

AFTER OCTOBER 1, this short FAQ will help you get started on the refreshed Vitality website and NEW pink Power of Vitality app! For more details, visit [bw.care/powerup](https://bw.care/powerup).

## GETTING STARTED

**1. I am already registered with Vitality. Will I need to re-register on the NEW app or website?**

No! Simply use your current username and password for both the pink Power of Vitality app and on [powerofvitality.com](https://powerofvitality.com). After October 1, the refreshed website and new app will mirror each other.

**2. Do I need to download a new Vitality mobile app?**

Yes! After October 1, download the NEW pink Power of Vitality app. Scan this QR code or open your phone's app store and search for the Power of Vitality app with the pink logo.



**3. What will happen if I login to the old orange Vitality Today app after October 1?**

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

**4. How does Vitality protect my personal privacy?**

Vitality is HIPAA compliant and operates 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, visit [www.vitalitygroup.com/insights/how-vitality-protects-your-data-privacy/](https://www.vitalitygroup.com/insights/how-vitality-protects-your-data-privacy/).

## PHYSICAL ACTIVITY

**5. My linked fitness device/smartphone app/heart-rate monitor is tracking steps/calories burned/heart-rate elevation, but I am not receiving any points. What should I do?**

Please make sure you are regularly opening your fitness tracker app, as well as the Vitality app, so the data can flow to Vitality. If you are still having specific points issues, please contact Vitality Customer Care.

**6. How will I check in on the NEW pink Power of Vitality app at a gym?**

When you are at the gym, login to the Power of Vitality app, tap *your initials in upper left* > *Gym locator* (under *Other*), and find and select your gym (Vitality uses location tracking). Then, exercise for at least 30 minutes to earn 10 Vitality Points.

**7. How will I log an at-home/gym workout on the refreshed website/app?**

Login and scroll to the *homepage's Earn points section* > *Wellbeing* > *Workouts* > *Gym workout*. Enter "Home" for the *Name of gym* if you completed your workout at home, or enter the name of your gym.

**8. Will I receive workout milestone points after October 1?**

No, milestone points will not be available. However, the 7,000 Vitality Point cap on the physical activity category will be removed. Workouts will be in a wellbeing category that has a 10,000 Vitality Point cap for all activities completed within that category.

***Need additional ideas on how to reach Vitality GOLD status?***

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## ACTIVITIES AND POINTS

### 9. Where will I view the points I have earned?

On the website or app, click/tap your status/points in the upper-right corner to see your points history.

### 10. Can you explain the updates Vitality is making to goals?

Vitality will be introducing a variety of NEW goals to encourage practicing and tracking progress for healthy behaviors! Each daily goal check-in will be awarded 5 Vitality Points, and you can check into three separate goals per day, earning a maximum of 15 Vitality Points daily. The best way to explore and access goals is by visiting the *homepage's Build healthy habits section > Add a goal*.

### 11. How many points will I earn for activities like articles, videos, and jumpstart and reflection prompts?

You can earn 10 Vitality Points for every article and video that you complete, 10 Vitality Points per month for jumpstart prompts and 10 Vitality Points per week for reflection prompts.

### 12. I heard that activities like sleep challenges and meditation are going to be discontinued, and that athletic events/sports leagues will earn 50 Vitality Points each. Why will this be changing?

Meditation apps and athletic events/sports leagues typically come with a cost, therefore, only people willing to pay those fees could earn those points. To be more inclusive, Vitality will be bolstering point-earning opportunities in other aspects of wellbeing (including goals, education, preventive screenings and vaccinations), all of which are listed in the activity categories.

## ADDITIONAL SUPPORT

### 13. How will I get help with workouts not being awarded, missing points for completed activities or other specific issues with my account?

Reach out to Vitality Customer Care! Support is available from 8 a.m. to 5 p.m. CT Monday to Friday:

- NEW pink Power of Vitality app: Tap *your initials in upper left > Contact us/Help center*
- Website: Login to [powerofvitality.com](https://powerofvitality.com) and click *Contact us/Help center*
- E-Mail: [wellness@powerofvitality.com](mailto:wellness@powerofvitality.com)
- Phone: 877.224.7117

### 14. What if I have other questions?

Please e-mail [bwwellbeing@barry-wehmiller.com](mailto:bwwellbeing@barry-wehmiller.com) or call 314.230.7355—we are happy to help!

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