**PolicyPath App Tech Tips**:

- Supported OSs: iOS 10 and up is supported; Android 7.0 and up is supported
- Be in an area where you have strong wifi or mobile data
- The link in the email should take you to your respective app store to download PolicyPath. Make sure to click "Open" or "Open in PolicyPath" once the download is complete, if prompted.
- It could take 10-15 seconds for the login screen to appear once the app is downloaded
- Use the email address where your welcome email was sent to for logging in
- Passwords must be a minimum of 8 characters and a combination of 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
  - Special characters (e.g. !@#$%^)
- The first time you login to the app, please work through agreeing to waivers and test answering health questions

App FAQs:

- I'm having issues downloading the app from the link provided. What can I do?
  - Check to make sure you have enough space on your device. The app is approximately 120MB in space
  - Download the app directly from the respective app stores or search for "PolicyPath":
    - **Apple App Store**: https://apps.apple.com/us/app/policypath/id1516846609
    - **Google Play Store**: https://play.google.com/store/apps/details?id=com.mindlakes.backtowork&hl=en_US
  - If you still have trouble downloading the app, please visit for our web version: https://ppath.app.link/prd-sblv-saml
- I am being taken to a screen to enter an Organization Code. What do I do?
  - If prompted to enter an organization code, please enter **SBLV** (uppercase and is case sensitive.)
  - If prompted to select whether or not you're an employee, please select "Non-employees"
- I'm trying to enter my password but I'm not receiving the confirmation email to my inbox. What do I do?
  - Make sure to use the email address where the invitation email was sent
  - Check to see if your email is spelled correctly
  - Check your spam folder
  - Have your IT team whitelist the email address: SBHealthScreen@emails.nfl.com
  - Email support at NFL-ITSBLVHealthScreen@nfl.com
- I'm getting an "authentication error" ? Why? What do I do?

- ○ If you click on an expired password reset email, you'll get an "authentication error: Access Expired" message.
- ○ To rectify this, see your most recent password recent email or resend and wait for a new password reset email.
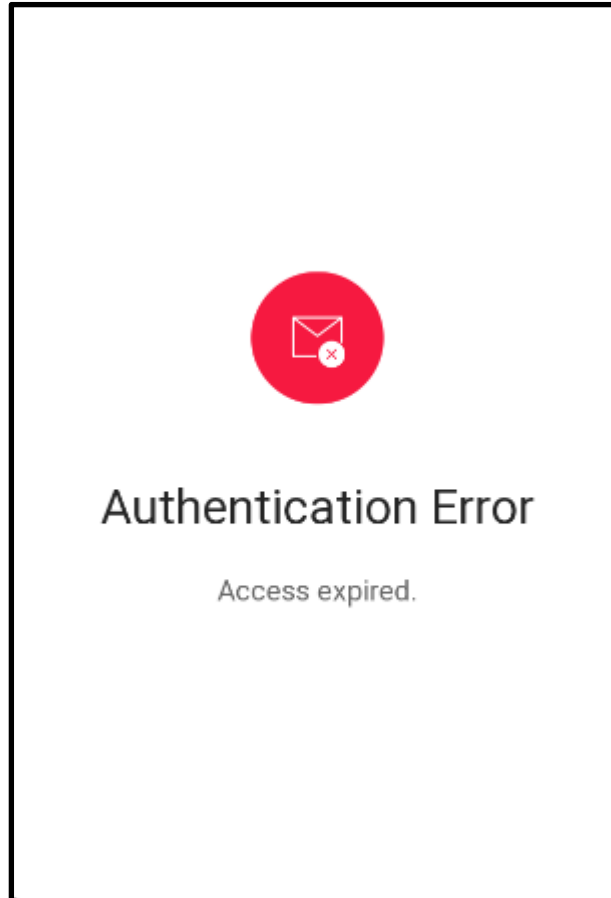
- ● I'm trying to fill out my daily questions but I'm being asked to confirm my answer. Why?
  - ○ If you answer a question in a "non-compliant" way, we want to make sure that you've verified your answer before submitting your questions.
- ● If you're experiencing issues with the app, consider these general troubleshooting steps:
  - ○ Make sure you have the latest version of the app
  - ○ Make sure your data/wifi signal strength is good. If one is low, consider switching between mobile data <> wifi
  - ○ Close the app and re-open it
  - ○ Turn on/off the app
  - ○ Delete the app and re-install