

Member Guide



Why participate:

The program helps members to make small, everyday changes to their wellbeing that are focused on the areas they want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.



How to reach customer service:

Check out support.virginpulse.com

Live Chat Monday – Friday 2am – 9pm (ET)

Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

Send an email at support@virginpulse.com

How to enroll:

Log into your insurer's web account to get started.

Once you access the Virgin Pulse enrollment page, complete three simple steps to create your account.

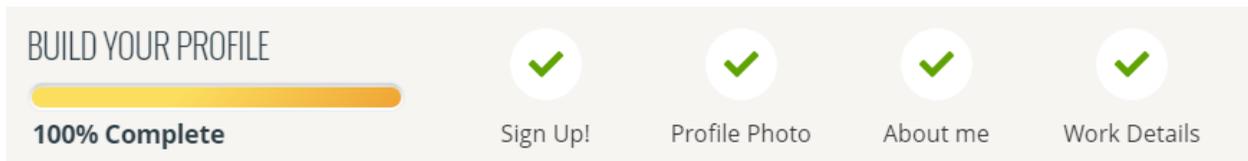
1. **Identify:** Enter a few personal details, including your subscriber ID, to confirm you are eligible to create an account. Enter your last name exactly as it appears on your ID card, include suffix, commas or periods, if applicable.
2. **Agree:** Review and agree to the rules, data collection and privacy policy.
3. **Create:** Add your preferred email address, make a password and enter some additional details to customize your experience.

Then you are all set. Your account is ready. Click **Take Me There** to sign in.

How to complete your profile:

In order for your member profile in Virgin Pulse to display as 100% complete, make sure that you have completed four profile sections.

1. To access your profile information, log into the Virgin Pulse member website, and hover over the More menu.
2. In the drop-down menu that appears, select My Profile.
3. Below the cover photo, there is a banner that displays the four sections of your profile that need to be completed. Once a section is complete, a green check mark should appear.
4. The four profile sections that need to be completed are the following:
 - a. Sign Up! (You've already done that!)
 - b. Profile photo
 - c. About me
 - d. Work details



How to earn rewards* or points for activities:

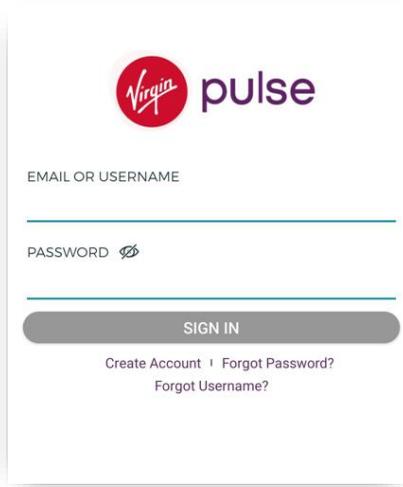
There are plenty of ways to earn Points for being active and participating in the Virgin Pulse program. Check the How to Earn page on the Virgin Pulse site to see all the specific earning opportunities.

*Rewards not available on all plans.



How to log into the Virgin Pulse Mobile Application

1. Download the Virgin Pulse mobile application onto a supported device.
2. Open the Virgin Pulse mobile application.
3. Enter the email address associated with your Virgin Pulse member account in the Email or Username field.

A screenshot of the Virgin Pulse mobile application login screen. At the top is the Virgin Pulse logo. Below it is a text input field labeled "EMAIL OR USERNAME". Underneath is another text input field labeled "PASSWORD" with an eye icon to its right. A grey "SIGN IN" button is centered below the password field. At the bottom, there are three links: "Create Account", "Forgot Password?", and "Forgot Username?".

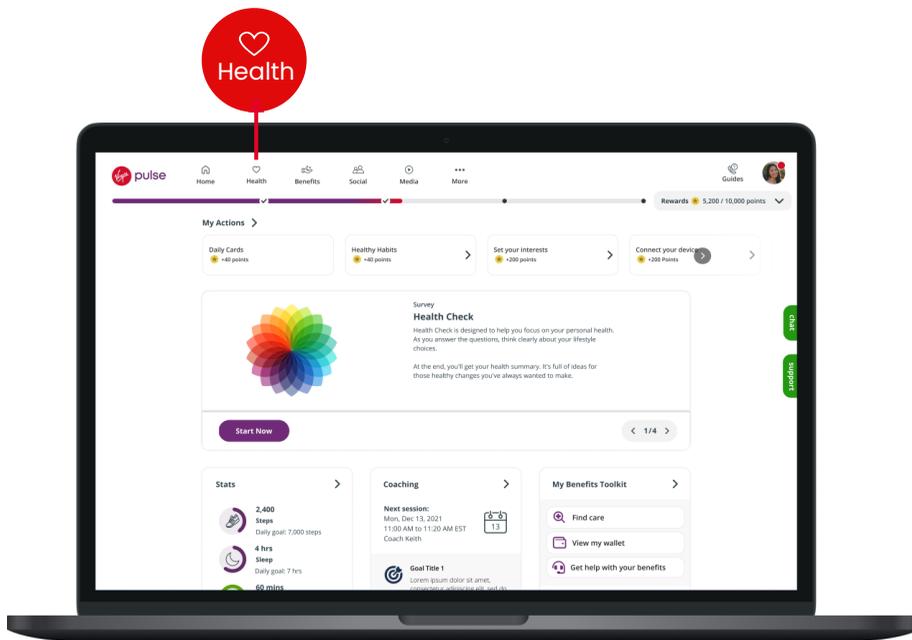
4. Enter your Virgin Pulse member account password into the Password field. To change your password, tap on **Forgot Password?** below the **Sign In** button to initiate the password reset process.
5. Tap the **Sign In** button, and you'll be logged into the Virgin Pulse mobile application!

See a clear picture of your health



The best way to start is by taking the **Health Check** survey.

The Health Check is Virgin Pulse's flagship health assessment solution offering members a view of their lifestyle choices, personal health, and wellbeing. It is confidential and provides an engaging and meaningful experience that recognizes a member's changing health, needs, and interests and inspires people down their own unique and relevant path to better health. Health Check is NCQA-certified and evidence-based to better educate members on their health risks and guide them, through personalized recommendations and lasting improvements, to a healthy life



Step 1

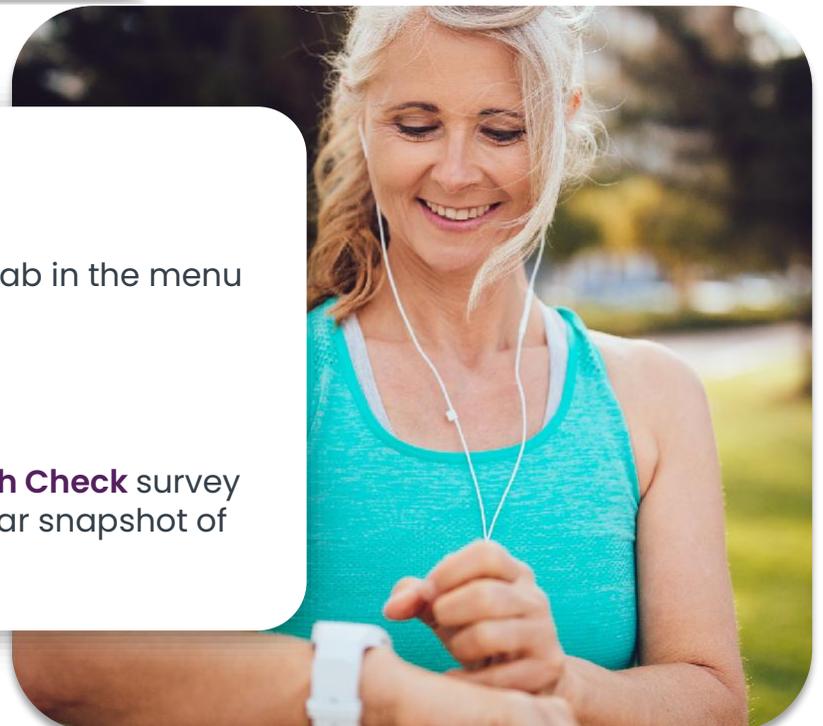


Select **Health** tab in the menu

Step 2



Take the **Health Check** survey and gain a clear snapshot of your health



Connect a fitness tracker

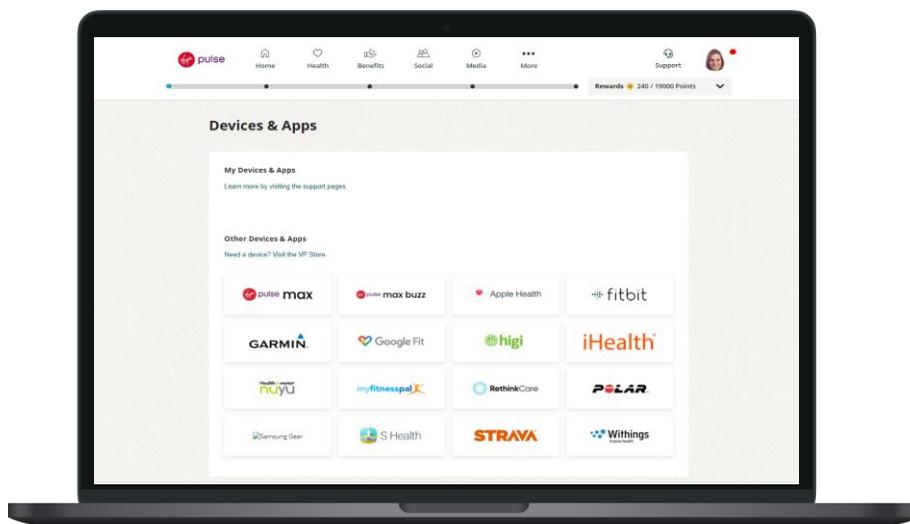


Keep track of how well you're doing by using a fitness tracker or mobile device. Then challenge yourself to take it up a notch!

Don't have a device?

You can order a fitness tracker in the Virgin Pulse store or connect to one of our free, compatible devices and apps to track your daily steps.

Check out your options by going to the **Devices & Apps** section.



Step 1

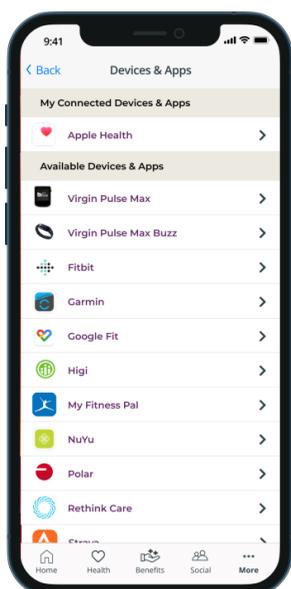
Click **More** and **Devices & Apps**

Step 2

Choose your device

Step 3

Follow a few simple steps



Activity



Start stepping

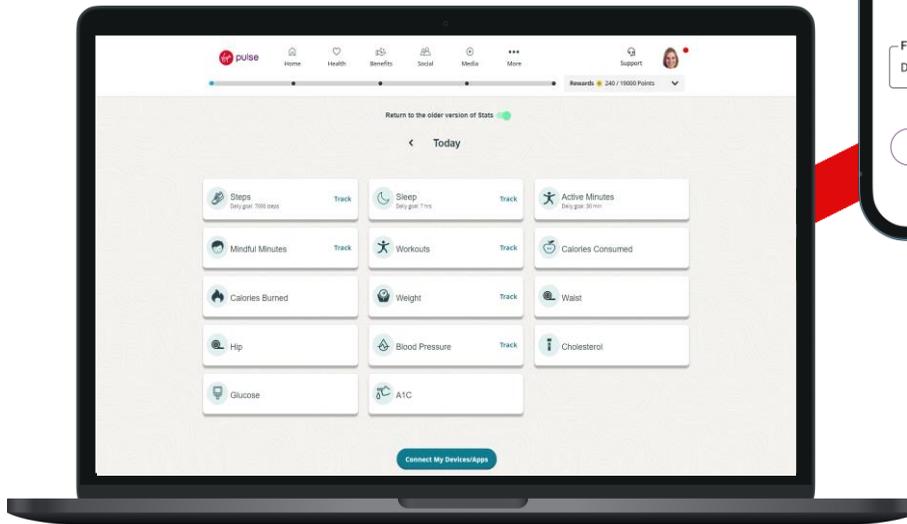
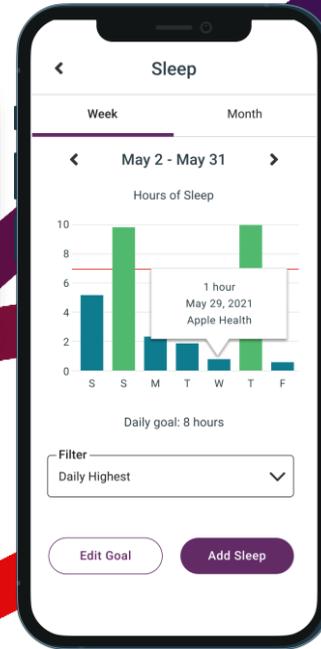


Get active and track your steps, calories consumed, workouts, and sleep data. Look for small improvements over time and celebrate your accomplishments.



Sync your data

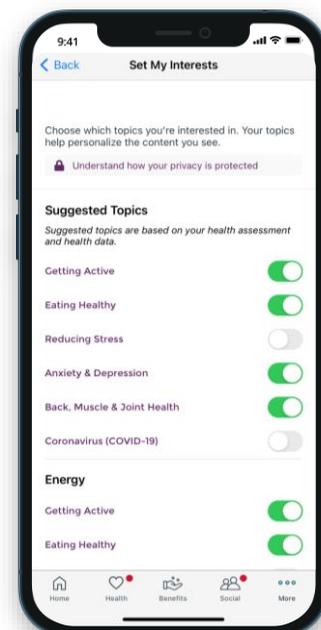
Be sure to sign into your Virgin Pulse app at least once every 14 days so your data syncs and counts toward your activity goals.



Set your interests

Choose to work on the areas that matter the most to you, whether it's your eating habits, sleep, physical activity, relationships, finances, or something else.

- Go to Topics of Interest by selecting the "more" ellipses
- Choose the areas that interest you the most.
- Now you'll get tips and information related to your interests.



What are Journeys?

Journeys are a great way to introduce healthier habits into your life or maintain healthy habits you already have in place.

They are designed to engage you in a series of small steps that form a new healthy habit over time. Journeys are made up of small, fun, and informative “steps”, and most Journeys take roughly 2-4 weeks to complete.

To locate Journeys, please navigate to **Health > Journeys**.



Reaching a personal health goal starts with a single step. Journeys® are daily, self-guided courses to help you build healthy habits. Take that first step by starting a Journey today.

Once there, all the Journeys that can be completed will appear. The amount of time it takes to complete will be listed below each Journey.

Health Situations

[View All \(15\)](#)



Breathe Easier With Asthma
20 Days to Complete



Dial Back the Drinking
21 Days to Complete



Eat Well for Healthy Cholesterol
14 Days to Complete



Eat Well to Manage Blood Sugar
18 Days to Complete

Back, Muscle & Joint Health



Beat Lower Back Pain
10 Days to Complete



Ease Arthritis Pain
10 Days to Complete



Move Better With Arthritis
14 Days to Complete



Repetitive Strain Injuries
13 Days to Complete

When your Journey is complete, you will have learned a few new things and formed some new healthy habits!

Add coworkers, friends, and family



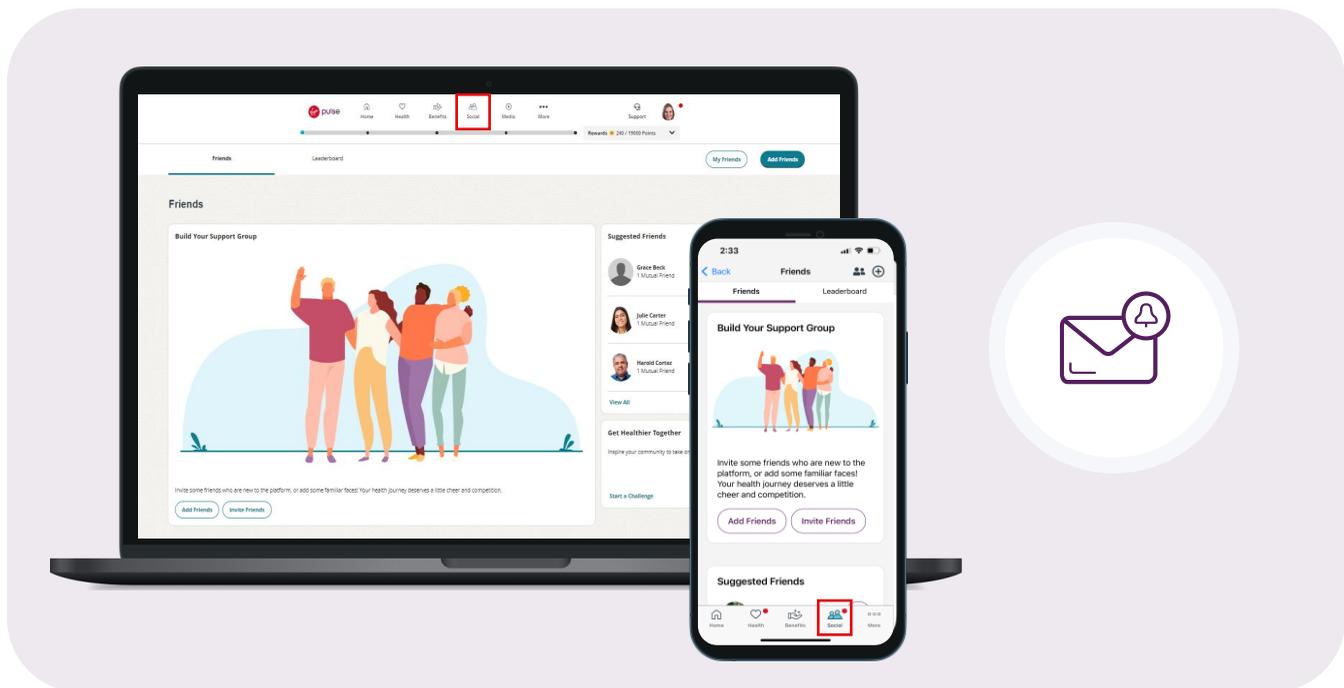
Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members outside of work!

Step 1

Go to Social and find Friends in the menu.

Step 2

Choose Add Friend (for your coworkers) or Invite Friends (for friends and family members who don't use your company's benefits).



Add an eligible spouse or domestic partner

Your eligible spouse or domestic partner can join the program with an account like yours!

Your eligible spouse or domestic partner should enroll in the Virgin Pulse platform with the How to Enroll instructions on Page 2 of the Member Guide. Once their account has been created, you can connect with your spouse or domestic partner by choosing Add Friend.

Have questions? We're here to help.
Send us an email: support@virginpulse.com

Get quick, simple tips



Learn easy-to-do, daily tips to help you get more active, eat well, manage life's ups and downs – and much more.

Pillars and Topics

We've made it simpler than ever to get to the information you want. Explore the Pillars and Topics section to find what you need – fast.

Recipes

Get ideas for healthy meals, build a shopping list, and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others, and achieve goals together.

Nutrition Guide

Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips to help you achieve your goals.

Daily Cards

Every day we'll send you 2 new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

Sleep Guide

What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

Journeys® Digital Coaching

Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool, Journeys®, to make simple changes to your health, one small step at a time.

Build daily healthy habits – it's as easy as 1 2 3

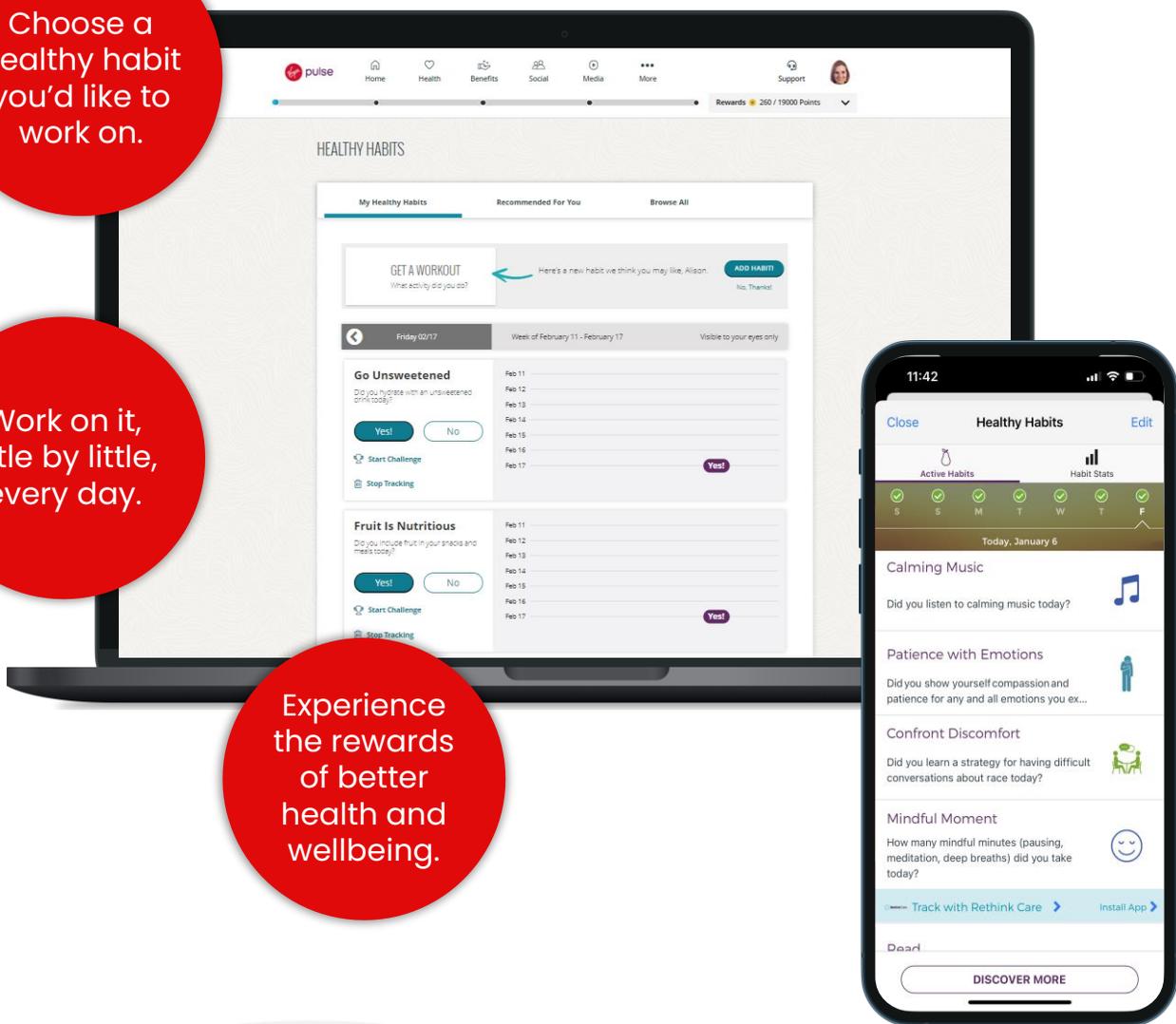


We'll give you bite-size ways to build a healthy routine and improve your wellbeing. Over time, these small steps add up to big changes that'll make you successful.

Choose a healthy habit you'd like to work on.

Work on it, little by little, every day.

Experience the rewards of better health and wellbeing.



Engage in friendly and healthy competition

Rally your colleagues for the latest company step challenge! Or gather a small group of friends and coworkers and challenge them to start a new healthy habit.

Spotlight/Destination Challenges

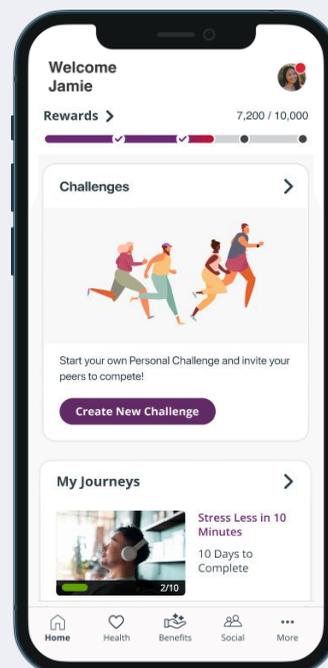
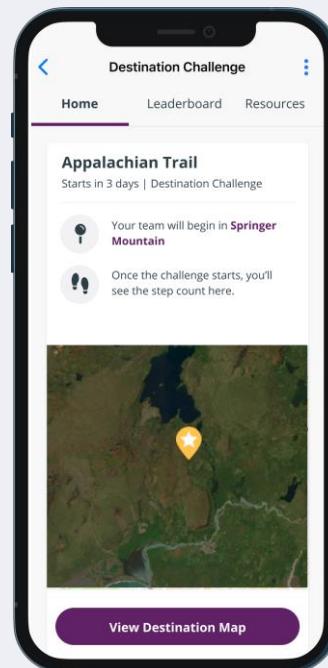
Stay tuned for company-wide challenges where you can go head-to-head with friends and rivals across your organization. Post comments to cheer each other on.

Personal Step Challenges

Challenge your coworkers and friends to a step-off. You choose the type (1 day, weekday, or weekend) and then invite your coworkers and friends. Use the chat feature to share your strategy and motivation.

Healthy Habit Challenges

Challenge your coworkers and friends to track a healthy habit for 5 out of 7 days. Use the chat feature to share your strategy for achieving the healthy habit each day.



Experience the rewards of being the best version of you!



When small changes are made every day to your wellbeing, you will feel healthier, happier, and more energetic.

Rewards*

Earn points for the healthy activities you do!
These points turn into rewards that you can spend.

*Rewards not available on all plans.

Trophies

Who doesn't love celebrating with a trophy?
Collect them all as you go!



Do things



Earn Points

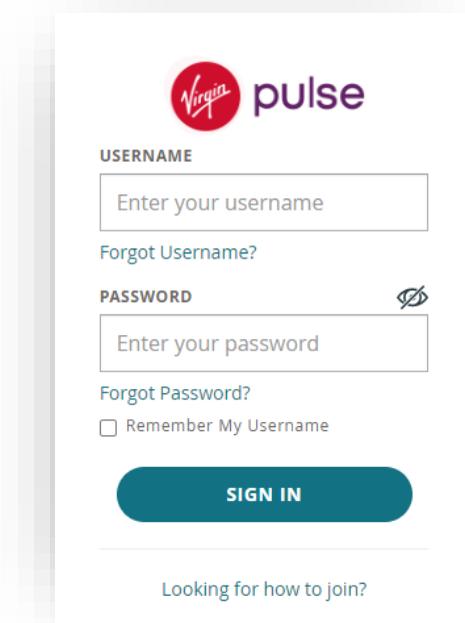


Celebrate success



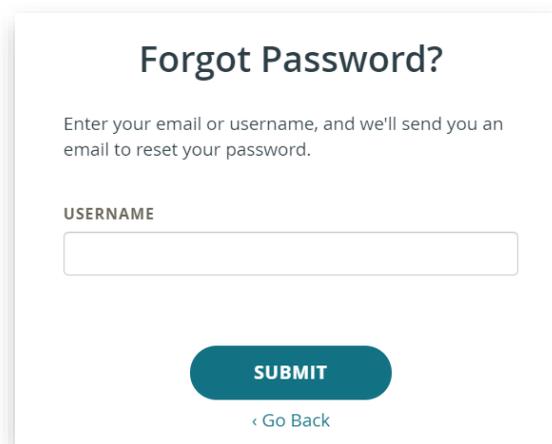
I forgot my password!

1. To update your password, navigate to the log-in page for the Virgin Pulse member website (URL: member.virginpulse.com/login) and click on the *Forgot Password?* link.



The screenshot shows the Virgin Pulse login page. At the top is the Virgin Pulse logo. Below it, there are two input fields: one for the username and one for the password. The password field has an eye icon to toggle visibility. There are links for "Forgot Username?" and "Forgot Password?". A checkbox labeled "Remember My Username" is present. A teal "SIGN IN" button is at the bottom. A link "Looking for how to join?" is at the very bottom.

2. In the pop-up that appears, enter the email address associated with your Virgin Pulse account and click the "Submit" button.

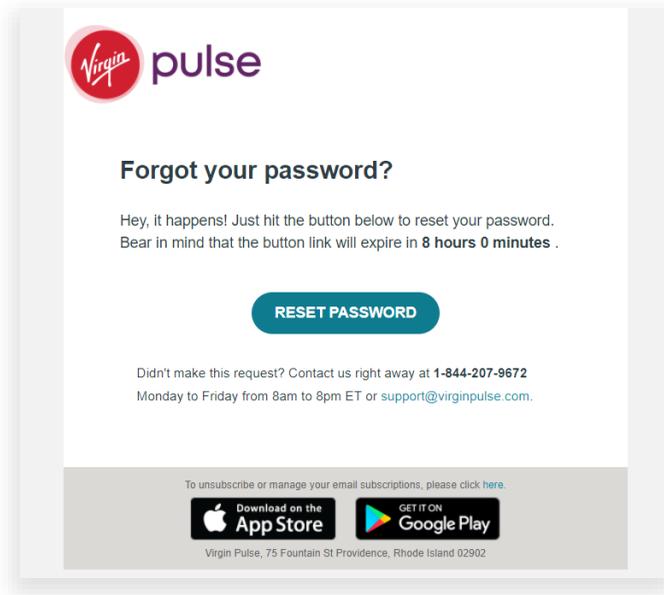


The screenshot shows a "Forgot Password?" pop-up form. It has a title "Forgot Password?" and a sub-header "Enter your email or username, and we'll send you an email to reset your password." Below this is a single input field labeled "USERNAME". At the bottom, there is a teal "SUBMIT" button and a link "Go Back" with a left-pointing arrow.

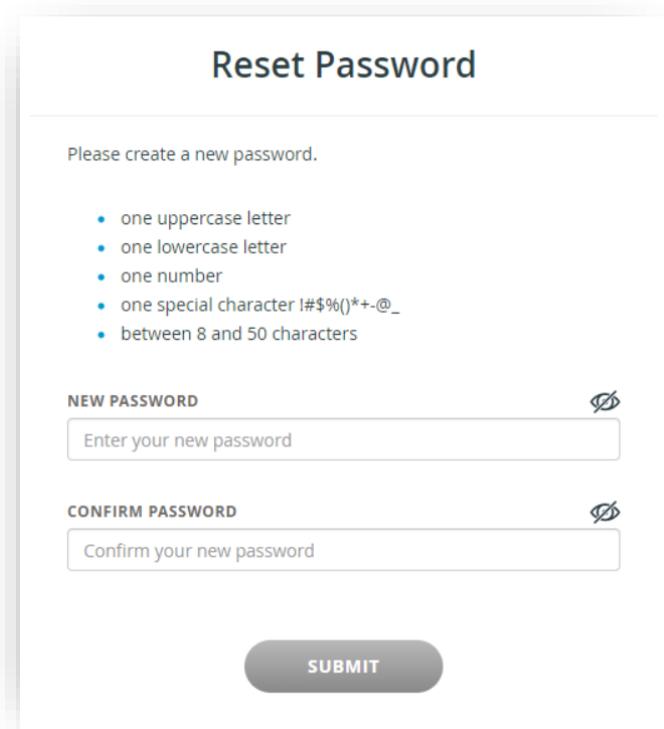


***Note:** If it is a work email address, make sure to check your "Spam" folder, as there may be an email filter in place.

3. Once you have received the email, click on the "Reset Password" button.



4. The page will prompt you to enter the new password (and to confirm it). Once you are done, click the "SUBMIT" link.



5. Your password will be updated immediately. Don't forget that you have changed it the next time that you log in!

For more **FAQs** please visit <https://virginpulse.zendesk.com>

