Small steps lead to big changes.

We’ll help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most. With daily engagement, you’ll build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.

Get helpful tips. Participate in fun challenges. Reach your goals.

Sign up now at join.virginpulse.com/bcbsri
Already a member? Sign in at member.virginpulse.com
Sign Up Instructions: Desktop
Registration instructions for Web or Mobile App

Option 1: **Register on the web!**

1. Go to [join.VirginPulse.com/bcbsri](join.VirginPulse.com/bcbsri)
2. Click the “SIGN ME UP” button
3. Complete the Sign Up information* – your information should be identical to what your employer has on file
4. Read and agree to the Privacy and Membership Agreement and press Continue
5. Enter your preferred email address (work or personal) and create a password. Click CREATE MY ACCOUNT when done
6. Click the SIGN IN NOW Button and enter your email address as your username, and the password you created
7. To verify your identity, a security code must be sent to you. Click Send Code one time. At the next screen, simply enter the security code received via email or text and hit SUBMIT
8. You’re ready to go! Click “SHOW ME AROUND” for a tutorial of the platform

*If Virgin Pulse asks for your employee ID number:
BCBSRI members: Your employee ID number is your 9 digit BCBSRI member ID (i.e. 123456789)
Spouses who have BCBSRI coverage should add an “s” to the end of your 9 digit BCBSRI member ID (i.e. 123456789s)
Sign Up Instructions: Mobile

The mobile app is available to download on these supported devices:
- iPhone 6S or above, operating on iOS 14.0 and above
- Android devices operating on 7.0 or above

Option 2: Register on the mobile app!

1. Go to your App Store or Play Store and search Virgin Pulse
2. Click “Install” or “Get” to download
3. When installation is complete, click the Open button
4. Click on “Create Account”
5. You will be prompted to enter your Sponsor Organization name. This is Blue Cross & Blue Shield of Rhode Island. Type in “blue” and tap the correct option that appears
6. Complete the Check Eligibility information* – your information should be identical to what your employer has on file. Click Continue when done
7. Read and agree to the Privacy and Membership Agreement and press Continue
8. Enter your preferred email address (work or personal) and create a password. Click CREATE MY ACCOUNT when done
9. To verify your identity, a security code must be sent to you. Click Send Code one time. At the next screen, simply enter the security code received via email or text and hit SUBMIT

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Engage in activities that fit your interests

Learn easy ways to get more active, eat well and manage life’s ups and downs—every day!

Read Daily Cards – 40 pts/day
Every day we’ll send you two new tips to help you live well. Plus, we’ll make sure they’re about the areas that interest you the most.

Set Healthy Habits – 30 pts/day
Healthy Habits offer you bite-size ways to build a healthy routine and improve your wellbeing. Over time, these small steps add up to big changes that’ll make you successful.

Join a Challenge – 100 pts
Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends, and challenge one another to start a new healthy habit.

Take a Health Check – 1500 pts/annually
This short, confidential survey assesses your health across seven factors, from mental health to fitness. You’ll receive a personalized report and recommended actions you can take to start improving your wellbeing.

Try Journeys® Digital Coach – 250 pts/quarter
Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

Track Your Steps – 10pts per 1000 steps/day
Sync a tracker that will help you get those validated steps, active minutes, workout sessions and more. So, pick your favorite, connect it to your account and start tracking your activity.

Track Your Calories – 20 pts/day
Want to eat more mindfully? Track meals, learn about your habits, and reach your goals. Integrates with MyFitnessPal.

Track Your Sleep – 20 pts/day
From your wrist to your phone, we offer you lots of ways to track your sleep. You may even already have a sleep-tracking device you’re using for steps. Keep it on at night to see how much sleep you’re really getting.

Create & Join Social Groups
Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.

Find Recipes – 10 pts/day
Get ideas for healthy meals, build a shopping list and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Invite Coworkers, friends & family – 250 pts
Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members outside of work!

Don’t forget!
Turn on your mobile alerts so you don’t miss out on fun challenges and other opportunities. Go to your phone’s Settings and find Virgin Pulse in your installed apps. Go to Notifications > Allow/Show Notifications.
The best place to start is by taking the Health Check. This short, confidential survey assesses your health across seven factors, from mental health to fitness. You’ll receive a personalized report and recommended actions you can take to start improving your wellbeing.

**Step 1**

Go to **Health** in the menu then choose **Health Check**.

**Step 2**

Take the Health Check and get a clear snapshot of your health.
Choose to work on the areas that matter the most to you, whether it’s your eating habits, sleep, physical activity, relationships, finances or something else.

**Step 1**

Go to **Topics of Interest** in the menu. *(Profile > Topics of Interest on the mobile app)*

**Step 2**

Choose the areas that interest you the most.

**Step 3**

Now you’ll get tips and information — just about your interests!
Connect a fitness tracker
Follow these easy steps:

Step 1  Download the Virgin Pulse mobile app from the App Store or Google Play.

Step 2  Go to Profile in the menu and choose Devices & Apps.

Step 3  Choose a device or app and click “Connect.”

Step 4  Sign in or get connected automatically (depending on the app).

Compatible health apps

- **Higi**
  Track your health numbers and measurements

- **MyFitnessPal**
  Track your daily calories

- **Strava**
  Track your physical activity

- **Whil**
  Practice mindfulness

Compatible brands

Virgin Pulse supports a variety of tracking devices that will help you get those validated steps, active minutes, workout sessions and more. So, pick your favorite, connect it to your account and start tracking your activity.

- **Apple Watch**
- **Garmin**
- **fitbit**
- **Google Fit**
- **Polar**
- **Health o meter**
- **nuyu**
- **Samsung Health**
How to start a challenge

**Step 1**
Go to the website or mobile app, find Challenges in the Social menu and select Create a Challenge.

**Step 2**
Select which type of challenge you would like to start: Personal Challenge or Healthy Habit Challenge.

If you would like to start a Personal Challenge, choose the duration you would like the challenge to run and then start it up.

If you would like to start a Healthy Habit Challenge, select a habit you’d like to work on, write a personal message and then get it started!

**Step 3**
Once your challenge is set up, you have the option to invite people to your selected challenge. You can choose people from your friends list, find them by name or invite a list of up to 250 people by entering their email addresses and selecting Invite Players.

Personal Challenges

Create a personal step challenge to increase your activity for one, two or five days in a week. Make sure your fitness tracking device or app is connected to your Virgin Pulse account and start stepping. Invite your coworkers and friends for some friendly competition and see who comes out on top.

Healthy Habit Challenges

You can create a Healthy Habit Challenge for any one of the habits offered in your program. You can create a challenge for a Healthy Habit you’re currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances and more. Simply track it every day in order to reach your goal.

Things to explore

**Chat**
If you invited others to join your challenge, connect and share images or tips on how to build habits and stay active via the challenge Chat feature.

**Leaderboard**
If you’re in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who’s in the lead. If you’re falling behind, put the pedal to the metal and aim for that #1 spot.
How to start a Journey

Step 1
Open the Virgin Pulse mobile app or go to the website and find Journeys in the Health menu.

Step 2
Find the Journey that's right for you. If you would like to view all the available Journeys in a topic, click View All.

Step 3
Click on the Journey you would like to learn more about. Click START to begin your Journey.

Step 4
Begin your Journey by taking the first step. Come back every day as you build up to a new key healthy habit!

What to expect
• Choose from a wide array of topics
• Work at your own pace
• You'll be presented with small steps that lead to long-term healthy habits
• Discover new motivation and guidance—all at no cost to you

Journeys can help you:
• Eat healthy, nutritious foods
• Get more physical activity
• Improve your sleep
• Quit smoking
• Reach a healthy weight
• Reduce stress
• Strengthen your financial fitness
• Embrace diversity, equity and inclusion
• Cope with grief and loss
• Reduce your alcohol and/or tobacco consumption

Do you have a health concern that's new to you or impacts your daily wellbeing? Journeys can help you manage:
• Anxiety
• Arthritis
• Asthma
• Back, Muscle & Joint Health
• Blood Pressure
• Cholesterol
• COPD
• COVID-19
• Depression
• Diabetes
• Hypertension
• Insomnia
• Menopause
• Pregnancy
Try the Sleep Guide

Get personalized recommendations to help you improve the quality of your sleep by answering a few questions about your current habits.

Tell us how you want to improve your sleep.

Do you need tips for getting to bed earlier? Help with quieting your mind? Are you handling shift work? Let us know.

Decide which sleep habits to work on.

We’ll recommend a few research-based habits that improve sleep. Then you’ll get rewarded for trying them out and tracking what you do.

Make a realistic sleep goal.

Ideally, how many hours of sleep do you want? Research recommends 7 to 9 hours, but most of us don’t even get close. Don’t worry—our Sleep Guide can help you get there.

Set up your sleep tracker.

You can track your sleep using Max BuzzTM, Fitbit, Apple Health, Azumio, Garmin, Misfit or Withings. Decide which one you’ll use to help you snooze.

Get Started:

Step 1
On desktop, go to Health in the menu, then choose Sleep Guide. On the app, go to Benefits and then find Sleep Guide on the list of programs.

Step 2
Follow the prompts. Save changes, then click Start My Guide to learn how to make good sleep choices.
Get the Nutrition Guide

Step 1  
Sign in to your Virgin Pulse account.

Step 2  
On desktop, go to Health in the menu, then choose Nutrition Guide. On the app, go to Benefits and then find Virgin Pulse Nutrition Guide on the list of programs.

Step 3  
Select Virgin Pulse Nutrition Guide and click on Start Now to begin.

Enjoy the benefits of healthy eating

Set a goal
Tell us about your eating style and we’ll help you fine-tune your nutrition and chart your progress. Do you have a sweet tooth? You’ll get personalized tips and recommended Healthy Habits to help you manage your sugar intake.

Track your calories
Your wellbeing program connects with MyFitnessPal, so you can track your calories each day. When you track what you eat, you’re more likely to make healthier choices.

Try Healthy Recipes
Browse healthy, delicious recipes from Foodsmart that you and your whole family will enjoy. Then create a meal plan and organize your grocery list.

What to expect
Get all your nutrition needs in one place—anytime, anywhere. An account with Foodsmart will automatically be created for you when you access it through the Nutrition Guide.
Experience the rewards of being the best version of you

When you make small changes every day to your wellbeing, you’ll feel healthier, happier and more energetic.

The more you do, the more points you’ll earn. Each quarter your points reset, giving you another chance to meet or surpass your healthy living goals.

<table>
<thead>
<tr>
<th>Level</th>
<th>Points Earned</th>
</tr>
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<tbody>
<tr>
<td>1</td>
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<tr>
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<tr>
<td>3</td>
<td>10,000</td>
</tr>
<tr>
<td>4</td>
<td>15,000</td>
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</tbody>
</table>

Rewards

Earn points for the healthy activities you do!
Experience the lifelong rewards of better health.

Trophies

Who doesn’t love celebrating with a trophy?
Collect them all as you go!

Have questions? We’re here to help.
Check out support.virginpulse.com
Live chat on member.virginpulse.com
Monday–Friday, 2:00 am–9:00 pm EST

Not sure if you can fully participate in this program because of a disability or medical condition? Check out our support page for answers at support.virginpulse.com.

Already a member? Log in at member.virginpulse.com

Give us a call:
888-671-9395
Monday–Friday
8:00 am–9:00 pm EST

Send us an email:
support@virginpulse.com
Virgin Pulse
Troubleshooting FAQ

Q: I forgot my password. How do I reset it?
You can go to the Virgin Pulse member login screen and tap “Forgot Password.” You will be asked to type in your username in order to receive an email from Virgin Pulse to reset your password.

Q: How do I log in to my Virgin Pulse account after registering?
Your username will always be your email address. Simply enter your email and password into the fields provided at the sign in page.

Q: I registered but am unable to sign into my account
For troubleshooting common issues, click here: https://virginpulse.zendesk.com/hc/en-us/articles/4403276363412-Unable-to-log-into-my-Virgin-Pulse-account-

Q: How do I sync a device?
Please refer to Devices & Apps under your profile picture in your Virgin Pulse account for a list of compatible devices (such as your Fitbit or Apple watch.)

Q: Can I change the language?
The Virgin Pulse platform is available in 22 different languages, and the website makes it easy for you to select your preferred languages with a convenient drop-down menu on the registration and within your profile settings.

Q: Can I change the email preferences and notifications I receive?
Yes, please go to app settings on your mobile device or your Virgin Pulse Profile settings on desktop until you see the preferences available.

Q: How do I redeem a points voucher?
Go to the Rewards section and click "Redeem a Voucher."

Q: Who can help me with technical issues?
If you’re having technical issues, call the Virgin Pulse customer service line at 1-855-914-2478 or go to support@virginpulse.com. Phone support representatives are available 8:00 a.m. – 9:00 p.m., EST, Monday through Friday. On-platform chat representatives are available 2:00 a.m. – 9:00 p.m., EST, Monday through Friday.

Q: Where can I go for more answers to commonly asked questions?
Visit the Virgin Pulse support website at https://virginpulse.zendesk.com/