

## Pulse Frequently Asked Questions

### Eligibility

- **Who can participate?**

Virgin Pulse is open to all employees of the school district. Each employee is welcome to invite up to 10 friends and family members to participate in the program.

### Cost

- **Is there a cost to participate?**

There is absolutely no cost to participate in the program. It is provided to you as a wellness benefit completely free of charge. In fact, as you become healthier, and lower your health risk factors, you will eventually save money on your health care costs, either through lower premiums, or fewer medical bills.

### Registration

- **How do I register?**

1. Go to <http://join.virginpulse.com/TheLanceGroup>
2. Click the SIGN ME UP button
3. Fill out the resulting registration form by entering your details, selecting a password for yourself and agreeing to Virgin Pulse's Membership Agreement, Privacy Policy, and Data Consent form.
4. Click LET'S GET STARTED

- **When should I register?**

You can register any time after March 1<sup>st</sup>, but the first 250 people to register will be eligible to receive a free Virgin Pulse activity tracker! Additionally, the sooner you register, the more time you have to earn points which translate into rewards.

- **How do I invite my friends and family members to join the program?**

1. Log into Virgin Pulse
2. Click the Friends tab and then click on the Add Friends button.
3. You will see three options on the resulting screen:
  - Suggested Friends
  - Find by Name
  - Friends Outside your Company
4. Select Friends Outside your Company and then enter the desired individual's full name and email address and click SEND
5. This will generate an automatic email inviting the individual in question to join the program.

### Confidentiality

- **Who has access to your health information?**

The Lance Group will not have access to the answers you provide, and you can adjust your privacy settings to ensure you only share the profile information you want with colleagues on the program.

## **Points and Rewards**

- **How do I win Rewards?**

There are three different ways to earn prizes on the Virgin Pulse platform:

1. The district prize is awarded based on the *highest percentage of participation* in each challenge.
2. The Individual and Team prizes are based on who logged the *most steps* over the course of the challenge.
3. Each participant has the opportunity to earn up to 5 raffles entries during each challenge. Participants will receive one raffle entry for registering for the challenge, and one additional entry each time they reach a new point-based level. The *more points* you accrue, the more chances you'll have to win the raffle prize.

- **How do I earn Points?**

You earn points for tracking your physical activity, making good nutritional choices, getting enough sleep, reading daily health cards and so much more... Find out all the ways to earn points by visiting the *Wellness Tab* of your Online Employee Handbook.

- **How do I redeem the PulseCash I won?**

1. Sign into your Virgin Pulse account
2. Mouse over the Rewards tab
3. Click the Spend My PulseCash link in the resulting drop-down menu
4. Choose your method of redemption and follow the resulting prompts to redeem your cash

## **Tracking Physical Activity and Max Devices**

- **What is the cost for a Max?**

The first 250 people who sign up for the program will be eligible to receive a *FREE* Virgin Pulse Max activity tracker. Beyond that, they will be available for purchase in the Virgin Pulse online store for \$28.99+ shipping and handling. Participants may also use any PulseCash they are awarded from a challenge on the purchase of a max through the online store.

- **How do I claim one of the FREE Max activity trackers?**

1. Sign into your Virgin Pulse account.
2. Mouse over the My Profile button on the homepage (i.e. the button that includes your profile picture), and click the Store link in the resulting drop-down menu.
3. Click the Buy Now link under the Virgin Pulse Max on the resulting screen, click Go to Cart, and follow the prompts to complete the transaction—you'll notice the cost of the device has been zeroed out on the checkout screen.

- **When does my Max arrive?**

Once your order is complete, you can expect to receive your device within 7-10 business days.

- **What do I do when I receive my Max?**

Navigate to <http://virginpulse.com/start> (this page includes instructions for both web and mobile setup). Follow the prompts on the resulting screen to connect your device.

- **What if I don't have administrative rights to download the Sync Software to my computer?**

If your school's computers do not allow for the Sync Software, you can download the software to a home computer and install the free Virgin Pulse app on a smartphone.

- **What if I didn't win a Max and I don't want to buy one?**

No problem! Just download the *free* Virgin Pulse mobile app on your IOS or Android device. The app is capable of tracking steps, calories burned, distance, and active minutes. You will also be able to keep track of your points, progress to the next milestone, and all of your rewards.

- **Is FitBit compatible with the Virgin Pulse program?**

Yes. Refer to the Wellness Tab of your district's Online Employee Handbook for a complete list of all of the devices that are compatible with Pulse.

- **If I'm unable to be physically active, how can I participate?**

If you are not able to participate in physical activity due to pregnancy, injury or physical limitations, please call Virgin Pulse support number at (888) 671-9395 from 8 a.m. – 9 p.m., Monday through Friday for program modifications.

### **Portal Navigation and Compatibility**

- **How do I log in to my Virgin Pulse account after registering?**

To log in once you've created your account, go to [member.virginpulse.com](http://member.virginpulse.com)

- **How do I log out of my Virgin Pulse account?**

To log out of your account, hover your cursor over your name in the upper right corner of the portal.

- **What Internet browsers are compatible with the portal?**

The portal can be accessed from any computer with the latest version of Google Chrome and Internet Explorer. If you are accessing the portal via Internet Explorer, you must use version 9 or higher. To determine which version is currently installed on your computer, open Internet Explorer, click the Help tab and select About Internet Explorer.

### **Questions and Support**

- **Where can I go for more information?**

Click on the "Support" tab on the right hand border of your Virgin Pulse home page for answers to common questions about how the program works. If you don't find the answer, click on the "Email us anytime!" link at the bottom of the page, or click the "Chat" tab on the left hand border to chat with a Member Support staff member. You may also call the Virgin Pulse Support number at (888) 671-9395 or email at [support@virginpulse.com](mailto:support@virginpulse.com), from 8 a.m. – 9 p.m., Monday through Friday. For general program questions, email [tvaldez@tlgbenefits.com](mailto:tvaldez@tlgbenefits.com) or call The Lance Group: 856-797-3500.