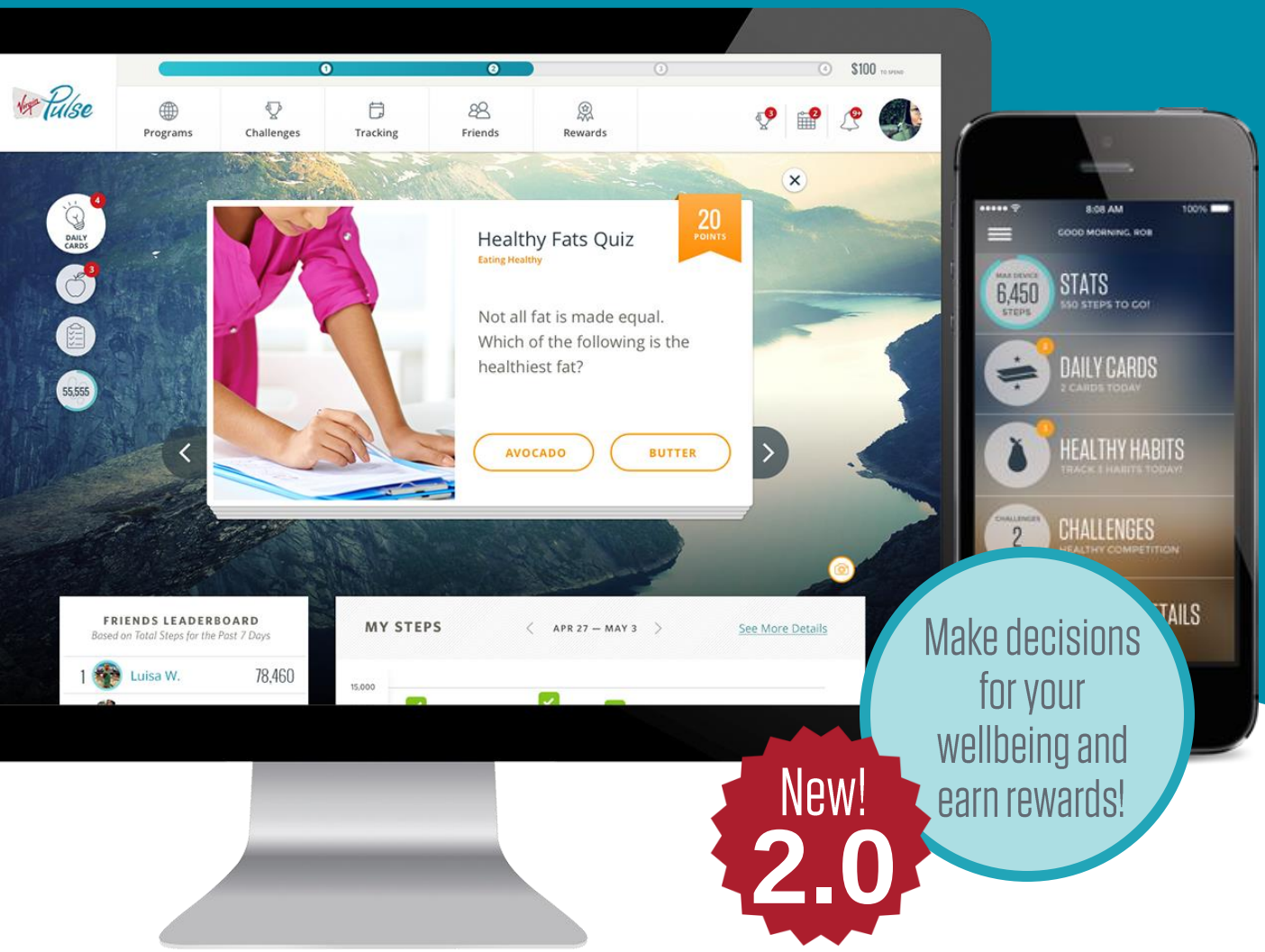


Make decisions for your wellbeing and earn rewards!

New! 2.0

NEW PROGRAM, NEW SITE.

The NEW Virgin Pulse program gives you the tools to get active, get healthy, and get rewarded.

Making healthy decisions has never felt better. Join Virgin Pulse today to get moving!

Virgin Pulse

Available on the App Store

ANDROID APP ON Google play

Virgin Pulse program

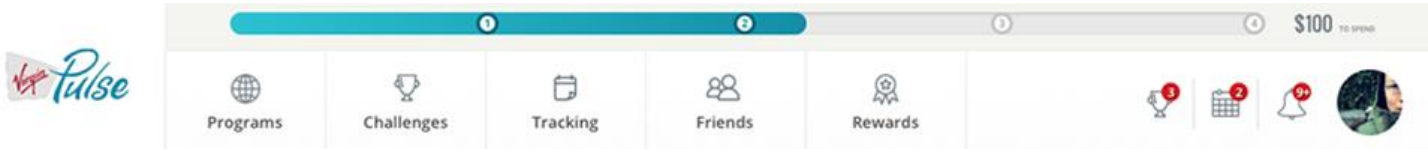
Now it's even easier to make healthy decisions like getting more active, drinking more water, getting enough sleep, and a lot more!

The Virgin Pulse program keeps you motivated with challenges, promotions, and health tips. You'll also earn points and trophies.

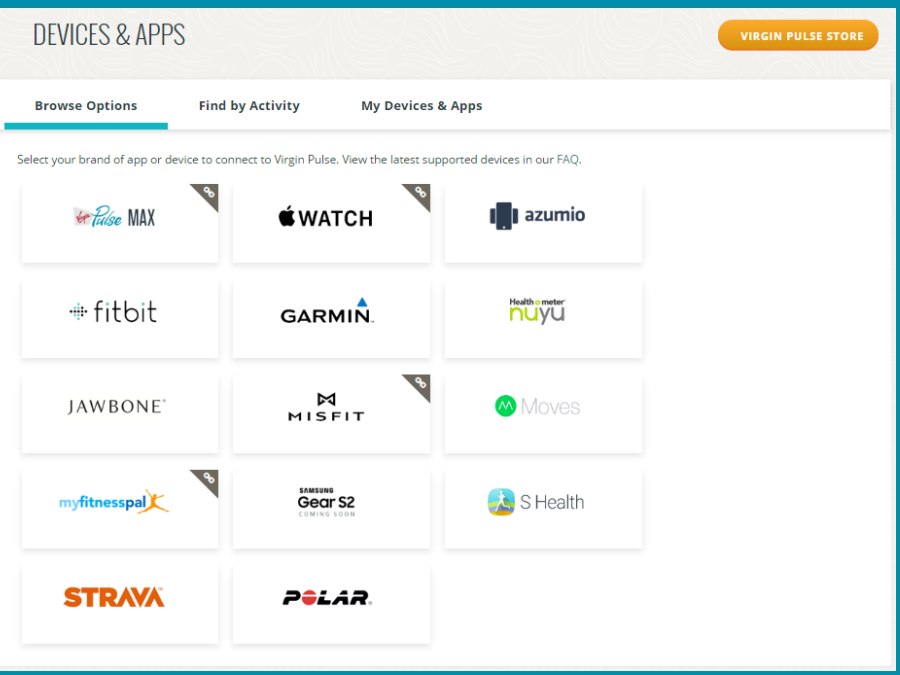
What's New:

- Login to your Virgin Pulse account at **member.virginpulse.com** and be sure to bookmark the site. Not a member yet? Join now at **join.virginpulse.com**.
- Set your goals and interests.
- Register or connect your activity tracking device or app. Wearing a device is the fastest way to earn points and get rewards!
- Track your healthy activities, like moving more and drinking more water.
- Add social connections and create some healthy competition.
- Check in by taking health measurements, like weight and blood pressure.
- Take part in challenges, discover healthy tips, and more!
- Make decisions for your wellbeing and get rewarded! New "Points" system is easier to understand with more ways to earn rewards. Each quarter your game will start fresh, and you'll have another opportunity to reach Level 4 and earn big!

(Here's a peek at the header and menu for easy navigation)



The site is easy and fun to use to help you reach your goals and earn rewards.



Devices & Apps

Wearing a device is the fastest way to earn points and get rewards! If you do not have an activity track, you can order a device and connect the activity tracker to your account. Be sure to download the Virgin Pulse mobile app for iOs or Android. You can earn 250 points for your first log in to the mobile app! With the new mobile experience you'll stay connected on the go.

My Goal

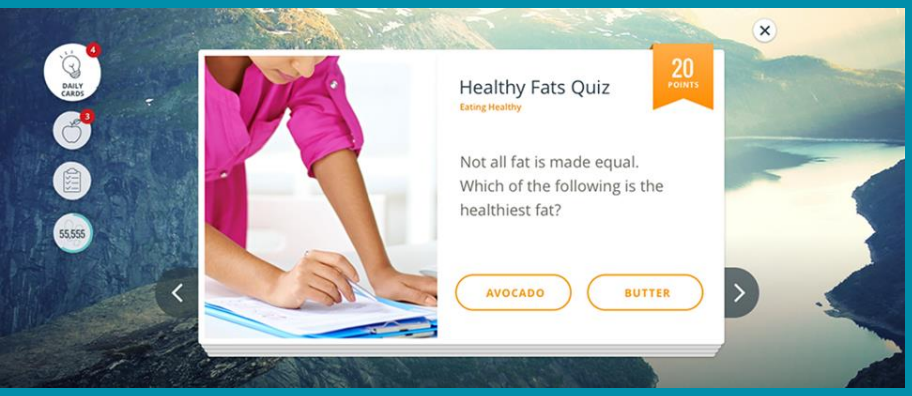
People who set goals feel happier, are more satisfied with life, and are more effective at work.

How do you envision yourself living a life of well-being a year from now? Set a meaningful, long-term well-being goal for yourself and we'll help you stick to it!

My Interests

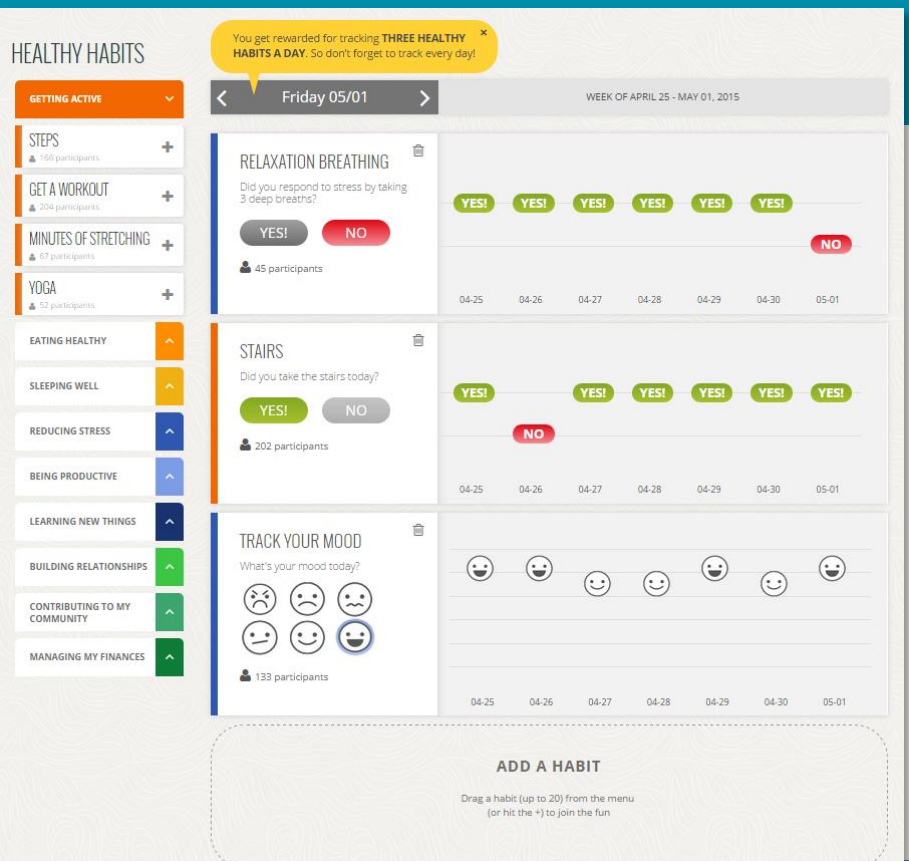
Choose as many interests as you like and we will personalize your program experience! Interests include:

- Eating Healthy
- Getting Active
- Sleeping Well
- Reducing Stress
- Being Productive
- Building Relationships
- Learning New Things
- Managing My Finances
- Contributing to My Community



Daily Cards

It's easy to earn points every day by checking out your daily cards. Be sure to complete the cards to earn points. If you like it, click the thumbs up to let us know. You'll see new cards on the site and mobile app each day.

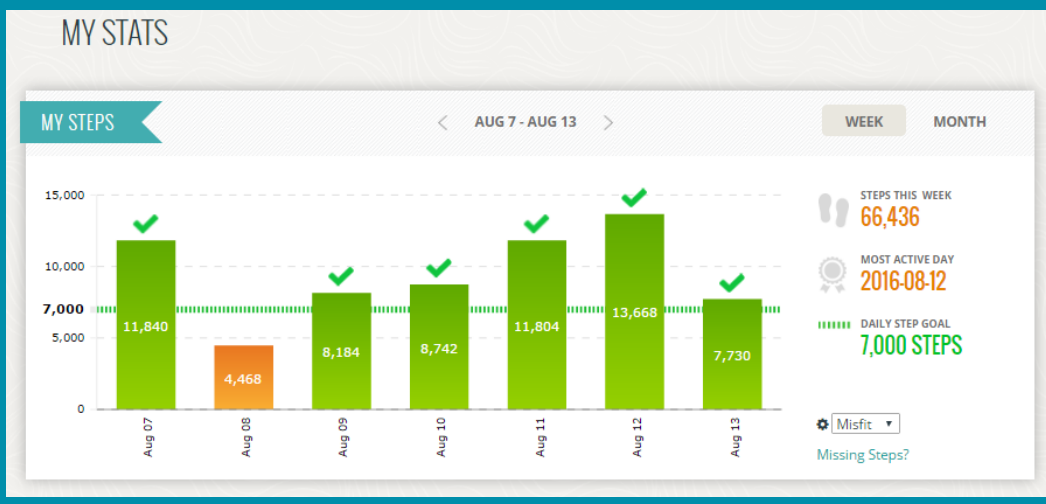


Healthy Habits

Choose which habits you'd like to build and be sure you track them! You get rewarded for tracking three Healthy Habits each day, but you can track up to 20.

My Stats

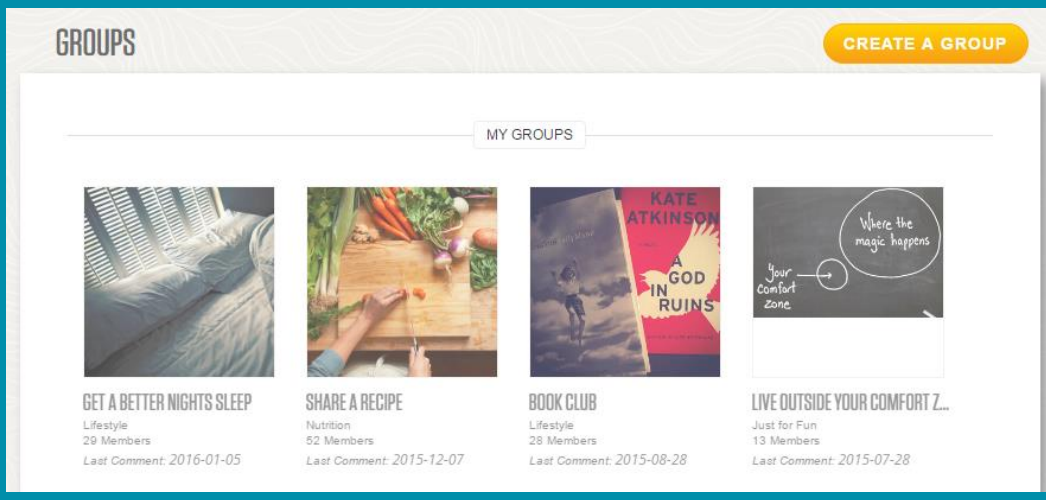
Check your progress to see your steps, calories consumed, measurements, workouts, and sleep data.



My Community

Add new friends and family and re-invite your old ones to build your support network. Earn points when you add your first five friends and first friends and family outside of your organization!

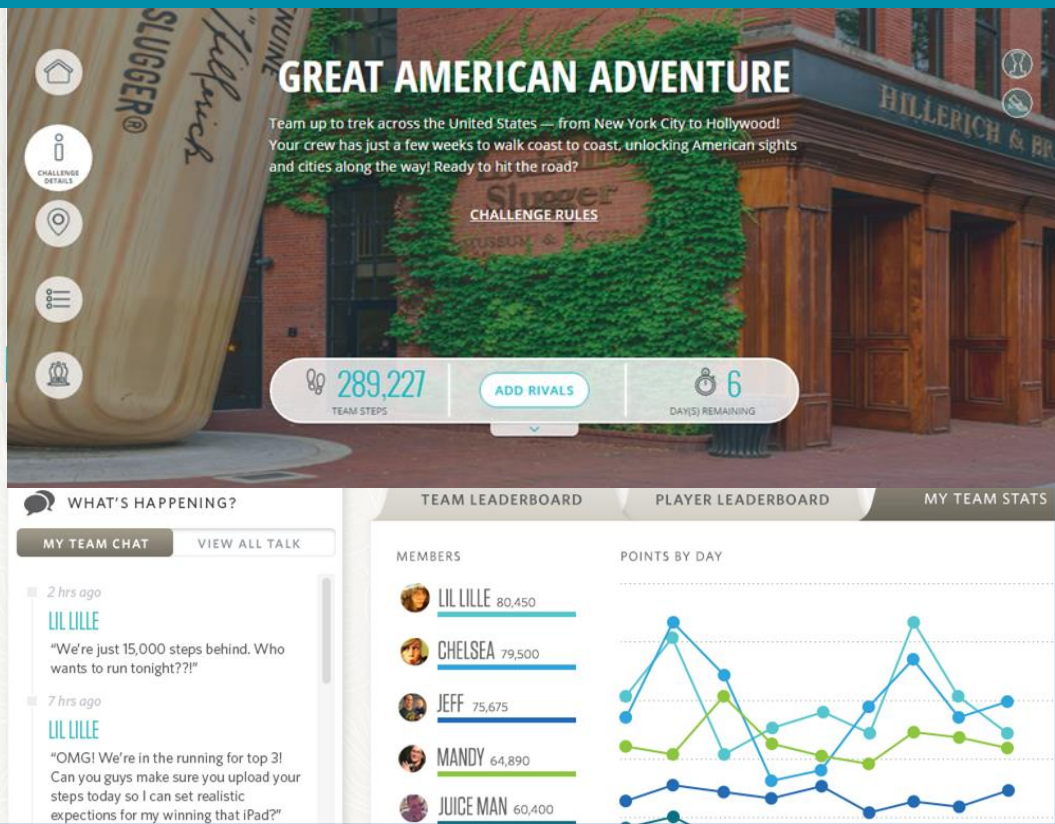
Create groups around common interests or events like biking, recipe sharing, or a lunchtime walking club.



Challenges

Join a team challenge to increase your steps, earn even more points, and go head-to-head with your fellow Virgin Pulse members.

In addition to team challenges, invite friends and group members to personal challenges.



Events Calendar

Check out all of your organization's scheduled wellness events each month.

Redeem Vouchers

You can also redeem points vouchers on the Monthly Statement page or on the Virgin Pulse application on your mobile device.

Monthly Statement

Check out your progress and how many points and trophies you have earned.

Trophy Case

Your Trophy Case holds all of the trophies you've earned in your game. Some are just for fun, but some have bonus points tied to them! Check out your Trophy Case to see the ones you've already earned and the ones you are close to earning.

HOW TO EARN

			POINTS
ACTIVITY	DAILY	Take 1,000 steps in a day	10
		Take 2,000 steps in a day	20
		Take 3,000 steps in a day	30
		Take 4,000 steps in a day	40
		Take 5,000 steps in a day	50
		Take 6,000 steps in a day	60
		Take 7,000 steps in a day	70
		Workout for 15 minutes in a day	70
		Maximum Activity Reward	140
		Take 14,000 steps in a day	140
	MONTHLY	Take 7,000 steps 20 days in a month	400
		Take 10,000 steps 20 days in a month	500

			POINTS
CARDS	DAILY	Do Your Daily Cards	20
	MONTHLY	Complete 10 daily cards in a month	100
		Complete 20 daily cards in a month	200

			POINTS
CHALLENGES	MONTHLY	Creating a Personal challenge	50
		Join personal challenge	100
		Join the Company Challenge	100
		Achieve the promoted Healthy Habit for 5 of 7 days	200

			POINTS
CUSTOM	DAILY	Enter your daily 'one thing'	40
	ONETIME	Attended Report Training	10

			POINTS
GENERAL	ONETIME	Add a Profile Picture	100
	PROGRAM	Set a wellbeing goal	200

How to Earn

See all of the ways to earn points and trophies.

The to do list (on the home page) tells you all your available earning opportunities.

Earn rewards and put your incentives into your checking or savings account.

1,000 Steps = 10 Points

You'll earn 10 points for every 1,000 steps you take each day.

Now you can get points easier:

Per 1,000 steps tracked on your activity tracker (Max, Fitbit, Misfit Shine, VP Mobile) = 10 points

Take as many steps as you are able. It's easier to reach smaller goals!

7,000 Daily Step Goal

Aim for at least 7,000 steps each day to enjoy the benefits of being physically active and earn points.

Have Questions?

Drop down the menu bar and click Help under your profile. Click the FAQs button on the Support pop-up to see all the latest product enhancements and helpful videos.

Have Additional Questions?

Give us a call: **(800)-830-4312**

Send us an email: **support@virginpulse.com**

Check out **support.virginpulse.com**

CONTACT US ×

Find answers on our Support Page

FAQs

How do I login to the new program?
Just like you did the old one! You'll use the same username and password.

Will I be able to use my Max, FitBit, and/or Misfit device?
Yes, you will be able to use your device in the new program! Check out all compatible devices on the Devices and Apps page under your profile in the dropdown menu.

Will I be able to access my device activity and biometrics history in the new program?
Don't worry – you won't lose a single step! All device activity and biometrics history will make the trip with you to the new program.

Will my Virgin Pulse mobile app still work?
Your Virgin Pulse mobile app will still work as long as you have the latest update from the app store (iOS or Android). When you launch the app, if you are not prompted to login to your account, please logout and log back in. This will refresh the app, so that you can access the new mobile experience.

What kind of personal challenges can I do?
You can still do personal challenges with friends. Start up a number of different step challenges or challenge friends by using the many Healthy Habit trackers.

I liked the old program – can I still access it?
The old program is no longer available. It may take some time to get used to, but we promise the new program will be even better.

I had HealthCash remaining in the old program. What will happen to that?
Any remaining HealthCash will be carried over to the new program as PulseCash. Redeem your PulseCash for new devices, fitness products, gift cards or cash cards in the Virgin Pulse store. You can also deposit PulseCash directly into your personal checking or savings account.

Where can I see my steps on the site?
On the homepage, scroll below the fold and there they are! Also, expand the navigation bar, go to Progress and then click on My Stats. This is where you can access all of your device activity and biometric stats.

Will I be able to access my monthly statements and Health Assessment data?
You'll start fresh with the new program. Monthly statements and Health Assessment data will not be moved over, so print anything you may want to keep before the old program ends.

What happened to HealthMiles Points?
HealthMiles Points are now called Points. Points translate into PulseCash, which you can redeem for rewards (depending on your company's program).

How do I track my progress in the game?
See your progress on the levels graph on the homepage. Click on Reward Details under My Earnings to see your Program Rewards.

Will I still have access to my Groups?
Though old groups will no longer be accessible, there will be a new set of groups for you to join and participate in based on common interests that you share with others in your organization. You will even be able to create your own groups! Trade tips, give feedback, and motivate each other.

Can I still use RunKeeper?
We are not currently compatible with RunKeeper, however we will be shortly. In the meantime, you can try the free Moves app to track your walking, running, and cycling. You can also track your steps using your smartphone if you download the Virgin Pulse mobile app.

What happened to my existing friend network?
You will need to rebuild your network of friends. Start from a clean slate and add coworkers and friends who are already enrolled in the program, creating a new community of support. You will also need to re-invite your friends and family outside of work to join your Virgin Pulse program so you can continue to get healthy together.

Do I have to agree to new terms and conditions?
We take your privacy very seriously, so your new program comes with a new Membership Agreement, Privacy Policy, and Data Consent.

Check out additional program FAQs and videos at support.virginpulse.com