



HealthyCARE[®]
THE Immunity
PROGRAM
Health • Wellness
Prevention

Viewing and Printing the Immunity Program Manual

View + Print Manual

1. Login to your account at **HealthyCARE.com**.
2. From the navigation menu at the top of the site, choose **My Wellness > Manage My Wellness**.
3. Select the **My Profile** icon.
4. Click the button for **My Programs & Groups**.

The screenshot shows a user profile page with the following elements:

- My Profile** callout box with a gear icon.
- Personal Information:** Last Name (support), Middle Name, Email Address (name@email.com), Re-enter Email (name@email.com), Address (1 Highlander Road), Address 2 (Unit 1), City (Manchester), Zip Code (03103), State (New Hampshire), Country (United States), Phone Number (555-555-5555). Note: Area Code is required. Format should be XXX-XXX-XXXX.
- Physical Information:** Waist:Hip Ratio (0.97).
- Activity Level:** Radio buttons for Basic, Lightly Active (selected), Moderately Active, Very Active, Extremely Active, Custom Factor.
- Medical Implant Device:** Radio buttons for Yes, No (selected). (e.g. Pacemaker).
- Dashboard Measurement:** Radio buttons for Estimated (selected), Tracked.
- Registered As:** Facility - Executive Health & Sports Center, Program Code - FE5PSRZ1.
- Buttons:** VIEW ALL ASSOCIATIONS, INSURANCE CARD, MY PROGRAMS & GROUPS, CHANGE MY ROLE.
- Profile Picture:** Dashboard Profile Picture placeholder with a NEW PICTURE button.
- Footer:** myzone Tracking Enabled (checked), Belt Number: 1234567, Overnight Syncing: ON.

View + Print Manual

5. If a program allows viewing and printing, you will see a **Program Manual Available** link below the group's name.

MY PROGRAMS & GROUPS

Group/Program

Primary Coach

Status



Oct 6 at 10am - Genavix Support - ALL
HealthyCARE 90 Day Program
 [Program Manual Available](#)

Genavix Support

Active

6. Click the hamburger menu to view available actions. You can choose to either **View** the manual inside your browser or **Print** the entire thing using your home or office printer.



Some Sample Group Name

Allison Smith

Active

PRINT MANUAL

VIEW MANUAL

CONTACT COACH

View Manual

When you choose to **View Manual**, a new tab will open.

MY PROGRAMS & GROUPS

Group/Program

Primary Coach

Status

Some Sample Group Name

Allison Smith

Active

PRINT MANUAL

VIEW MANUAL

CONTACT COACH

The GENAVIX HealthyCARE[®] Nei x Virtual Classroom - Genavix Heal x +

https://genavix.com

Highlighters



Solid Lines



clear

Highlights & lines are not saved.

Links & Actions

Portal Videos

Search the Internet

Hide Sidebar

HealthyCARE[®]
THE Immunity
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Welcome to the HealthyCARE[®] Immunity Program! The program does not require a long-term commitment, an initiation or membership fee, or the purchase of products.

By participating in this 4-week program, you will obtain the knowledge to improve, strengthen, and maintain your immune system throughout the year by including nutrient boosting foods to your nutrition plan, practicing food safety, managing stress, exercising regularly, getting quality sleep, and taking precautions while frequenting public places. You will work with a healthy/wellness coach weekly and have access to your personal account on the GENAVIX portal.

View Manual

Skip to specific **sections** and **pages** or read **page-by-page**

The screenshot displays the user interface for the HealthyCARE Immunity Program manual. On the left is a sidebar with the following sections:

- Skip to Section:** A dropdown menu with the text "* select week *".
- Highlighters:** Three colored boxes (yellow, light blue, pink).
- Solid Lines:** Three colored boxes (green, dark blue, black).
- A "clear" button.
- A status message: "Highlights & lines are not saved."
- Links & Actions:** Two buttons: "Portal Videos" and "Search the Internet".
- A "Hide Sidebar" button at the bottom.

The main content area features a "Prev" button on the left, a page number "1" in the center, and a "Next" button on the right. The central content displays the program logo and the following text:

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Highlighters and **drawing tools** are available but are not saved.

Instructional videos for using the portal can also be accessed here.



*Healthy***CARE**[®]
THE *Immunity*
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The rest of this document covers
how to **PRINT** the manual

Print Manual

When you choose to **Print Manual**, a popup will appear to walk you through the printing process. Please read and follow the instructions in the prompts.

NOTE: Print Manual is only available for **Windows** and **MacOS**.

ALERT!

Before you start, please make sure the printer is on and connected to this computer/device.

When ready, click the button below.

READY TO PRINT

The first step is to check if you have the necessary print software installed. If this is your first time printing from the HealthyCARE portal, the utility will NOT be found.

PRINT PROGRAM MANUAL

HealthyCARE 90 Day Program



Checking for print utility...

This may take a minute. Please wait.

Print Manual

If the required print utility is **not found**, click to **Download Print Utility** and follow the installation steps.

PRINT PROGRAM MANUAL

HealthyCARE 90 Day Program

The print utility was not found. You must download the application to continue.

The print utility is free and does not require sign-up.

DOWNLOAD PRINT UTILITY



wcpp-5.0.20.127.msi

PRINT PROGRAM MANUAL

HealthyCARE 90 Day Program

1. Open the downloaded file.
2. Follow the prompts to complete installation.
3. Once installed, click the button below to continue.

PRINT UTILITY INSTALLED

When the install finishes,
you can continue following
the prompts in the portal.

Print Manual

The system will check again for the **print utility** before automatically going to the **Printer Settings** screen.

PRINT PROGRAM MANUAL

HealthyCARE 90 Day Program



Checking for print utility...
This may take a minute. Please wait.

1. Select your printer
2. Enable double-sided printing if your printer is capable
3. Agree to the printing terms & conditions
4. Click the button to **Print Manual** to start printing

PRINT PROGRAM MANUAL

HealthyCARE 90 Day Program

Ready to print. You have **3 attempts** remaining.

Select Your Printer

Some Printer Name

Manual requires **96 pages** to print.

Please be sure your printer is stocked with enough paper.

Print double-sided pages (48 pieces of paper).

I agree to the [terms & conditions](#).


PRINT MANUAL

Printing 91 Total Pages

If you have any trouble printing or run out of attempts, please contact your program coach for assistance.

While printing is in progress, you must keep the portal open and **remain on this screen**.

PRINTING IN PROGRESS!



Please wait for your printer to finish before closing.

Once all pages have printed, click the button below.

PRINTING COMPLETE


[Something went wrong, printing did not complete.](#)

Once your printer is finished and the manual is successfully printed, click the button to confirm **Printing is Complete**.

If something goes wrong...

If anything goes wrong with printing, you can click the link for [Something went wrong, printing did not complete.](#)

PRINTING IN PROGRESS!



Please wait for your printer to finish before closing.

Once all pages have printed, click the button below.

PRINTING COMPLETE

[Something went wrong, printing did not complete.](#)

PRINTING ERROR

Printing was attempted but did not complete. A print attempt was removed. You now have **2** attempt remaining.

If you need assistance, please contact your coach.

CONTACT COACH

EXIT PRINTING

If something goes wrong...

You are allowed **3 attempts** to print the manual. If after 3 failed attempts you are still having trouble, your coach can add a single **additional attempt**.

RESET PRINT MANUAL
Clientfirst Last

If the client was unable to print the program manual successfully and has run out of attempts, you can add **1** additional attempt.

1	0
Copies Available	Print Attempts Left

ADD PRINT ATTEMPT

Once an attempt has been added, you will not be able to perform this function again. The Genavix team will need to be contacted for assistance if the client continues to have trouble printing.

If all 4 attempts are **exhausted** (original 3 plus 1 extra), please contact the HealthyCARE Support Team for further assistance.



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Have a Question?
Contact your group's
primary coach for assistance.

HealthyCARE Support can be reached directly at support@genavix.com.