

Virgin Pulse Frequently Asked Questions

Virgin Pulse, is the new wellbeing vendor for Allstate Good Life. Part of Richard Branson's Virgin Group, they design technology that cultivates good lifestyle habits. The Virgin Pulse program, while totally voluntary, provides scientifically backed tools to help you be more active, make healthier decisions, and help you live your best life. In fact, in a recent survey, 87% of Virgin Pulse members have indicated that the Virgin Pulse program has helped make a positive impact on their lives.

Wellness Incentives

How can I see how many points I've earned toward wellness incentives?

You can confirm your total wellness incentive earned for the plan year by visiting the **Rewards** page within your personal Virgin Pulse account. This page will display total incentives earned and what is still available to earn. The Rewards Page can be accessed by clicking on the rewards bar that the top of your personal Virgin Pulse account or by selecting **My Rewards** in the Rewards tab of the top navigation bar. You can also view your monthly statement available within your Virgin Pulse account to see exactly which opportunities you were rewarded points for.

Once I earn the required amount of points, when will my wellness incentives be paid?

In general, you should see wellness incentive funds deposited within 2 - 4 weeks of reaching a payout level, as tracked on the rewards bar at the top of your Virgin Pulse home page.

When is the deadline to earn points for 2018 wellness incentives?

December 14, 2018.

Tracking Your Wellness Activity

Do I need a Fitbit or other activity tracker to participate in Virgin Pulse programming?

No, you have numerous options. You can use your smartphone to track your activity or use one of numerous devices and apps that are compatible with Virgin Pulse. Check out your Virgin Pulse account under "Devices & Apps" for a comprehensive list of fitness devices and apps that are compatible with Virgin Pulse. You can link as many devices and apps as you wish.

Is there a tracker to buy?

Yes, the Virgin Pulse platform is compatible with many different validated tracking devices available at different price points. For a full list of compatible devices, visit the **Devices & Apps** page within your personal Virgin Pulse account or the [Virgin Pulse store](#) to purchase one for yourself. Both the Devices & Apps page and Virgin Pulse store can be accessed through your personal Virgin Pulse account under the profile picture drop down.

If I don't have a tracker/smart phone/personal PC, can I still participate?

Yes, you can still participate in the program by entering your activity on the Virgin Pulse platform, which can be accessed from any PC and most tablets or smart phone devices. If you have access to a PC or smart device, you can register and participate using that device via the internet. Just don't forget, if you log in to your personal account from a public device, don't forget to log out.

How often do I have to sync my steps, sleep or nutrition with my tracker to ensure it is captured on Virgin Pulse?

Virgin Pulse recommends logging into your personal account at least once a week to verify that your data is transferring successfully over to your account.

How do I check or change what trackers I have linked?

You can verify all devices that are linked to your personal Virgin Pulse account by visiting the **Devices & Apps** page. On this page you will be able to view the devices currently connected to your account, connect a new

device, disconnect an old device, and learn which devices track what activities the best! The Devices & Apps page can be accessed through your personal Virgin Pulse account under the profile picture drop down.

Can I manually input activities?

Yes. You can manually input your activities through **Healthy Habit** trackers. Track your yoga, cycling, karate, and more in the **Get a Workout** habit to track and convert your activity sessions into steps. You can also log your steps through the **My Steps** section of the **My Stats** page. The My Stats page can be accessed through the **Tracking** drop down of the top navigation bar. Please note that validated activity through a device is worth more points and in some cases such as during a company challenge, only validated activity will count.

The Virgin Pulse Program

Are there things I should try to do every day?

While you do not have to do anything every day, we would suggest you complete these 3 things:

- **Track your steps** – You can do this with Virgin Pulse Max or any device that integrates with the Virgin Pulse site (i.e. FitBit, MisFit, JawBone, etc). You can even use the Virgin Pulse app to track your steps! For a full list of devices, see the **Devices & Apps** page
- **Read your two Daily Cards** – These are found on the home page of the Virgin Pulse site and app. After you review your cards, try to put some of the suggestions on the cards into action. If you do, you'll take incremental small steps towards better health habits.

What does it mean to “Start a Challenge?”

The Challenges listed on the Virgin Pulse home page are challenges that you can do with your co-workers for fun. Choose from either “step” challenges or even challenge your coworkers to a “healthy habit” challenge (e.g. drinking 8 glasses of water per day). Be sure to take advantage of the chat functionality to motivate one another.

What is the Friends Leaderboard?

The Friends Leaderboard shows you and your friends' step total for the past 7 days or the status of any challenges you are participating in with your friends.

If I invite a friend or family member who is not a covered spouse, what can they participate in and see?

Virgin Pulse offers all eligible members the opportunity to invite up to 10 friends and family members who are not eligible to participate in the Allstate Good Life program to the Virgin Pulse Friends and Family platform. This Friends and Family platform will allow the individual you invite to participate in a non-rewards version of the platform, where they can track their steps, healthy habits, read daily cards and participate in personal challenges.

Please note, Friends and Family members will not be eligible to earn wellness incentives, participate in Allstate Corporate challenges, or connect with additional friends outside of yourself on the platform. Additional programs such as the Virgin Pulse nutrition and sleep guides and digital coaching are not available to anyone not eligible to earn wellness incentives.

What does “redeem a voucher” mean?

Voucher codes, redeemable for a small amounts of points, may be provided throughout the year for participating in a local wellbeing program or for a bonus activity not listed on the Virgin Pulse site. Availability may vary.

What are “validated measurements?”

Validated measurements come from onsite biometric screening events or from a Virgin Pulse Health Station (if applicable).

How do I turn off email notifications?

After logging in go to “my profile” in top right corner and scroll down to select email preferences.

Will Virgin Pulse send me reminders about taking the Wellbeing Assessment later this year?

Only if you do not opt out of “Surveys.” Otherwise, Virgin Pulse will send you emails reminding you to take the Wellbeing Assessment. **If you wish to receive email reminders to take your Wellbeing Assessment, do not opt out of “Surveys.”**

What happens to my Virgin Pulse account if I leave the Allstate Family of Companies?

Your account will close 30 days after you leave employment.

How do I access Virgin Pulse outside of the *Your Benefits Resources*™ website?

You can access Virgin Pulse outside of the single sign on provided through [Your Benefits Resources](#) by going to member.virginpulse.com and signing in with the username and password you created when first registering for the program. You can also download the Virgin Pulse mobile app and signing in with your Virgin Pulse username and password.

How to Get Help

Where can I go for more information or help?

You can contact Virgin Pulse by phone, email or live chat with customer service (via your home computer). Within the Virgin Pulse site, you can select “Contact Us” at the bottom of the page and click on “Support Page” in the box that pops up, or click on the “Chat” tab located on the right side to live chat with a Virgin Pulse representative (via home computer). **You can also call Virgin Pulse via their U.S. customer service line 866-852-6898 or go to support@virginpulse.com.** Phone support representatives are available 8 am – 9pm Eastern time Monday – Friday and on-platform chat representatives are available between 2 am – 9 pm Eastern time Monday – Friday.

- **Mobile app troubleshooting tip:** If your Virgin Pulse mobile app is not working, try to refresh it and check to see if an update is available.
- **Device connection troubleshooting tip:** When connecting a device, you may be asked to give permissions. If you uncheck any of these, you will not be able to connect. As an example, FitBit requires several permissions and unchecking any will prevent connection to Virgin Pulse.

What is the turnaround time for email questions?

The general turnaround time for email is 48 hours on weekdays.

Is there a way to chat or call customer service from the Virgin Pulse app?

There is no chat via the app directly, but you can still access it through your phone by going to member.virginpulse.com/login on your mobile browser and see the chat there. The format also is mobile responsive.