



Frequently Asked Questions

We're excited for you to experience the new Power of Vitality program! With a brand-new app and new point-earning opportunities, you'll have access to a more personalized experience to help you improve your health and earn rewards that matter.

To help you get started or answer any outstanding questions you may have about the transition, review the FAQs below.

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?

You do not need to re-register with Vitality. Simply log in to the Power of Vitality website or app with your existing credentials and reaccept the Terms and Conditions.

Q: Do I need to download a new Vitality mobile app?

Yes, Power of Vitality is our brand-new app. 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: What will happen if I log in to the old orange Vitality Today app?

The app will redirect you to download the new Power of Vitality app. If you do not see this prompt automatically, please navigate directly to your phone's app store and search for the Power of Vitality app, featuring our pink logo.

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

Contact Vitality Customer Care for assistance at 877.224.7117 or wellness@powerofvitality.com

Q: Can I save my login preferences?

Yes. From the Power of Vitality mobile app, 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. To update your password or security questions from the Vitality website, access your profile from the upper right corner of the home screen.



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

Vitality's multi-factor authentication (MFA) policy provides an additional layer of security to protect your data. This policy includes a requirement to reset login preferences if it has been 180 days since these were last set or when a login from an unrecognized device, IP address or location is detected.

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](#).

NAVIGATING YOUR ACCOUNT

Q: Can you give me an overview of my new homepage?

The new homepage is divided into widgets. Here is an overview of each section:

- **The navigation bar**
 - o **Home** – your homepage (additional details below)
 - o **Benefits** – other wellness resources offered by your employer
 - o **Rewards** – squares, the mall, gym rebate, and your incentive plan
 - o **Health** – your Vitality age and recommended health topics
 - o **Profile** – Link a device, opt into communications, update your account details, and more
 - o **Status and points** – view your points history
- **Featured news**
 - o Quick reads about trending health topics
- **Priorities for you**
 - o Specific point-earning opportunities recommended for you based on your responses to the health assessment and other completed activities.
- **Weekly target**
 - o A personalized weekly workout target resulting in a wheel spin when achieved
- **Build healthy habits**
 - o Trackers for daily activities like goals
- **Explore health topics**
 - o Learn about various health-related topics, including sleep, nutrition, physical activity, financial health, and more.
- **Earn points**
 - o All point-earning activities within the program can be found in this section, including assessments, prevention, wellbeing-related activities, and any others offered by your employer.

HEALTH ASSESSMENT

Q: What is the health assessment and how do I complete it?



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The health assessment (formerly Vitality Health Review) is a brief, confidential questionnaire that evaluates your current health and provides insights on how to improve it with healthy habits. To complete the health assessment, navigate to Earn points from your homepage > Assessments > Health assessment. You can also navigate to the 'Health' tab on your navigation bar to review your results and Vitality age.

Q: Can I earn bonus points for completing the health assessment early?

Yes, members who complete the health assessment within the first 90 days of a new program year, or the first 90 days of becoming eligible for Vitality, will earn 250 bonus points.

PHYSICAL ACTIVITY

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

You can pair a fitness device from a partnered brand to track your physical activity automatically, such as Fitbit, Garmin, Polar, Apple Watch (Apple Health), Samsung Health, Health Connect (Google) and MapMyFitness. The type of device or app you have connected determines how you can earn daily points for workouts based on various metrics. Some devices only track steps, whereas others might capture steps, active calories, and HR. You may also earn points by checking in at a gym or self reporting your workouts. We take the highest workout achieved in a day to determine the number of points earned, up to a maximum 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
 - Gym check in or gym workout
- Advanced Workout (15 Points)
 - 15,000 steps
 - 45 minutes at 60% max Heart Rate
 - Meeting active calorie threshold on approved devices or apps

Q. Where can I learn more about connecting a device?

From your homepage on the Power of Vitality app or website, navigate to Profile > Apps and devices to explore eligible connections, and find tips for earning points and syncing your device.



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Q: How do I check into my gym when I want to work out?

There are two ways to submit gym workouts:

1. While at the gym, log in to the Power of Vitality app and navigate to Profile > Other > Gym Locator and check in.
2. Navigate to Earn points > Wellbeing > Workouts > Gym workout to submit retroactive workouts.

Q: How do I connect my smartphone or fitness device to earn points for my workouts?

Navigate from your homepage on the Power of Vitality app or website to Profile > Apps and devices, then select the device you wish to connect.

Q: How do I self-report workouts?

To self-report a workout, navigate from your homepage on the Power of Vitality app or website to Earn points > Wellbeing > Workouts > Self-reported workout.

Q: Are workout milestone points still awarded?

No, milestone points are no longer awarded. However, there is also no longer a 7,000-point cap on the physical activity category. Workouts are now categorized under 'Wellbeing', which is capped at 10,000 points.

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 season and may submit multiple entries per year, up to the wellbeing category's 10,000-point maximum. Examples may include a road race, cycling event, triathlon, marathon or playing in a sports league that spans multiple weeks. With the restructuring of the Vitality program, the point value of these events was standardized to promote inclusivity. The structure of 50 points per athletic event or sports league season ensures that all members, regardless of ability or willingness to pay, can earn equal points for participating in wellness activities.

Q. What is my weekly target and how does it work?

Weekly points targets are personalized to you and your level of physical activity. They may go up or down week to week. When you meet your target by completing standard and advanced workouts, you can spin the wheel for a chance to win bonus points. You will have 30 days after achieving your target to spin the wheel.

ACTIVITIES AND POINTS

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

Log in to your Power of Vitality account on the app or website and click on your points total in the upper right corner of your homepage.



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Q: Have goals changed?

Yes, we have introduced a range of new goals to help you track your progress and stay motivated. Each daily goal check-in is awarded five points, and you can check into three separate goals per day, earning a maximum of 15 points daily. To explore goals, navigate to your homepage, then select Build Healthy Habits > Add a Goal, and filter by category.

Q: I no longer see activities like the sleep challenge, meditation, etc. What happened to some of the activities?

Meditation and Sleep were only available previously in the Vitality Today app. To provide a more inclusive experience across both the Website and the Power of Vitality app, updates have been made to the standard activities available for completion. All point-earning activities can be found under the 'Earn points' section of your homepage.

BIOMETRIC SCREENINGS AND PREVENTION

Q: Where can I find the form to complete the biometric screening if visit my primary care physician?

In the app or website, navigate to Earn points > Prevention > Biometric screening, then scroll to the bottom to download the appropriate form. *Please note, all biometric submissions must be certified by a physician and include relevant facility information.*

Q: How often can I complete a biometric screening?

You can earn points for a biometric screening once per year. 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, navigate to Earn points > Prevention, and select the exam or vaccination you have completed, then select 'Submit results' and attach your proof of completion. Examples of proof of completion are listed for each activity. Please review the description of each activity to determine how frequently you can earn points, as not all activities are available annually.

ADDITIONAL SUPPORT

Q: What if I still have unanswered questions about the new website or app?

If the guide above doesn't answer your questions, please reach out to Vitality Customer Care! They are available Monday through Friday, between 8:00 a.m. and 5:00 p.m. CST. You can use any of the methods below or use the Contact Us feature within the website.

- Email: wellness@powerofvitality.com
- Telephone: 877-224-7117
- Fax: 877-224-7110



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