

Jiff - Eaton's New Health and Wellbeing Portal February 2018 – Employee FAQs

What is Jiff?

Jiff is Eaton's new health and wellbeing portal and a digital app that lets you keep track of your health and wellbeing all in one place. Effective February 1, Jiff is where you will start for all things health benefits-related via your mobile device or computer. Jiff replaces our current eatonbenefits.com portal and My Active Health, serving as your entry point for health information and providing you direct access to our healthcare benefits vendors such as Anthem BCBS, Express Scripts and Castlight.

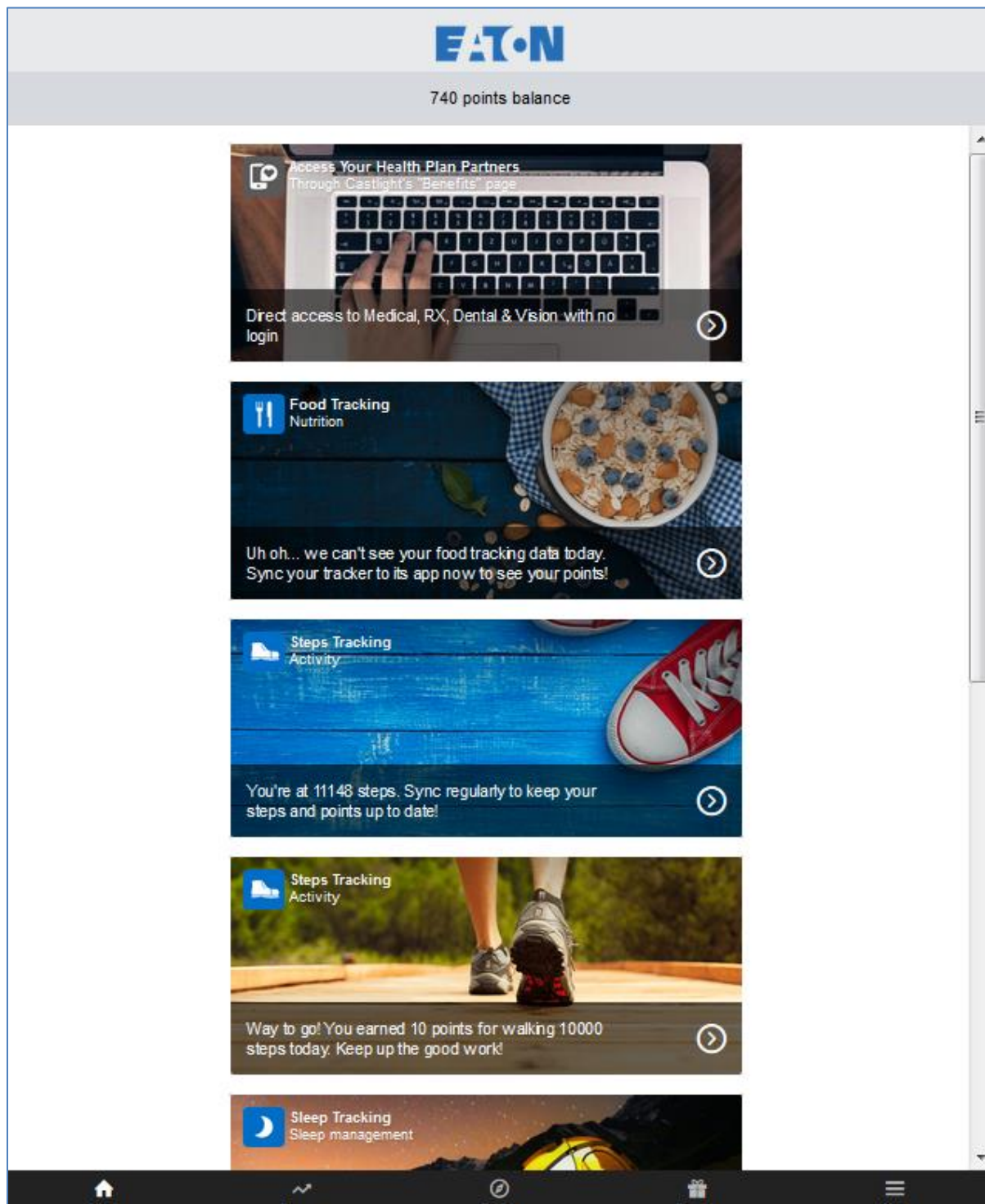
What can I do with Jiff?

Jiff has multiple uses:

- **Lifestyle Tracking Apps:** Choose from programs that target healthy behaviors, like tracking your steps, planning nutritious meals, and reducing stress.
- **Digital Health Coaching:** You can sign-up for interactive programs that target better sleep, getting fit, tracking your nutrition, achieving better work/life balance and learning relaxation strategies.
- **Link to Eaton Health Partners:** You can quickly access Eaton's key healthcare partners, including Anthem BCBS for medical, Express Scripts for pharmacy, Delta Dental for dental benefits, EyeMed for vision benefits, Castlight for cost and quality transparency,
- **Access Eaton Content Center:** The Content Center will replace Eaton Learn More Links previously located on eatonbenefits.com. Find important information on Health Benefits-the Details, Counseling and Assistance programs, Contacts and Forms, Watch and Learn Webinars /Videos/Course, Thinking about Retirement and more.
- **Healthy Incentives** (coming in mid-2018): Jiff will be the home for the Healthy Incentives programs and Healthy Incentive dashboard for employees and spouses/domestic partners.
- **Earning Rewards:** Participating in the Jiff programs will help you (and registered spouses/domestic partners) earn points that can be entered into a raffle to earn E-Star points each quarter!

What does the Jiff app look like once I complete the signed up for Jiff?

Once you have completed the registration process, the Jiff home screen will appear



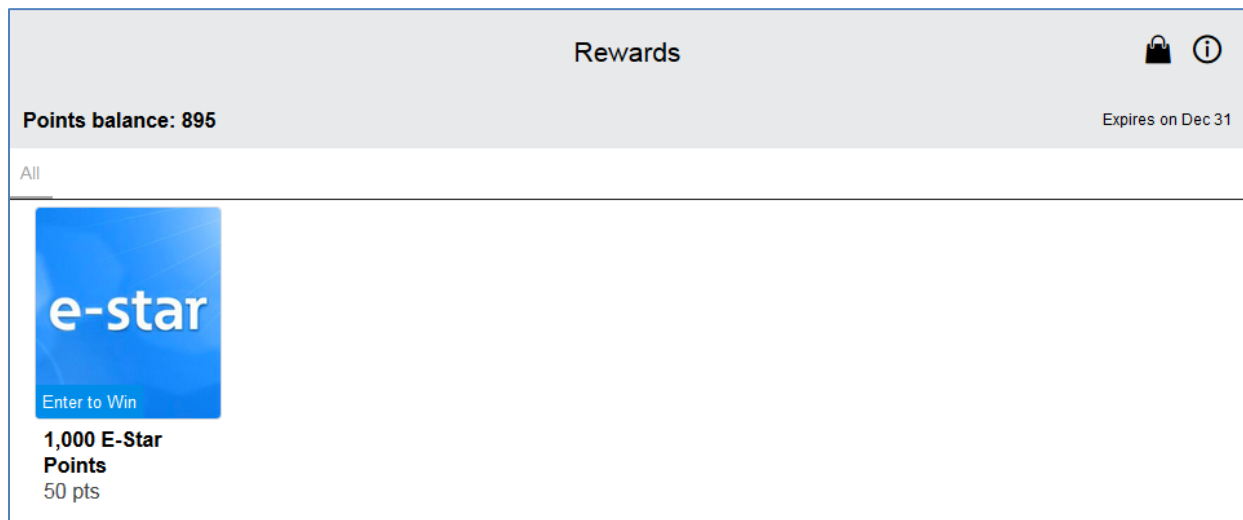
How can I earn Rewards?

1. You can earn points for your participation in programs.
2. Programs allow:
 - a. Five to 15 points per day, per activity for sleep, nutrition, and activity based apps you have synchronized with Jiff. The points are awarded based on level of activities. More details can be found on the app and described in the activity.
 - b. Users can earn up to five points per day for the digital coaching programs described above.

What can I do with my points?

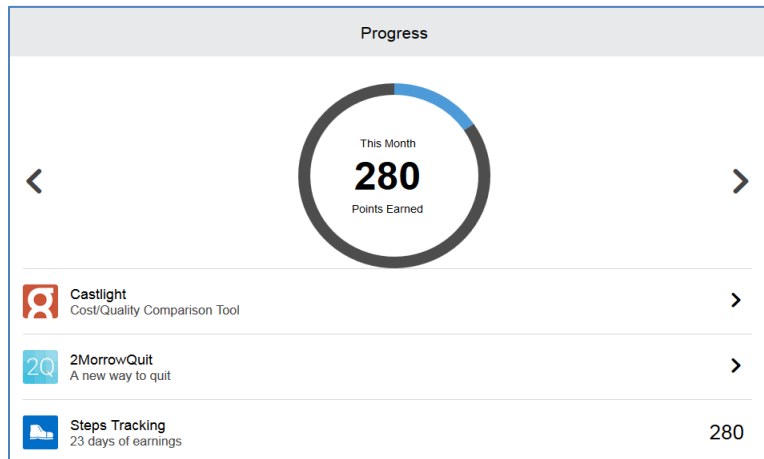
1. Points can be redeemed to enter a raffle.
 - a. Each raffle entry requires 50 points.
 - b. Raffles are held quarterly and employees choose which raffle to enter and how many entries they wish to make.
2. 1000 E-STAR points will be awarded to 50 randomly selected winners on a quarterly basis

Click on Reward button at bottom menu bar, then on E-STAR button to enter raffle.



How do I see my points?

Click on the Progress button to see current points earned that month. These points represent all activities from employee (and spouse/domestic partner) from current month. Use the < or > to scroll to see points earned in prior month or in total.



Will eatonbenefits.com still be available?

Yes, eatonbenefits.com will still be available for any web users who enter outside of JOE. However, the new portal will change in appearance and contain a link to Jiff and a Fidelity Netbenefits.com. There will also be information for new hires, retirees, and important reminders.

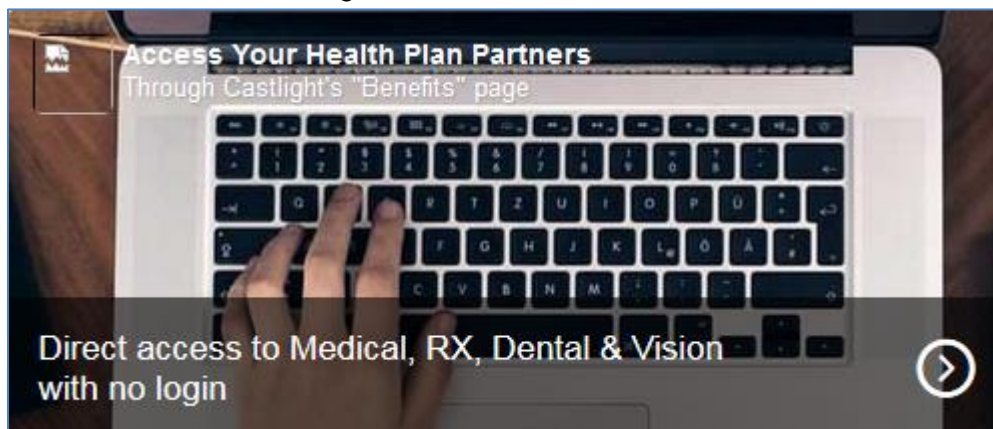
How can I find information about my Healthy Incentives I completed last year?

If you have any issues with 2017 Healthy Incentives credits you have earned, please contact the Eaton HR Services group at 412-893-3600.

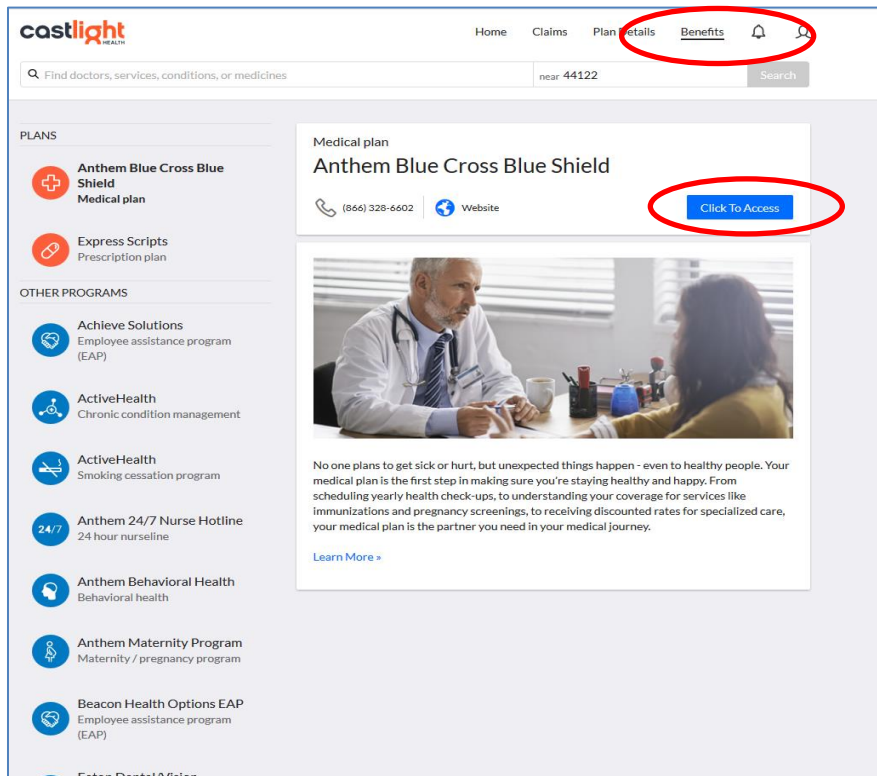
How do I access Eaton's health plan partners?

You will need to be enrolled in the Eaton Medical plan to access this feature.

1. Once you enter the Jiff portal, click on the card – Direct access to Medical, Rx, Dental & Vision.
2. Then click on Go to Castlight.



3. Site will redirect you to Castlight. Click on Benefits tab from Castlight app. This site will have direct access to the health plan partners.
4. Click on the 'Click to Access' button.



Please note that the first time you access Anthem and Delta it will require you to sign in with your previous ID and password. If you do not remember these items, you can retrieve them through the site. Eyemed, Express Scripts and Quest do not require you to sign in again.

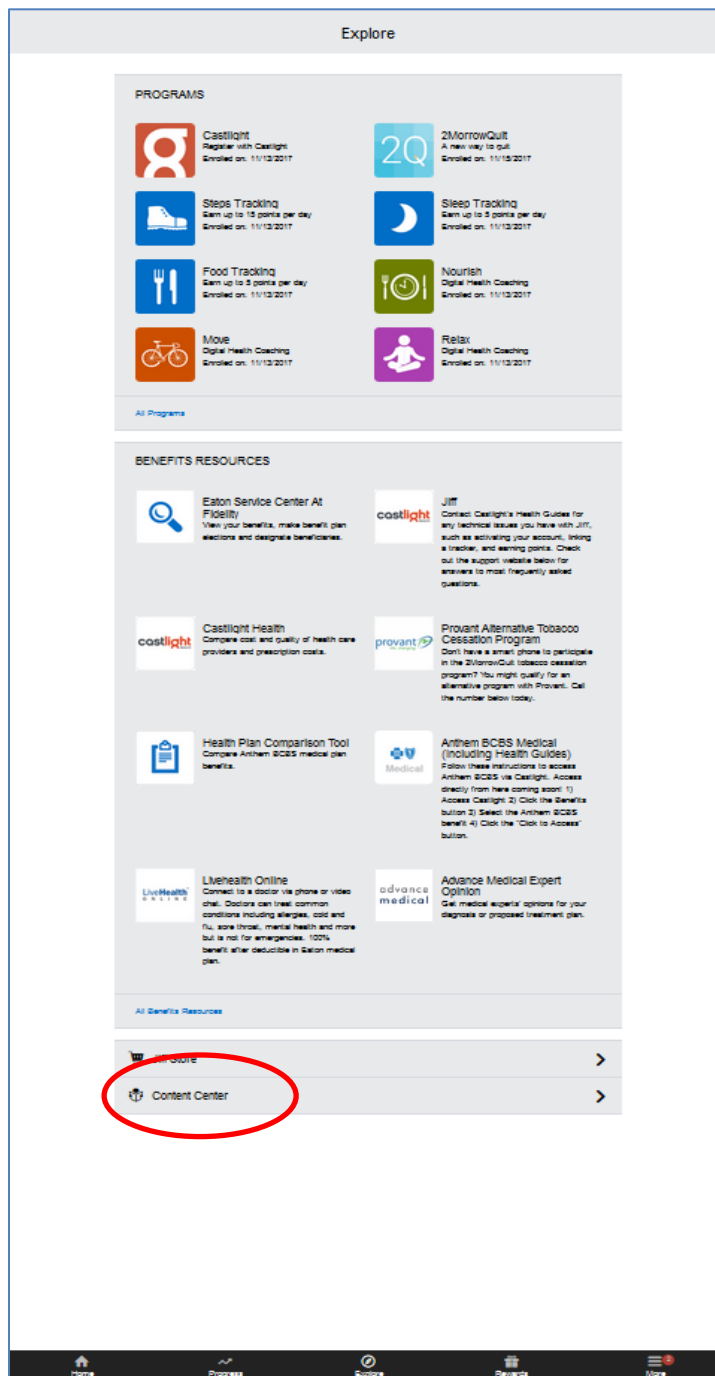
Do the Castlight links also work from a mobile device?

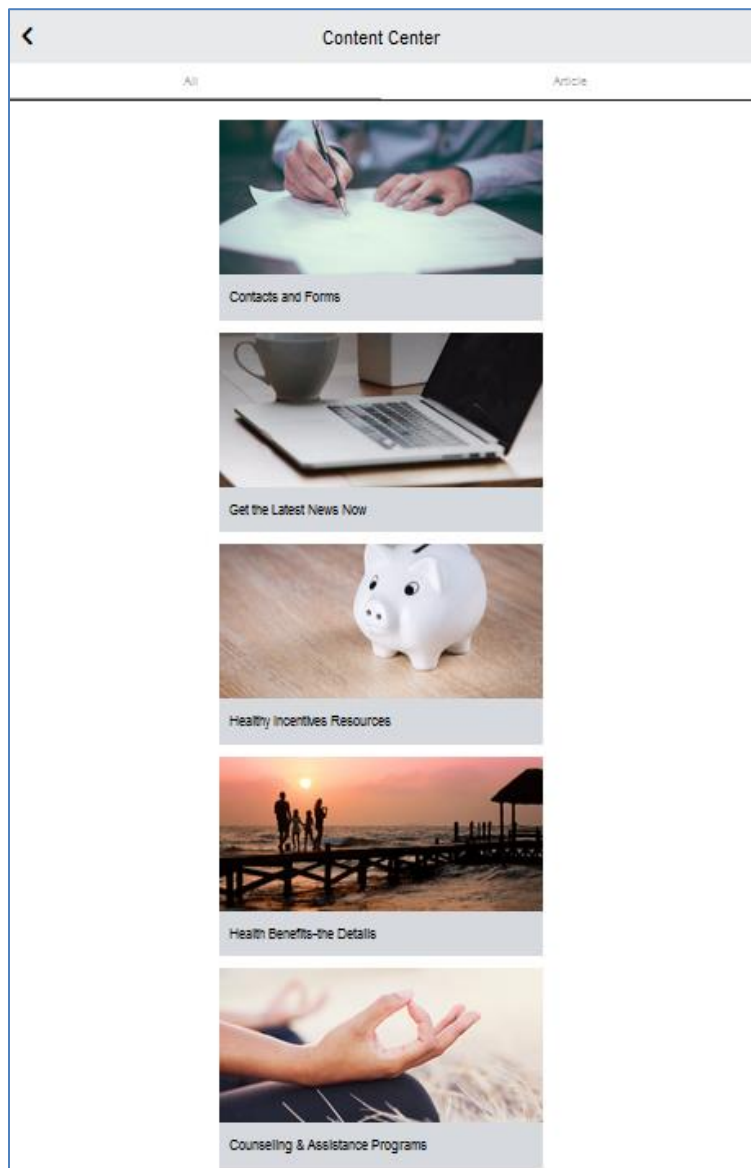
Yes, the direct access to health plan partners also works from mobile devices. The experience will be enhanced if you have downloaded the other applications such as the Castlight app.

How do I get to the eatonbenefits.com Learn More Links?

All information previously contained in Learn More Links is now available through the Jiff Content Center.

To access – once you enter the Jiff portal, click on **Explore** button from the bottom menu, scroll down to content center at bottom.





Click on the card displaying the category you wish to explore.

Will I receive any notifications from Jiff?

Yes, the Jiff app will send custom notifications to you several times throughout the year to inform you of events at your location and other important reminders. If you wish to turn off this functionality, please contact Jiff support.

Will the app work with pop-up blockers enabled?

You may need to disable your pop-up blockers (or allow site content) on certain web browsers.

How do I log off from Jiff?

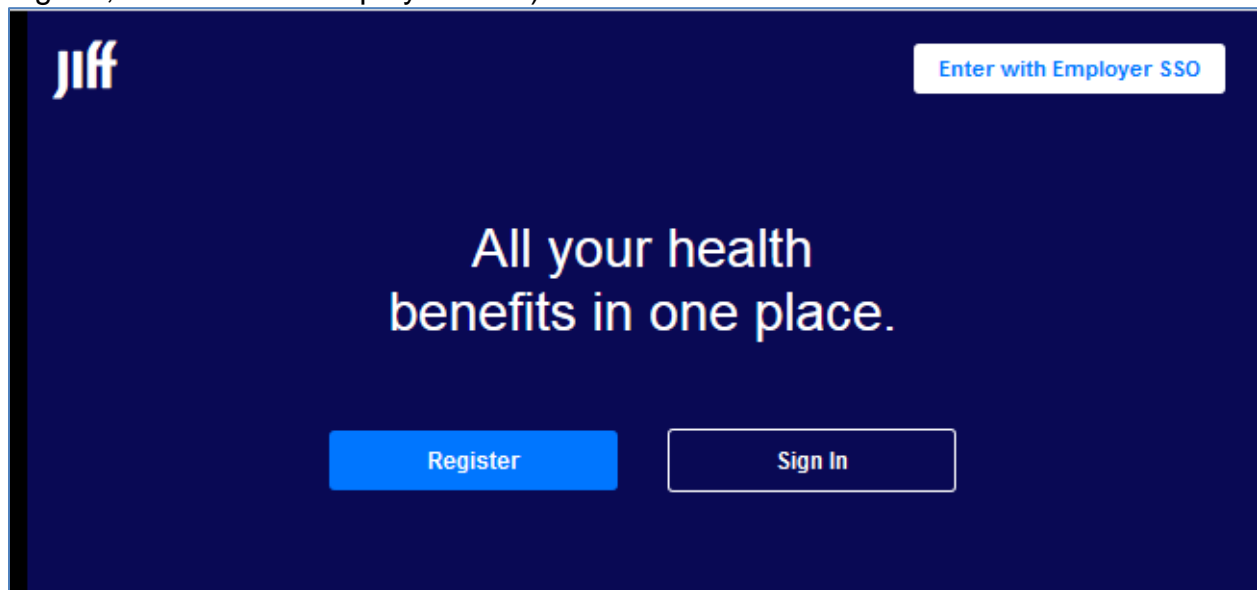
To log off from Jiff, go to the More menu at the bottom, click on Profile & Settings, then sign out at the bottom. The app will also automatically log off after 5 minutes of inactivity.

How can I link my Apple Watch activity tracker to Jiff?

Apple Healthkit is the tool used to sync the Apple Watch. Follow the instructions for the Apple Healthkit or if you need more information, click <https://jiff.force.com/s/article/How-do-I-sync-my-Apple-HealthKit-to-Jiff>.

My direct access from JOE seems to be slow?

The access from JOE to Jiff on the web may pause briefly on the following page before the direct access completes. Please wait for the sign on to complete and take you to the enter password and account page. Do not click any other buttons (such as Register, Sign In, or Enter with Employee SSO).



Where do I go for additional help?

You can contact support@jiff.com or call Castlight/Jiff support at 855-572-2164.