participate in 15-minute meet-ups?

Say hello to code words! In 2024, after a 15-minute meet-up or a requested worksite wellness menu offering, you will receive a code word from the event facilitator. After the event, log into the Healthy at Hopkins portal, and you will see a card in your feed asking if you've participated in the meet-up on a particular day. If yes, you'll be prompted to select that day's code word. Select the correct one from the list and confirm. Your points will be awarded.

How long will it take for my points to appear in my account after I've submitted my success story or blood pressure forms?

You will see points for your success story submission and validation of your blood pressure forms within 10 business days.

Navigation

Where can I find out how many points I've earned?

When you log into the Healthy at Hopkins portal homepage on your desktop or the mobile app, you will see a Points and Incentives tile on the right side navigation. On the app, click the icon on the upper right side of the homepage to access this tile. You will be able to view how many points you've earned this year, how many dollars it equates to and how many dollars you need in order to earn your maximum incentive (essentially, this is a countdown).

Where can I find a list of completed tasks for which I have earned points?

On the homepage, click on the Card Priorities tab on the left side navigation. Under the collapsible tabs, you'll be able to see the major milestone activities you have completed. Some completed tasks will not appear on this page (e.g., card engagement, missions and self-paced courses). These activities will be accounted for in the Points and Incentives tile. Keep an eye out! More activities will be added under these collapsible groups as they become available.

Where can I find a list of tasks that are available to complete?

On the homepage, click on the Card Priorities tab on the left navigation. Under the collapsible groups of activities, you'll be able to see the types of activities you can complete.

Looking for more earning opportunities? Keep an eye out! More activities will be added under these groups as they become available. Also, [apply](#) to become a Healthy at Hopkins Wellness Champion to be in-the-know about reward opportunities.

App

What is the name of the app?

The app is called Ramp Health. Click here to download it from the [Apple Store](#) or [Google Play](#).

Why do I need to reenter my Johns Hopkins password each time I access the Healthy at Hopkins portal through the app?

This requirement protects the security and data of our Johns Hopkins employees. As part of our single sign-on (SSO) security protocol, employees can use their JH credentials to log on to the Healthy at Hopkins portal.

Connectivity

How do I sync my digital device to the portal to earn points for steps?

You can sync your activity tracker or other device to the portal to earn points for steps accrued in a day when you log at least seven hours of sleep. To sync your tracker, visit the Profile section of the portal and select your tracking mechanism. Once your tracker or other device is linked, you will see the activity as completed under Card Priorities > Sync Your Device & Earn.

Remember: If you prefer nonstepping exercise, be sure to check the settings on your device to translate this movement into steps.

Samsung Galaxy Fit and MyFitnessPal are not on the list of devices. How can I get credit for steps and sleep while using them?

Ramp Health has several ways to link devices and trackers to their platform to earn points for steps and sleep. A list of trackers that can be connected to the platform is in the Profile section on the left-side navigation.

Do you use a tracker that is not found on the list? Many of them can be connected to Apple Health or Google Fit through third-party apps. For example: Samsung Health users can [click here](#) for instructions.

General Functionality

I started the Health Risk Assessment (HRA) and stopped. When I returned, it took me back to the beginning. Why didn't it save my answers?

Have no fear! Your answers have been saved. Each time you access the HRA, the same initial screen will appear. Click on Begin HRA and it will take you to the section where you left off.

What if my blood pressure improves? Can I re-submit my form?

Blood pressure forms can only be completed one time per year.

Can I invite my friends to participate in the Healthy at Hopkins Portal?

The Healthy at Hopkins Portal is available for benefit employees only.

Technical Support

Can I unsubscribe from emails sent from Ramp Health?

Yes. In order to unsubscribe, log into the Healthy at Hopkins portal. Go to Account Settings and click Unsubscribe.

How can I get technical support?

Ramp Health is available to provide technical support for its app or the Healthy at Hopkins portal through its Have a Question? tab on the left side navigation.

The Healthy at Hopkins customer care team is available to answer other questions Monday–Friday, 9 a.m.–9 p.m. ET, at 833-554-4554 or healthyathopkins@jhmi.edu.