

Asynchronous Messaging for All Member Support Needs

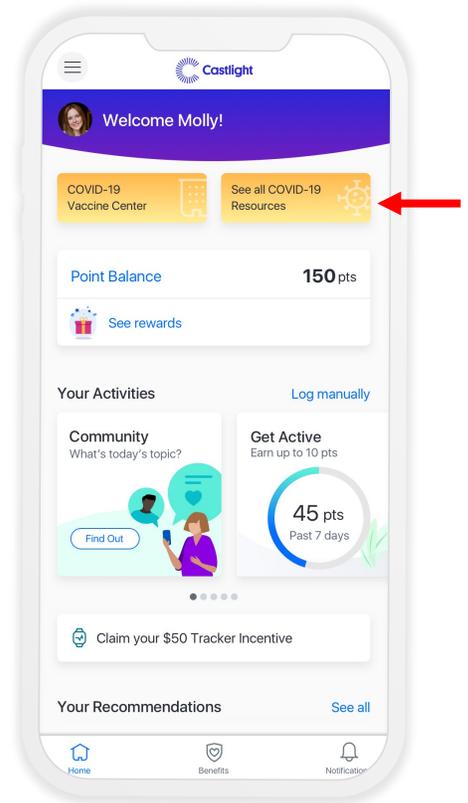
Castlight is excited to extend asynchronous messaging to all members, enabling members and Castlight's support team to communicate on-demand via in-app chat. With this chat option, members can message with support at their convenience, day or night, over an unlimited length of time, allowing our team to resolve issues over a multi-day period, if required. For complex support needs, asynchronous messaging will ensure that your team members do not have to repeat themselves while our team problem solves & provides real-time updates. This flexible communication method allows for two-way attachment send and receive and support guide-initiated chat, following phone support, if desired.

● ● ● Available to all Castlight customers.

Simplified Member Homepage Experience

As the COVID-19 pandemic continues to evolve, so has the clinical guidance and member needs for COVID-related resources. With a goal of simplifying the member experience and only surfacing the most relevant information to members, Castlight will remove the public test-site finder tile and the COVID-19 self-assessment tool from the homepage of the Castlight app. The COVID-19 Resource Center and vaccine finder tools will remain on the homepage, highlighted here, to ensure navigation resources are easily accessible in the Castlight app.

● ● ● Available to all Castlight customers.



Create Your Own Challenge: Increasing Maximum Participation from 20 to 50

In September, Castlight introduced Create Your Own Challenge, allowing members to initiate their own steps challenge with colleagues. By popular demand from you, our customers, we are increasing the maximum number of participants from 20 to 50. We invite you to continue to share your feedback so we can improve upon and refine this and other features of the product. Reach out to your Customer Success Manager to enable the Create Your Own Challenge feature and to receive the accompanying marketing collateral to promote this feature to your team.

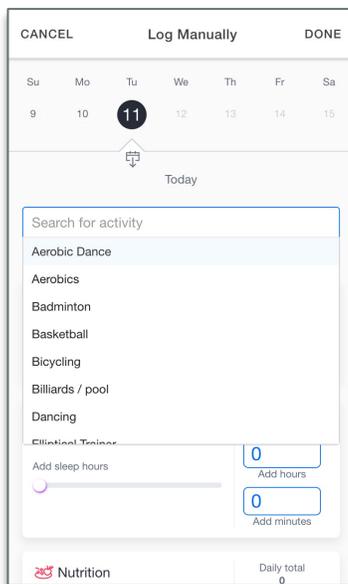
● ● Available to customers of Castlight Complete and Wellbeing Navigator.

Improvements to Manual Activity Logging

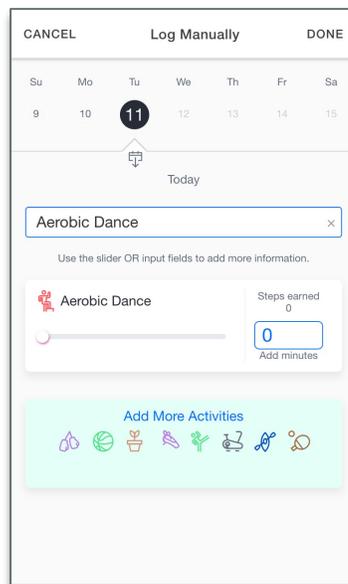
For members who prefer to log their activity manually rather than import data via fitness trackers, Castlight has improved discoverability of favorite trackable activities. When members go to log their activities manually, they can now use the search bar to search for their activity of choice. Once a member logs progress for an activity, the activity will be automatically added to the top of their Log Manually page under the My Activities header. This will both personalize and simplify the manual logging process for members. This improvement also allows members to notify our product team if one of their activities is not available for tracking. Our product and clinical teams will review and prioritize the requests to keep current with activity trends.

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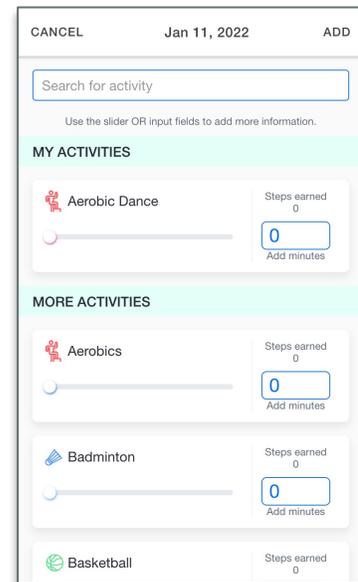
Search for activity



Log progress



Next login pins logged activity to top



Announcement: Castlight to sunset support for Internet Explorer in May 2022

To provide a best-in-class user experience on our latest technology and adhere to the highest security standards, Castlight will no longer maintain Internet Explorer as a supported browser beginning in May 2022. This will impact the member desktop experience as well as Unified Mission Control. Starting in January, users who login with Internet Explorer will see the sunset warning announcement shown here in their browser. In May, members who attempt to login with Internet Explorer will see the “unsupported browser” page and will not be able to use Castlight on the Internet Explorer browser.