



Frequently Asked Questions (FAQs)

What is “Reach”?

Reach is the City’s online and app-based well-being program with engaging activities, useful tools and educational content to help you reach your financial, emotional, social and career goals while enjoying the journey. Participation in Reach is completely voluntary.

Who can participate in the Reach program?

Employees, under age 65 retirees and covered spouses/domestic partners on the “Most” benefit program may use Reach. It is not available to employees on the Local 27, Local 77 and SPOG benefit programs, Seattle Housing Authority employees, COBRA participants or Medicare-eligible retirees.

What can I do in Reach?

Reach is designed for YOU. You can participate in activities, connect with other employees and learn about well-being topics that excite you. You can also learn about City benefits and resources, such as Accolade, healthcare plans, FSA and EAP programs.

How do I access and register for Reach?

Visit cityofseattle.limeade.com. If you have not registered yet, click “Get Started”. You will be asked to verify your information and create a username and password. If you have registered, sign in with your username and password.

What rewards do I get for participating in Reach?

Your primary reward for participating are your own well-being and an improved connection to the City’s community and resources. You can also earn points and completion badges for engagement in activities. More points, more badges, more well-being. There are three earning levels, 1000 points each on Reach. The City of Seattle does not offer a monetary reward for Reach participation.

What is the Reach program year?

The Reach’s program years typically run July to June. Reach points and badges will reset at the end of the program year (June), the portal will be refreshed, and new activities and engagement opportunities will be available at the new launch (July.)

What should I do first?

You can select activities or content that interest you. Check out the featured activities in the banner. Or if you need more direction, start with the “Well-Being Assessment”, and then join personalized activities. The “Well-Being Assessment” will suggest topics to explore based on your strengths and areas of opportunity.

Where do I find activities related to certain topics, such as sleep or stress?

Once you’re logged into Reach, click the “Discover” tab on the top of the screen. From there you can browse a variety of topics that interest you or search key words in the activity titles.

What is the City of Seattle code to download the Limeade App?

To access Reach on your mobile phone, download the Limeade app from your App store or Google play. Then, use the code ‘seattle’ to log in and create an account with access to all the City of Seattle resources and activities.

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How is Reach different than the online EAP resources offered through City Benefits?

Overall, Reach and the EAP provide complementary services for City employees. Reach is a self-guided, highly personalized online engagement experience. When you interact with the Reach well-being portal, you will receive activity recommendations and content that is most relevant to your interests and needs. You can set emotional, financial, physical and career goals, complete activities and earn points to celebrate successes. The City's EAP vendor offers short-term individual counseling services by phone or in-person. Employees and household members can get support for relationship issues, stress management, depression and anxiety and work-life balance. EAP also offers free legal and financial consultations as well as resources for eldercare, childcare or household services. While there is slight overlap in online content, each offers a unique array of services to participants.

How do I find out about the City's benefits in Reach?

Once logged into Reach, you can find information on City benefits by clicking the "Services" tab at the top navigation and then, clicking the "Benefits Resource Wallet." Informational tiles are available for Aetna, Kaiser, Dental plans, Hinge Health, EAP, Deferred Compensation and more.

I need help getting into the site, who may I contact for support?

Please contact Limeade Customer Care via email: support@limeade.com or call 888-860-3098.

Can I track my Reach activities on a wearable device like Fitbit, Garmin or Apple Watch?

Yes, you can track your Reach activities on a wearable device. To sync your device or app, login to Reach, click on the circular icon with your initials at the top right of the page, and select "Apps & Devices." From the Apps & Devices page select the device or app you would like to sync and follow the instructions to connect and start earning Reach points.