How to Download and Activate HealthJoy

HealthJoy is the first stop for all your healthcare and employee benefits needs. To get started, just activate your HealthJoy account and download our app.

1

Receive Activation Email and / or Text Message

To activate, click the web link in either message from your smartphone. The link will take you to an activation screen where you can create an account.
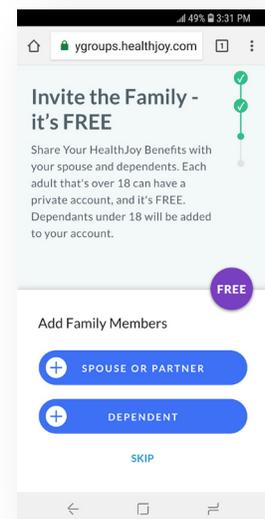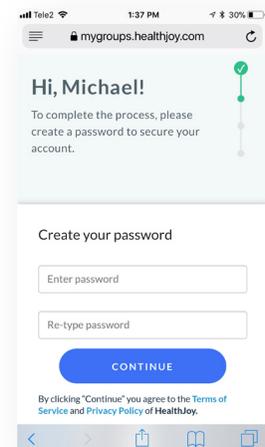
2

Create Password

You'll be taken to a web page asking you to create an 8-character password (minimum).

3

Add Family Members

Adding family members is free, and we encourage you to invite all members of your immediate family that are over 18 years old. They will get access to all the same services including access to free healthcare concierges and medical professionals.
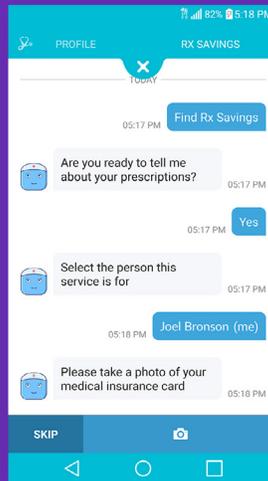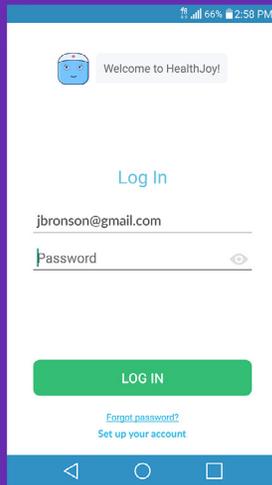
4

Download the App

Next download, install, and log into the HealthJoy app. The app is available for Android, iPhone, and iPad and requires an Internet connection. Just click the download button at the end of the setup process and you'll be taken to our app within your smartphone's app store.

5

Log In

Finally, after you download the HealthJoy app, all you need to do is log in to the app with the email address that received your invitation and the password you created. JOY, your virtual healthcare assistant, will welcome you to the app. You can start using the app within seconds.

Did you forget your password or miss your activation email?

Forgot password

If you forgot your password, all you need to do is open the HealthJoy app and tap the "Forgot Password?" link at the bottom of the login screen. We will send you a link to create a new password to the email your company supplied us.

New Activation Email

If you can't find or accidentally deleted our activation email, click "Set up your account" at the bottom of the login screen to request a new one. We will ask you for your email address, and our Concierge will confirm your eligibility. We'll send a new activation email as soon as possible.

If you have any other issues with activation or logging into our system, please call or email us at:

(877) 500-3212
support@healthjoy.com