



Virgin Pulse Frequently Asked Questions

Eligibility

- **Who can participate?**

Live Well programs, including Virgin Pulse, are open to insurance-eligible, Montgomery County Government & participating agency employees. FOP Members are ineligible to participate in Live Well programs

Cost

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

No. In the membership agreement, you may have noticed a mention of payroll deductions for employees. This does not apply to Montgomery County participants because the county pays the membership cost as a wellness benefit to you.

Registration

- **How do I register?**

1. Visit join.virginpulse.com/livewell
2. From the welcome page, click '**Join Now**' located on the right-hand side.
3. Choose a password (eight characters with at least one letter and one number).
4. Read and accept the privacy policy and membership agreement.
5. Confirm your information when prompted.

Step 2: Personal Information

*Required fields

Title:

* First Name: * Last Name:

* Gender: ☐ Male ☐ Female

* Date of Birth: / /

Shipping Address

* Address:

* City:

* State:

* Zip Code:

* Mobile Phone Number: * Alternate Phone Number:

☐ Yes, please send me alerts about my Virgin Pulse program to my mobile phone. We do not charge for these services, but message & data rates may apply. Cancel anytime by replying STOP to any message. Note: This number will never be shared with a third party for promotional purposes.

Login Details

Please note: You must enter a valid email address

* Email Address: * Re-enter Email Address:

* Create a Password: * Re-enter Password:

(Password must be at least 8 characters, and include one number and one letter.)

- **When should I register?**

You can register at any time. The sooner you register, the more time you have to earn HealthMiles points which translate into rewards. New employees will receive an email from Virgin inviting them to

enroll in the program, and will receive their Max pedometer in the mail within two weeks of completing registration.

- **What if I don't have administrative rights to download the Sync Software to my computer?**
Contact the Montgomery County DTS Help Desk at 240-777-2828 for assistance with the download. You can also download the software to a home computer and install the Virgin Pulse app on a smartphone

Confidentiality

- **Who has access to your health information?**
Montgomery County 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.

HealthMiles and Rewards

- **How do HealthMiles convert to rewards?**
Each quarter, you'll have the opportunity to earn as many HealthMiles points as you can to reach all 5 levels of the program. Every starts in Level 1 and must earn 2,000 HealthMiles to reach your first reward of \$10. Every 2,000 HealthMiles you will reach a new level and an additional HealthCash reward. Each participant can earn up to \$85 per quarter, \$350 per year (there's a bonus end of year challenge)!
- **How do I earn HealthMiles?**
You earn HealthMiles for tracking your physical activity, keeping track of your nutrition, completing bi-monthly self-entry challenges and monthly activity promotions and so much more... Find out all the ways to earn HealthMiles points by going to - https://auth1.virginhealthmiles.com/images/MC_Program_Info_Sheet.pdf
- **Do HealthMiles carry over from previous quarters?**
HealthMiles do not carry over. Your HealthMiles reset to zero each quarter and everyone starts fresh.

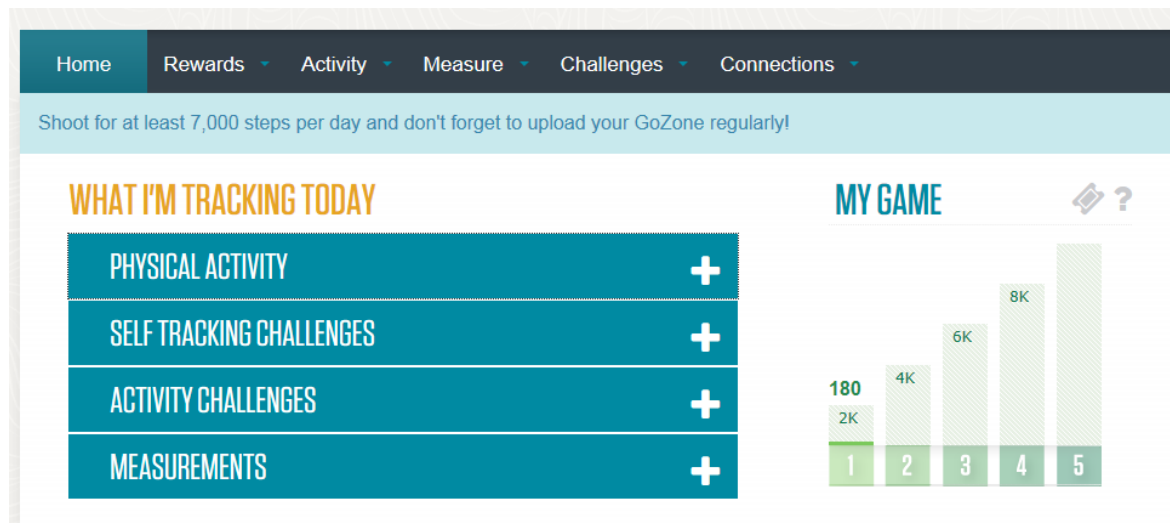
Tracking Physical Activity and Pedometers

- **What is the cost for a pedometer?**
Montgomery County will pay for the first-issued Virgin Pulse pedometer (also called a Max) for all program participants. If your Max is lost or stolen, you are responsible for purchasing a replacement device from Virgin Pulse at cost or connecting a compatible device/app to the program.
- **When does my Max pedometer arrive?**
You will receive your Max in the mail 7-10 business days from the day you enrolled. The Max pedometer will be shipped to the address you used during enrollment.
- **What do I do when I receive my Max?**
When you receive you max open the cover and go to www.virginpulse.com/start in your web browser. This will direct you to a page that provides step by step instructions on activating and registering your Max to your personal Virgin Pulse member account
- **Is FitBit compatible with the Virgin Pulse program?**
Yes. We are also compatible with Runkeeper, Misfit Shine, Endomondo App, Moves App and Polar Heart Rate Monitors.

- **If I'm unable to be physically active, how can I earn all my HealthMiles?**

If you are not able to participate in physical activity due to pregnancy, injury or physical limitations, please call Virgin Pulse contact center at 1-866-852-6898, 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

- **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 Firefox, Safari and Chrome Internet browsers. If you are accessing the portal via Internet Explorer, you must use version 8 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?**

Within your member portal you can click the "Support" link in the top right corner of the screen. If you are unable to find an answer to your specific question in our online resource center you may also call the Virgin Pulse contact center at 1-866-852-6898 or email at support@virginpulse.com, from 8 a.m. – 9 p.m., Monday through Friday.

For general program questions, email LiveWell@montgomerycountymd.gov or call 240-777-5025 during Montgomery County business hours

The screenshot shows the Virgin Pulse Support page. At the top is the Virgin Pulse logo and the "LiveWell" logo with the tagline "Better You. Better Us.". Below the logos is a navigation bar with links: Home, Rewards, Activity, Measure, Challenges, Connections, Programs, and Learning. The main content area is titled "Support". It is divided into three sections. The first section, "Have a question?", has a text input field with the placeholder "E.g. When will I receive my pedometer?", a "Submit" button, and a tip: "Tip: Enter your question as a complete sentence for best results. Problem getting an answer? Try updating your browser to a newer version." The second section, "Program FAQs", lists 10 questions: 1. How do reward levels work? 2. How do I earn HealthMiles points? 3. How do I get my first Virgin Pulse pedometer? 4. How do I download the software? 5. How do I connect to Fitbit? 6. How do I upload my steps? 7. What if I am using multiple devices? 8. What are active minutes? 9. How do I change my password? 10. How do I log exercise? The third section, "Virgin Pulse pedometer", has a sub-heading "Pedometer FAQs" and lists 5 questions: 1. How do I activate my Virgin Pulse pedometer? 2. Why doesn't the pedometer count all my steps? 3. Where is the best place to wear my pedometer? 4. What if my pedometer got wet? 5. How do I replace my pedometer's battery? At the bottom right, there is a section titled "Additional Resources" with 4 links: 1. Download Sync software 2. Buy a Fitness Tracking Device 3. Have HealthCash? See redemption options. 4. Add Missing Steps To Your Account