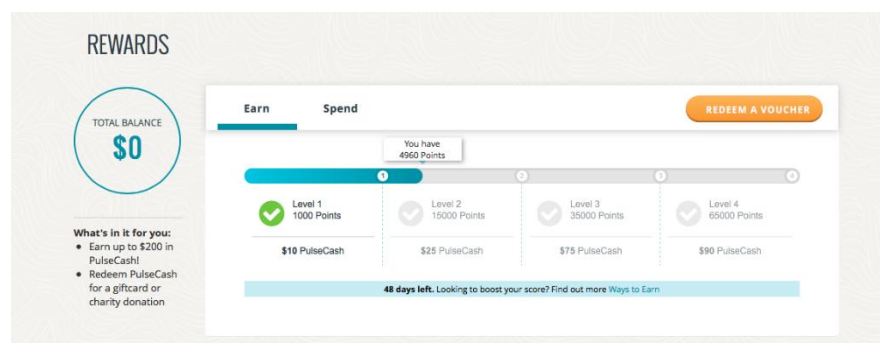


# FAQ's

## How do I redeem a voucher?

**App:** Click on Program and details then go to “Redeem a voucher” at the bottom (long orange button). Next, type in the 10 digit voucher code in the space provided. Click submit. Your points will be displayed in your rewards statement.

**Website:** Click on “my rewards” at the top of your screen. The click on “redeem a voucher”, in the top right hand side of your rewards scale. Next, type in the 10 digit code and click submit. Your points will be displayed in your rewards statement.



## How do I submit my wellness exam?

To submit your wellness exam, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on the activity you want to submit and enter in your name, date of activity, and provider name. Documentation can be your explanation of benefits, a doctor’s note, or even a picture of your sign in sheet.

## How do I submit my Flu shot?

To submit your flu shot, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on “Flu Shot” and enter in your name, date of activity, and provider name. Click the box to confirm that you have received a flu shot. Then press Submit.

## How do I submit my Dental exam?

To submit a dental exam, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on the activity you want to submit and enter in your name, date of activity, and provider name. . Click the box to confirm that you have received you dental exam. Then press Submit.

## How do I submit my Vision exam?

To submit an eye exam, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on the activity you want to submit and enter in your name, date of activity, and provider name. Click the box to confirm that you have received an eye exam. Then press Submit.

#### How do I submit my Mammogram?

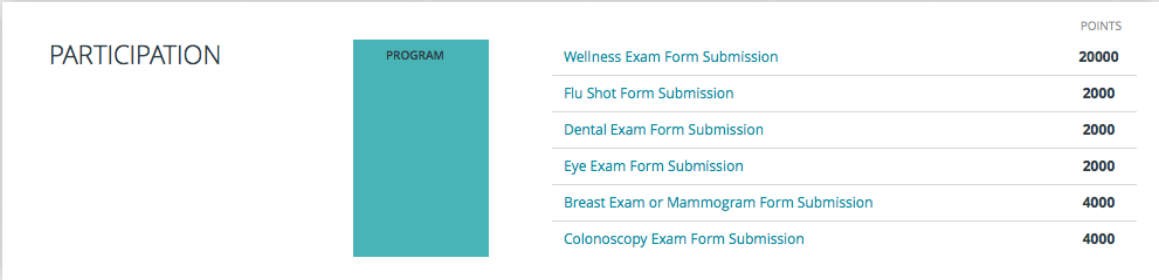
To submit a mammogram, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on the activity you want to submit and enter in your name, date of activity, and provider name. Documentation can be your explanation of benefits, a doctor’s note, or even a picture of your sign in sheet.

#### How do I submit my Colonoscopy?

To submit a colonoscopy, go to the Rewards page and click on “How to Earn.” Scroll down until you see the box labeled “participation”.

Click on the activity you want to submit and enter in your name, date of activity, and provider name. Documentation can be your explanation of benefits, a doctor’s note, or even a picture of your sign in sheet.



The screenshot shows a table with the following structure:

PARTICIPATION	PROGRAM		POINTS
		Wellness Exam Form Submission	20000
		Flu Shot Form Submission	2000
		Dental Exam Form Submission	2000
		Eye Exam Form Submission	2000
		Breast Exam or Mammogram Form Submission	4000
		Colonoscopy Exam Form Submission	4000

#### What are the Program start and end dates?

The program ends on June 30<sup>th</sup>, 2018- all submissions must be in by this time. The Program will start again on July 1<sup>st</sup>, 2018!

#### What is the last day to submit?

The last day to submit is June 30<sup>th</sup>, 2018

#### How much will I earn?

To find out how much you will earn for each activity go to the “Rewards” tab on the top of your page. Then click on “How to Earn”. All of the point values are listed next to the correlating activity.

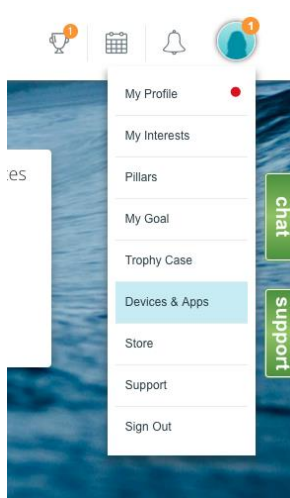
To see what points you have earned already, go to the Rewards page and click on “Statement” and search by month or year.

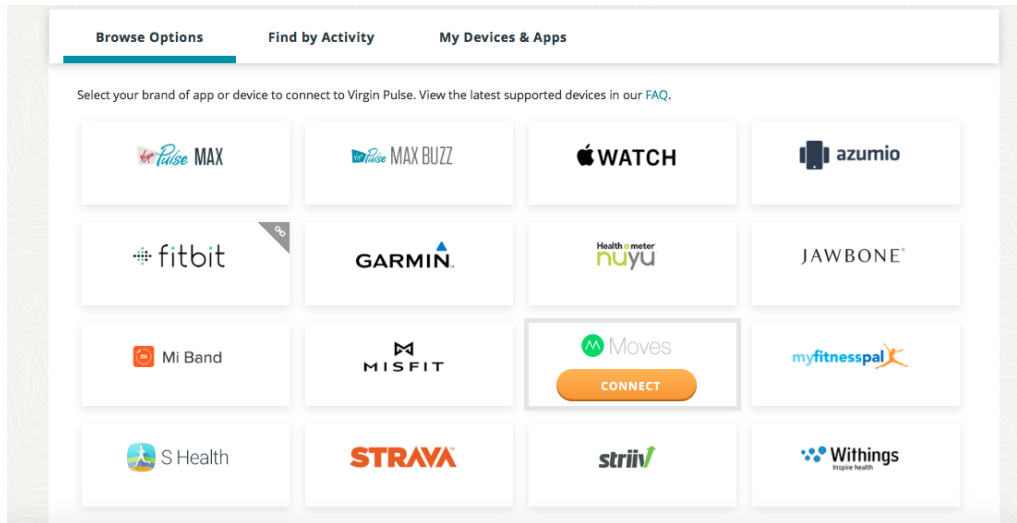
Month	Points	Activity	Points
MAY 09	170	Do Your Daily Cards	20
		Do Your Daily Cards	20
		Complete 10 daily cards in a month	100
		Track Your Healthy Habits	10
		Track Your Healthy Habits	10
MAY 08	890	Congratulations! You've earned 500 points for doing a healthy activity in your community this year! 630T-4202-4X	500
		Take 12,000 steps in a day	120
		Do Your Daily Cards	20
		Do Your Daily Cards	20
		Add a Profile Picture	100
		Track Your Healthy Habits	10
		Track Your Healthy Habits	10
		Track Your Healthy Habits	10

What devices sink with the website?

The devices that are combatable with the Well Styles page include: Virgin Pulse Max and Max Buzz, The apple watch, Azumio, Fitbit, Garmin, Health o Meter Nuyu, Jawbone, Mi Band, Misfit, Motorola Moves, My fitness pal, S Health Strava, Striiv, and Withings.

To find where the devices are listed: Go to your profile picture in the top right corner, in the drop down- click on "Devices and Apps". The devices are listed under the browse options tab.





### How do I know I got points for an activity?

To find a list of all of the points you have received and for what click on the “Rewards” tab at the top of your page, then in the drop down box, click on “Statement”. The statement is broken down by day. The total breakdown of the points you have received are listed in this point’s statement.

### What is the Customer service line?

Find answers on our [Support Page](#)

You can contact us at

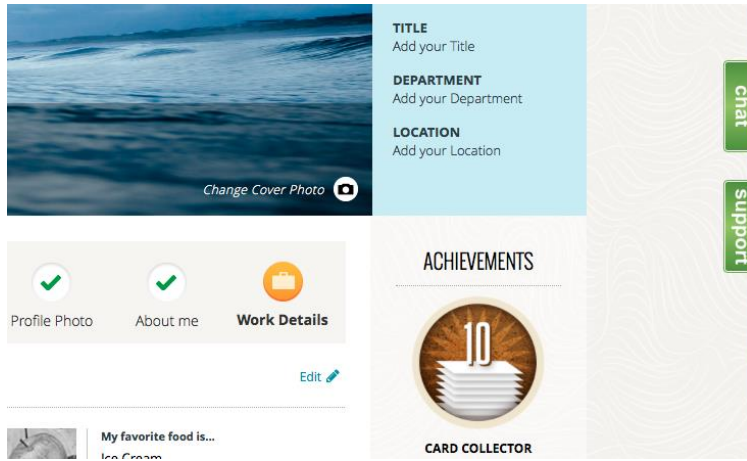
888-671-9395

[support@virginpulse.com](mailto:support@virginpulse.com)

There is also a chat tab on the side of your page, where you can ask any questions you may have.

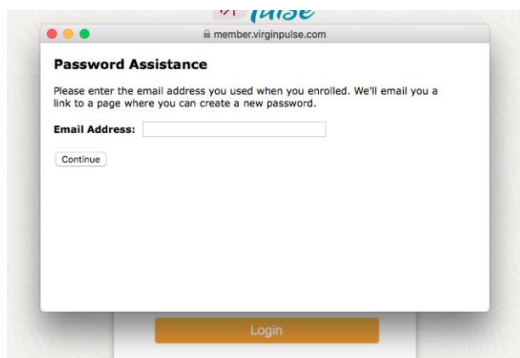
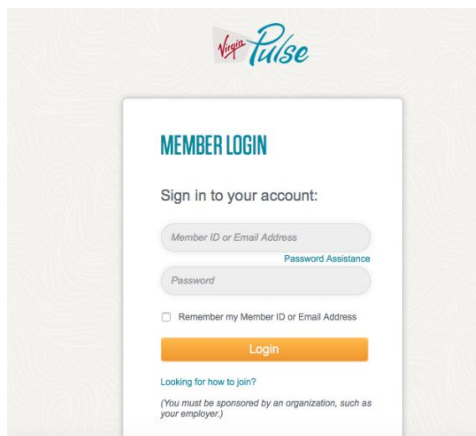
- Members can login here: [join.virginpulse.com/WellStyles](http://join.virginpulse.com/WellStyles)
- Members can contact Member Services with any questions about registering or navigating the platform. Contact information:
  - Phone: 888-671-9395 – representatives available 8am-9pm ET Monday – Friday
  - Email: [support@virginpulse.com](mailto:support@virginpulse.com)
  - On-platform Chat: representatives available between 2am-9pm ET Monday – Friday.

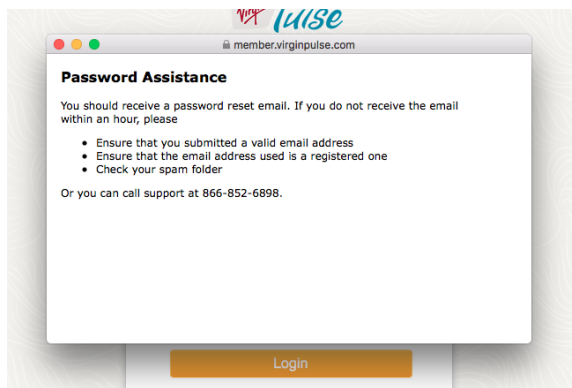
\*After contacting member services they will receive an email asking how the service went.



### How do I reset my password?

At the log in screen, click on password assistance. Type in your email address that is correlated with your account in the space provided. Check that email for a password reset email. Copy and paste the url that is provided in the email, then follow the prompt that is provided. –Enter your birthday and new password. Lastly, click submit.



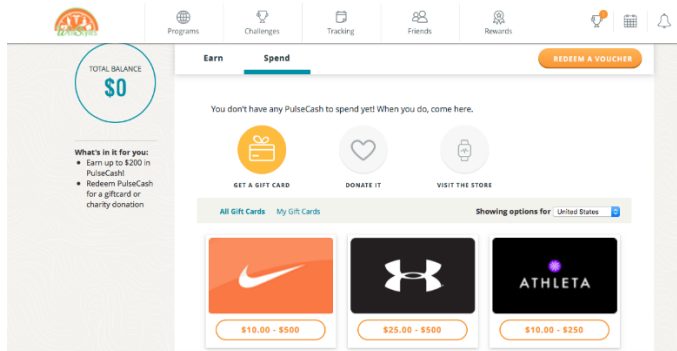


### Do I get points for real appeal?

Yes, points are awarded to those who have completed real appeal.

### How do I redeem a gift card with my points?

You can redeem your gift card at any time by going to the Rewards page and clicking on “My Rewards.” Select “Spend” and a list of gift cards will appear. Choose the one you want, enter in the amount, and click next. An e-mail will be sent to the e-mail you used to register with the e-card information. Make sure to check your junk e-mail if you don’t receive it.

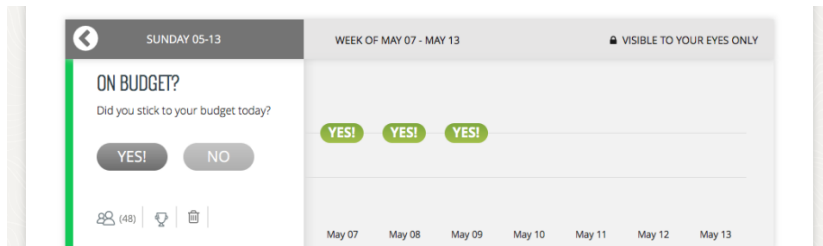


### If I forget to track a day, can I go back and put in my tracking information?

WellStyles allows the user to go back and track past information within 2 weeks prior.

First click on tracking at the top of your page. Then, click on healthy habits in the drop down. With each healthy habit, the date is listed at the top. Use the arrow pointing to the left to change the day. Plug in each habit for that specific day. You are only able to go back 2 weeks from today’s date.

If you would like to go back and track your steps, workouts, active minutes, calories, sleep, weight, blood pressure, and other measurements. Click on Stat under the tracking tab. Then go to the activity that you are looking to track and click on the plus symbol that says log, enter the specific amount and the date that you had completed the amount.



### Can other people see my information?

No one else can see your private information within Well Styles. You are automatically logged out after a period of inactivity in order to maintain security.

My device is connected, however, my steps are not being kept up to date? How can I sink everything through my fitbit.