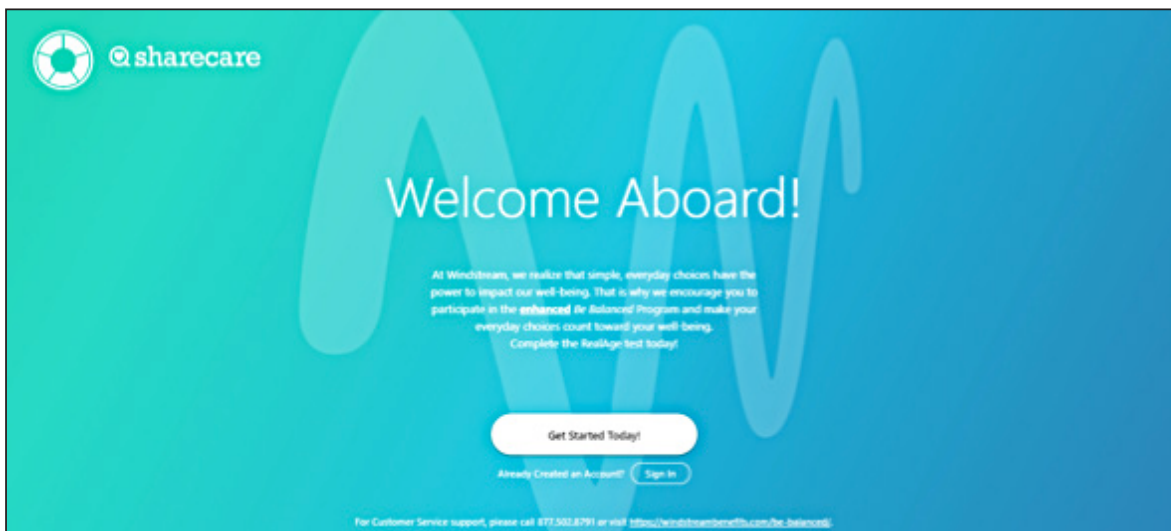


How to opt out of email communications from the *Be Balanced* Sharecare platform



These instructions will help any Windstream employees and spouses who are enrolled in a Windstream Medical Plan who register and create an account on the *Be Balanced* Sharecare platform, to opt out of Sharecare platform emails.

Members will go to <https://windstream.sharecare.com/>, and create an account by clicking **Get Started Today!**

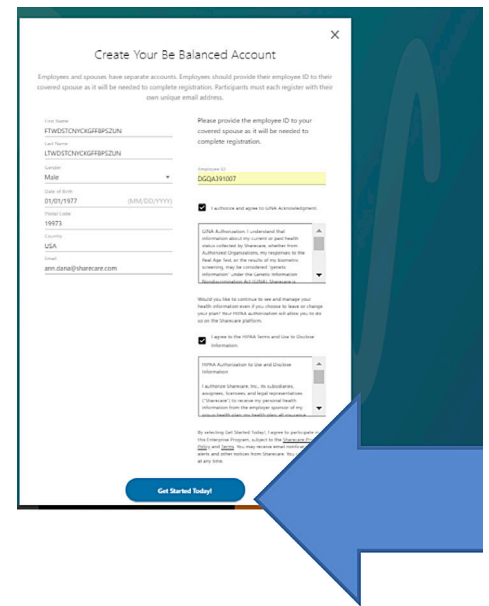


Complete registration by:

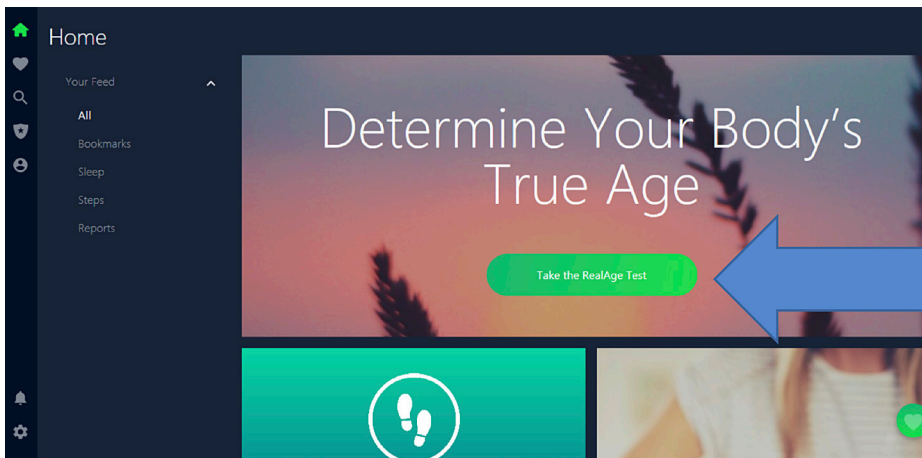
- Entering your first, last name, gender, date of birth, email, preferred password and employee ID.

PLEASE NOTE:

- First and last name must be entered as they appear on your HR paperwork, or on your medical ID card.
- Your zip code is the zip code associated with your home address.
- Spouses should register with the employee’s ID.
- Spouses will have their own account and will need to register and complete the activities separately.
- Read and agree to the terms and conditions and GINA acknowledgement.
- Click **Get Started Today!**



On this page click, Take the RealAge test.

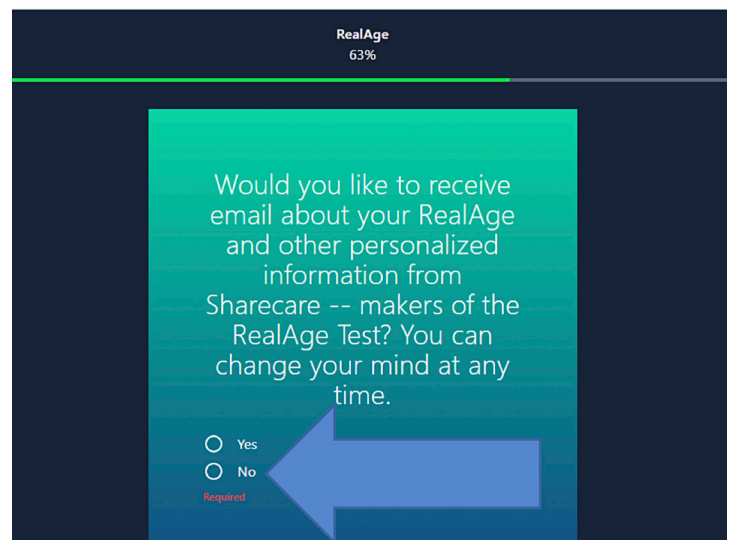


During the RealAge test, there will be a question:

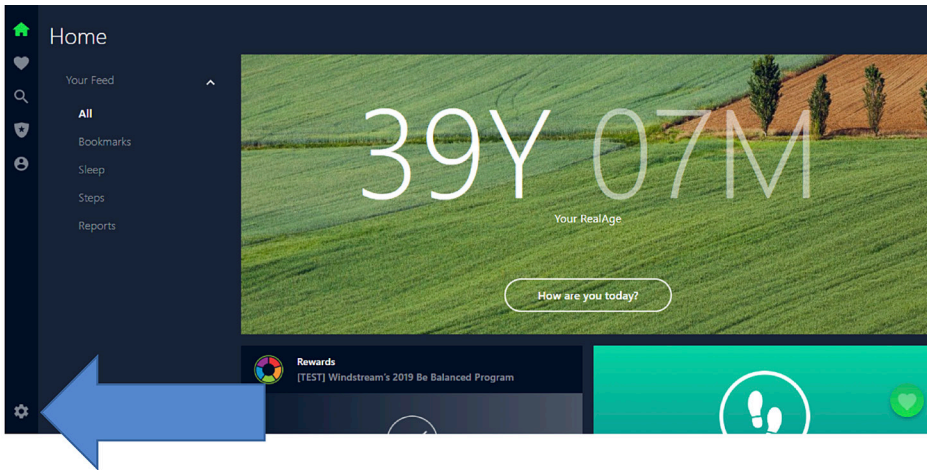
Would you like to receive email about your RealAge and other personalized information from Sharecare—makers of the RealAge test? You can change your mind at any time.

Select **“NO”** and you will automatically opt out of further Sharecare portal email communications until the 2020 *Be Balanced* program.

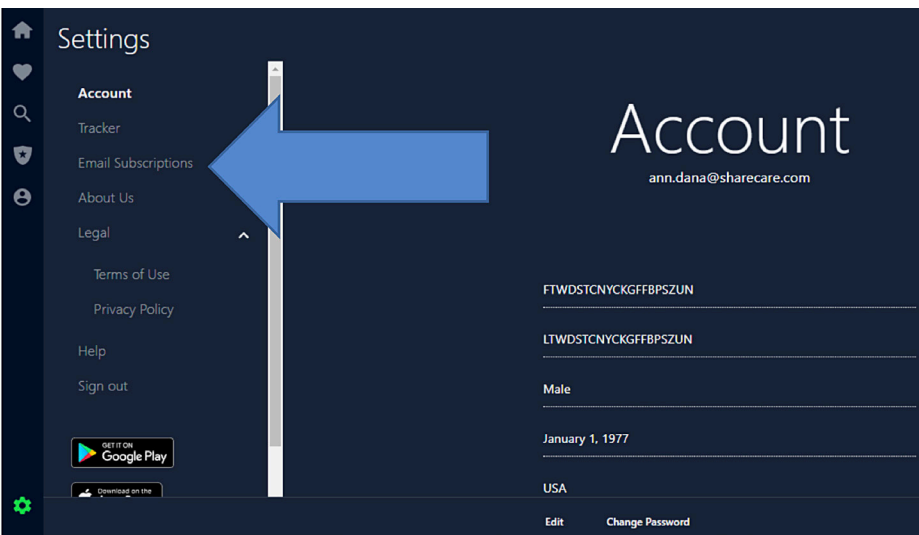
You will still receive emails regarding important deadlines.



Following the completion of the RealAge test, if you find that the amount of email communications you receive from the *Be Balanced* Sharecare portal is too frequent, you also have the ability to opt out on the HOME page, by clicking the Settings button (bottom left).



Once on the Setting page, click on the “Email Subscriptions” link on the left hand tool bar.



Select: “I don’t want to receive notifications”, to unsubscribe from future emails. Please allow up to 10 business days to process your request.

