

AFTER OCTOBER 1, this 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.

GETTING STARTED

1. I am new to Vitality. What do I need to do to register?

Welcome! Visit powerofvitality.com and click *First time logging in? Register now*. To get the most out of the program, download the pink Power of Vitality app (QR code below)—you also may complete registration via the app. If you have a fitness device/smartphone app/heart-rate monitor, be sure to link it to Vitality to earn physical activity points: Go to *your profile image in upper right > Apps and devices* (on powerofvitality.com) or *your initials in upper left > Apps and devices* (in the Power of Vitality app).

2. 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. The refreshed website and new app will mirror each other.

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

Yes! You should 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. To save your login preferences, go to *your initials in upper left > Login preferences*.



4. What will happen if I login to the old orange Vitality Today app?

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.

5. 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/.

PHYSICAL ACTIVITY

6. What are the activity thresholds for light, standard and advanced workouts?

Below is a summary of each workout level.

- Light workout (5 points): 5,000 steps/15 minutes at 60% maximum heart rate/meeting active calorie threshold on linked fitness device, smartphone app or heart-rate monitor
- Standard workout (10 points): 10,000 steps/30 minutes at 60% maximum heart rate/meeting active calorie threshold on linked fitness device, smartphone app or heart-rate monitor
- Advanced workout (15 points): 15,000 steps/45 minutes at 60% maximum heart rate/meeting active calorie threshold on linked fitness device, smartphone app or heart-rate monitor

To get help with workouts not being awarded, missing points or other account issues, reach out to Vitality Customer Care 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 and click *Contact us/Help center*
- E-Mail: wellness@powerofvitality.com
- Phone: 877.224.7117

For other help, contact the BW Wellbeing Team: bwwellbeing@barry-wehmiller.com or 314.230.7355.

- 7. What metrics are being tracked by my linked fitness device/smartphone app/heart-rate monitor?**
Login and go to *your profile image in upper right > Apps and devices* (on powerofvitality.com) or *your initials in upper left > Apps and devices* (in the Power of Vitality app). Then, click/tap each connection to review important syncing tips and learn more about earning points.
- 8. 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.
- 9. 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.
- 10. 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.
- 11. Will I continue to receive workout milestone points?**
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.

BIOMETRIC SCREENINGS AND PREVENTION

- 12. How do I complete my biometric screening?**
You have two options: Attend an onsite biometric screening event at your location or make an appointment with your doctor for bloodwork, then submit a copy of those test results to Vitality.
- 13. How often can I complete a biometric screening?**
Points are awarded for biometric screenings once per program year. However, you may submit results from any completed screenings more than once per year to update your information in Vitality.
- 14. How can I earn points for preventive screenings and vaccinations?**
On the website or app, scroll to the *homepage's Earn points section > Prevention*. Then, select the activity and upload proof of completion by clicking/tapping *Submit results*. Examples of proof of completion are listed for each activity. Please note that you cannot earn points for all activities annually.
- 15. I received a vaccine prior to October 1. Am I able to submit proof and earn points?**
Unfortunately, no. Vaccines received prior to the transition to the updated Vitality program cannot be submitted for points. Any qualifying vaccine received after October 1 may be submitted.

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ACTIVITIES AND POINTS

16. 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.

17. 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*.

18. 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.

19. 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.

20. Will I still be able to earn Amazon Canada gift cards?

Yes, however the redemption process will shift. Instead of earning Vitality Bucks, team members **AND** spouses will earn Vitality Points and Amazon Canada gift cards as Instant Rewards for the following: Health Assessment (\$10), biometric screening (\$25), GOLD status (\$75) and Platinum status (\$100).

21. How will I access an Instant Reward I have earned?

After completing a qualifying activity, team members **AND** spouses will see a pop-up message on the Vitality homepage to redeem the Amazon Canada gift card. You then will receive a confirmation e-mail message with the gift card information.

22. Will I still be able to play Vitality Squares?

Unfortunately, no. To comply with international gambling regulations, Vitality has removed games of chance for team members outside of the US.

23. What is the Vitality Health Assessment, and how do I access all of Vitality's assessments?

Each program year, you are encouraged to complete the Vitality Health Assessment (and earn 500-750 Vitality Points)—an easy, 10-minute assessment of current health and habits. To access it and Vitality's other assessments, login and scroll to the *homepage's Earn points section > Assessments*.

24. How can I plan my pathway to Vitality GOLD status?

After completing the Health Assessment, Vitality will recommend personalized focus areas through the *homepage's Earn points section*. Refer to the chart on the next page for more ideas.

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How to earn Vitality Points and status

Wellbeing

Activities to engage members, including recommended focus areas and goals

Activity	Points
Articles	10 each
Goals	5 per check-in; up to 15 per day
Videos	10 each
Vitality webinars	50 each
Jumpstart prompts	10 once per month for each prompt
Reflection prompts	10 once per week for each prompt
At-home/gym workout	10 per day
Light workout	5 per day
Gym workout	10 per day
Standard workout	10 per day
Advanced workout	15 per day
Athletic event & sports league	50 per event/league; 1 submission per day
Category maximum: 10,000 points Maximum 1 workout per day. Vitality will award only the highest-level workout.	

Prevention

Primary and secondary clinical prevention activities to reduce/freeze health risk; additional activities available based on current health

Activity	Points
Flu vaccine	200 per year
COVID vaccine	200 per lifetime
HPV vaccine	200 per lifetime
Pneumonia vaccine	200 per lifetime
RSV vaccine*	200 per lifetime
Shingles vaccine	200 per lifetime
Tetanus vaccine	200 every 10 years
Dental cleaning	400 twice per year
Vision screening	400 per year
Cancer screenings	400 each
Osteoporosis screening	400 per year
Physical	400 per year
Biometric screening (excluding cotinine screening)	125 per measure
BMI outcome	1,000 per year
Blood pressure outcome	600 per year
Cholesterol outcome	600 per year
Glucose outcome	600 per year
Cotinine outcome or affidavit	725 per year
**available 1/1/26	

Assessments

Activities to understand the member's health risks and needs

Activity	Points
Onboarding assessment	75 per lifetime
Health assessment	500 per year
Health assessment early completion bonus	250 per year
Physical activity assessment	75 per year
Mental wellbeing assessment	75 per year
Financial wellbeing assessment	75 per year
Muscle and joint health assessment	75 per year
Healthy eating assessment	75 per year
Caregiver assessment	75 per year

Your spouse is eligible to participate in Vitality, too!

Team members and spouses work together to achieve higher statuses in Vitality.

BW Wellbeing

Activities enabled by Barry-Wehmiller (in addition to workout points challenges and location-specific activities)

Activity	Points
SupportLinc webinars	50 per webinar; up to 24 per year
Meet with your personal financial advisor	200 per year
Utilize Principal's retirement wellness planner**	50 per year
Principal recorded financial webinars**	50 per webinar; up to 4 per year
Name your Principal 401(k) plan beneficiary**	100 per year
Enable Principal's multi-factor authentication**	100 per lifetime
Participate in a Teladoc Health coaching session**	100 per session; up to 4 per year
Enroll in Teladoc Health**	250 per lifetime per condition
Engage with Teladoc Health for weight loss/prediabetes support**	35 once per month
Engage with Teladoc Health for diabetes management**	35 once per week
Early Steps Maternity pre-delivery calls**	100 per call; up to 2 per year
Early Steps Maternity post-delivery call**	100 per year
Tobacco cessation enrollment**	50 per year
Tobacco cessation completion**	450 per year
**available in the US only	

Team member

BRONZE

0 pts

SILVER

2,500 pts

GOLD

6,000 pts

PLATINUM

10,000 pts

Plus spouse

0 pts

3,500 pts

9,000 pts

15,000 pts