



# Frequently Asked Questions

Activities within Vitality are aimed to help members find their focus creating routine and habitual engagement, the key to achieving and sustaining long-term habits and behavior change. Impact, effort, and frequency of activity drive its contribution to status progress.

The web and app experiences mirror each other but the platform is optimized for a mobile first experience. We are continuing to make performance improvements and enhance the overall look and feel.

## GETTING STARTED

### Q: I am new to Vitality. What do I need to do to register?

Welcome! Download the Power of Vitality app and follow the registration prompts to set up your account. If you're reading this on your phone, [tap here](#) to download. Alternatively, scan the QR code below or open your phone's app store and search for the Power of Vitality app with our pink logo.

### Q: I am already registered with Vitality. Do I need to re-register on the app or website?

No. Since you have already registered for the program, simply use your username and password for either the Power of Vitality app or [PowerofVitality.com](http://PowerofVitality.com) when participating.

### Q: How do I get assistance with password reset?

Contact Vitality Customer Care for assistance at 877.224.7117 or [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

### Q: Can I save my log-in preferences?

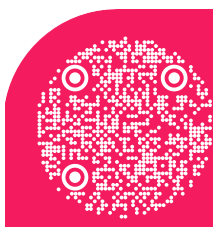
Yes. You can do this by accessing your profile from the upper left corner of the home screen. Navigate to Profile > Login Preferences to select your preferred method, including Face ID. Watch this [short tutorial](#) for additional information.

### Q: What would cause me to have to reset my log-in preferences?

Vitality's multi-factor authentication (MFA) policy is an extra layer of security that keeps your data safe. This policy includes a requirement to reset login preferences if it has been 180 days since these were last set or when a log in from an unrecognized device, IP address or location is detected. See more details about Vitality's MFA policy [here](#).

### Q: How does Vitality protect my personal privacy?

We are HIPAA compliant and operate under other strict security, privacy and confidentiality agreements, rules and laws. If you'd like to learn more about how Vitality uses and protects your information, [check out this blog](#).



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## VITALITY HEALTH REVIEW

### Q: Where do I complete the Vitality Health Review?

The Vitality Health Review is a brief, confidential questionnaire that evaluates how you are doing in the most important areas for living a healthy life.

- Click on the *Assessments* category > click *Vitality Health Review*.
- Results can be viewed by clicking the *Health* tab in the navigation bar > *Results*
- If you have issues completing or viewing your results for the Vitality Health Review, please contact Vitality Customer Care at 877.224.7117 or [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

### Q: Is there a bonus to completing the Vitality Health Review?

Yes, members that complete the Vitality Health Review in the first 90 days of the new year, or first 90 days of becoming eligible for Vitality will earn a 250-point bonus for a total of 750 points (500 points for completion and 250 for early bird)!

## PHYSICAL ACTIVITY

### Q: How do I check in to my gym when I want to workout?

This feature is coming soon in late February. In the meantime, we encourage you to submit your gym workouts by navigating to Wellbeing category> Gym Workout>Submit gym workout.

### Q: How do I connect my Apple Watch?

Your Apple Watch data will flow through the Health App. While in the app, click on the icon/your uploaded picture in the left-hand corner and it will take you to your profile. You will then have the option under settings for Apps and devices and you will be able to add the Health App. Once your Health App is linked to Vitality, your Apple Watch activity will sync each time you log in. If this is not occurring on your account after you log in, please contact Vitality Customer Care for assistance at 877.224.7117 or [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

### Q: My fitness device is tracking steps/workout data, but I am not receiving any points. What should I do?

Please make sure you are opening your fitness tracker app, as well as the Vitality app, on a regular basis so the data can flow to Vitality. If you are still having specific points issues, please contact Vitality Customer Care for assistance at 877.224.7117 or [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

### Q: How do I self report workouts or manually submit gym workouts?

In the app or website, scroll to *Activities* > select *Wellbeing* > then select *Workouts*. Then choose *Gym workout* if you are manually submitting a gym workout, or *Self-reported* workout if you are reporting another type of workout.



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**Q: I am trying to submit gym workouts manually and/or self-reported workouts, but it is not working. What should I do?**

We are aware that some individuals are not able to enter more than 1 day at a time. To assist you receiving your points please contact Vitality Customer care at [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

**Q. How many points can I earn for sports leagues and/or athletic events?**

You can earn 50 points per athletic event or sports league and may submit multiple per year up to the wellbeing category 10,000 point maximum. Examples may include a road race, cycling event, series of exercise classes, or playing in a sports league that spans multiple weeks. Please note that Vitality is currently evaluating the points available for elite athletic events such as marathons.

**Q. How do I earn more points for the daily physical activity?**

You can pair a fitness device from a partnered brand to track your physical activity such as Fitbit, Garmin, Polar, Apple Watch (Apple Health), Google Fit, Samsung Health and MapMyFitness. Depending on the kind of device or app you have connected, determines how you can earn daily points for workouts based on a variety of metrics. Some devices only track steps, whereas others might capture steps, active calories and HR. We take the highest workout achieved in a day that determines the amount of points earned, up to the max of 15 per day. You may connect multiple devices and apps to Vitality. Below is a summary of the different workout levels.

- Light Workout (5 Points)
  - 5,000 steps
  - 15 minutes at 60% max Heart Rate
  - Meeting active calorie threshold on approved devices or apps
- Standard Workout (10 Points)
  - 10,000 steps
  - 30 minutes at 60% max Heart Rate
  - Meeting active calorie threshold on approved devices or apps
- Advanced Workout (15 Points)
  - 15,000 steps
  - 45 minutes at 60% max Heart Rate
  - Meeting active calorie threshold on approved devices or apps

**Q. How do I know what metrics my connected device tracks?**

While in the app, click on the icon/your uploaded picture in the left-hand corner and it will take you to your profile. You will then have the option under settings for Apps and devices and you will be able to see what devices you have connected already, and what is available for you to connect. By clicking into the device you have connected, it will give you important syncing tips, and more information about how to earn points with that specific supported device.



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## ACTIVITIES AND POINTS

### **Q: Where can I view the points I have earned?**

To see the breakdown of points you are earning, in the app click on the status/points display on the top right-hand corner and when you do so you will see the breakdown of your points.

### **Q: Can you explain how the goals work?**

Vitality has introduced a variety of new goals to encourage individuals to practice and track progress for healthy behaviors. Each daily goal check-in is awarded 5 points, and you can check into 3 separate goals per day earning a maximum of 15 points daily.

The best way to explore and access goals are through Focus areas. Each area offers at least one goal. You can also search for all goals by health topic from the Progress area of the home screen by tapping into **Add a goal**. You pick the number of days and number of weeks you want to focus on a healthy behavior. All active goals appear under Progress, making it easy to check in as you accomplish a day of progress. If you prefer to log your progress weekly, that is an option as well, you can check in retroactively.

If you are having issues with receiving points for your goal check-ins, please contact Vitality Customer Care for assistance at 877.224.7117 or [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)

### **Q: How often can I earn points for activities such as articles, videos, jumpstart prompts and reflection prompts?**

You can earn 10 points for every article and video that you complete, 10 points per month for jumpstart prompts and 25 points per week for reflection prompts. All of these activities fall under the wellbeing category which has a maximum of 10,000 points per year.

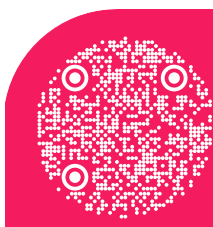
## VITALITY CHECKS AND PREVENTION

### **Q: Where can I find the form to complete the Vitality Check if I choose to visit my primary care physician?**

In the app or website, scroll to Activities > select Prevention > select Vitality Check > select Submit Results > scroll to bottom for forms. *Please note all biometric submissions must be certified by a physician and include relevant facility information.*

*Note: The Cotinine screening is not required to qualify for the incentive.*

### **Q: How often can I complete a Vitality Check?**



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Points are awarded for biometric screenings once per year. Prior year results will be not accepted. However, you may submit updated results from any screenings completed more than once per year to update your information in Vitality's system.

### **Q: How can I receive credit for preventative exams and vaccinations?**

In the app or website, scroll down to *Activities* > select *Prevention*. Select the activity and upload proof of completion by selecting *Submit results*. Examples of proof of completion are listed for each activity. Please check the description of each activity to see how frequently you can earn points as not all are available annually.

### **ADDITIONAL SUPPORT**

### **Q: How can I get help with workouts not being awarded, missing points for completed activities or other specific issues with my account?**

*If none of the above is helping with the issues you are encountering, please reach out to Vitality Customer Care! They are available Monday – Friday between 8am and 5pm CST. You can use any of the methods below or use the Contact Us feature within the website.*

- *Email: [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)*
- *Telephone: 877-224-7117*
- *Fax: 877-224-7110*



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