

# Frequently asked questions

## 6/15/2021

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### General

#### 1.) What key features are available on the new site?

The new site includes helpful features such as:

- A health assessment (depending on the health assessment option chosen by your employer or organization)
- Online health coaching programs to help with lifestyle changes or conditions
- “Frequently asked questions” summary
- Walk-me-through site tour

#### 2.) What changes did you make?

We’ve updated your wellness experience. You’ll find a more streamlined, fresh and easy-to-use experience. The changes include:

- A refreshed health assessment, depending on the one your employer or organization chose
- New Journeys coaching programs that are easy to follow – and quick to complete
- Recommended action cards that help direct you to the resources you need
- Choice to view the site in one of 20 languages
- Choice to share your interests to get relevant Journeys coaching recommendations
- Ways to personalize the site with your own photo and background image
- No more reminder email communications (based on member feedback)

#### 3.) Is there something that will show me how the site works?

Yes. You’ll find an online tour that will walk you through the key features, such as how to find and complete the new Journeys.

#### 4.) What do I do when I first land on the new site?

You’ve already taken the first step. You accepted terms and conditions to access the site and are reviewing the online FAQ. You may want to take a tour with the online tutorial for more support.

What's next? Based on what your employer chose to include, you may want to start with the health assessment. But your next stop should be to take a Journey. Check the Journeys page, under the Health menu, for recommendations. Or explore on your own. Find your way to better health.

**5.) How do I know my information is secure?**

You can find Information on member privacy and security in the attached link:

<https://www.virginpulse.com/privacy-notice/>

**6.) What are these little cards on the updated site?**

Your home page shows a set of cards with helpful reminders and recommendations. These cards rotate to let you know about important information and where to find it.

**7.) What do the tabs and icons mean? (Health, Benefits, Bell, Profile)**

The menu options at the top of the new site help you find exactly what you need. The Health tab lets you go directly to your health assessment or to the Journeys page to get started.

The Benefits tab shows you a variety of options and recommendations. Here, you can begin a Journey. Or learn more about helpful resources included on the site.

The bell-shaped icon lets you know when important messages are posted about the site.

Your Profile lets you share interests and language preferences to personalize the site just for you.

**8.) Why is it asking me so much information in my profile?**

The information you provide helps us recommend Journeys that may interest you. The more information you give, the better we can direct you to the Journey that can help you improve your health and keep you interested.

**9.) If I get distracted while I'm on the site, how long do I have before I time out for inactivity?**

The system clocks out at 15 minutes due to inactivity.

## Rewards

**10.) How do I know that my completed health assessment and/or Journey will count if my employer is offering a 2021 incentive program?**

If you receive rewards for completing a health assessment, a Journey, or both, it doesn't matter whether you did them on the old site or on the new one. The completion will count toward your reward.

Please know that you won't receive two incentives. For example, you won't get another reward for completing activities on the new site, if you already received a reward for completing activities on the previous site. You'll only get rewarded once.

## Health assessment

### **11.) Can I print/download my health assessment results?**

It depends what health assessment option your employer selected. If you complete the health assessment on this new site, then the answer is no. The ability to print/download your results is not available on this new site. However, we're already at work to change this. We're hoping to have this capability ready by year-end 2021.

### **12.) Do I need to know my recent lab or biometric screening results to complete the health assessment?**

You don't need to know your recent lab results to complete the health assessment. However, if you do know your results, or if you had a recent biometric screening, you can answer "yes" to the assessment question that asks if you know your recent results. The available results will be added to your health assessment automatically, based on the lab and screening data we have for you.

### **13.) If I don't complete the health assessment, do my answers save?**

Yes. Your answers will save and you can start right where you left off the next time you access the site.

### **14.) Who can answer questions about the health assessment or the results I receive?**

You can always call our 24/7 nurse line at [1-800-556-1555](tel:1-800-556-1555). For speech or hearing impaired, dial 711.

## Journeys

### **15.) How do I know my Journey is complete?**

You can always check the Accomplishments tab in your Health Dashboard. It shows your health assessment completions and any completed Journeys.

### **16.) Are these Journeys the same as they were in the old site?**

We've updated our Journeys in the new site. Some Journeys are new. Others have been combined or may have a new title to better describe the topic. Others have been deleted due to lack of use/interest.

Journeys are now much easier to complete, too. Previously, Journeys were split into Stages. And, each Stage included steps to help you reach your goal. The new Journey approach removes the Stages and displays only the steps needed to complete your Journey. So you know exactly

what you need to do to complete the Journey. They even tell you how long you can expect it will take to complete the Journey.

**17.) How long will Journeys take?**

It's possible to complete a Journey in 10 days to 3 weeks. Each Journey relays how long it should take you to complete.

**18.) Will I continue to receive email outreach to engage in Journeys?**

No. We discontinued the email portion of our program after receiving a lot of negative member feedback on this feature. You'll still see a spot for email preferences in your profile, but that part has been disabled.

**19.) Will I receive Journey recommendations based on my health needs?**

Yes. You'll receive a Journey recommendation based on your health and interests. We'll update this recommendation each month. You can take our recommendation. Or select your own Journey from the list.

**20.) Why does it say I can let my friends know about my achievements?**

The feature to engage with social media no longer applies. We're working to remove it from your current view. In the meantime, you can just ignore it.