WellStyles
FAQ's

CLICK FOR PAGE

REGISTRATION

PASSWORD & USERNAME

POINTS & TRACKING

REDEEM A VOUCHER

SUBMIT AN EXAM

SYNC A DEVICE

TECHNICAL SUPPORT

WellStyles FAQ's

Registration

To register: Visit www.join.virginpulse.com/wellstyles this will take you directly to the registration website.
Step 1: Click on the big orange button at the bottom of the page. This is labeled, "SIGN ME UP!"
Step 2: Choose your country. Read and confirm the full membership agreement. Then click Continue.
Step 3: Next, fill out the registration form. This includes your name, email, language, date of birth, gender, time zone and password.
Step 4: Now you are officially logged in! There is an optional tutorial that can walk you through the website.
** If asked for a sponsor organization name use "WellStyles"

Website Login Image Example:

App Login Image Example:

Having trouble creating an account?

Please check to see if any of these reasons apply to you:
1. Do you carry benefits with your employer? If not, please reach out to info@wellstyles.org for more information
2. When did your benefits go into effect? Please allow 30 days AFTER your benefits go into effect to become eligible to create an account.
3. Are you using your legal first and last name? You must use your full legal name to create an account.

What are the Program start and end dates?

The program ends on June 30th- all submissions must be in by this time. The Program will start again on July 1st.

What is the last day to submit?

The last day to submit is June 30th! After this day ALL points will clear out. HOWEVER, any earnings will stay.

How do I reset my password?

At the log in screen, click on "forgot password". Type in your email address that is correlated with your account in the space provided. Check that email for a password reset email. Copy and paste the URL that is provided in the email, then follow the prompt that is provided. Enter your birthday and new password. Lastly, click submit.

How do I reset my username?

Go to your profile picture in the top right corner and select "My Profile." Scroll down to Account Settings and click "Edit". Enter in your new email and click "done" to save your changes.

If you are not receiving the email to reset your password, please contact the support line. If you do not have access to the email your account is registered with, you will need to contact the support line and they will assist you in resetting your username.

Customer Service Phone Number: 866-941-2143
Call Center Hours: 8:00am-9:00pm ESTMonday-Friday
Chat: Via the mobile platform
Chat Hours: 2:00am-9:00pm EST Monday-Friday
Email: support@virginpulse.com

Points & Tracking

How much will I earn?

The program consists of 60,000 points total.

App: To find out how much you will earn for each activity go to "Home" in the bottom left corner then "Rewards". Then select "Learn How to Earn More Points

Website: To find out how much you will earn for each activity go to the "Home" tab on the top of your page then in the drop-down box, click on "Rewards". Make sure "How to Earn" is selected at the top. All of the point values are listed next to the correlating activity.

How do I know that I was awarded points for an activity?

App: To find a list of all of the points you have received and for what, go to "Home" then "Rewards". Select "My Earnings" at the top then "View Full Points Summary". The list is broken down by day. The total breakdown of the points you have received are listed in this point's statement.

Website: To find a list of all of the points you have received and for what click on the "Home" tab at the top of your page, then in the drop down box, click on "Rewards" and select "My Earnings" at the top. The list is broken down by day. The total breakdown of the points you have received are listed in this point's statement.

MAY 09 — 170

Activity	Points
Do Your Daily Cards	20
Do Your Daily Cards	20
Complete 10 daily cards in a month	100
Track Your Healthy Habits	10
Track Your Healthy Habits	10
Track Your Healthy Habits	10

MAY 08 — 890

Activity	Points
Congratulations! You've earned 500 points for doing a healthy activity in your community this year! 630T-4202-4X	500
Take 12,000 steps in a day	120
Do Your Daily Cards	20
Do Your Daily Cards	20
Add a Profile Picture	100
Track Your Healthy Habits	10
Track Your Healthy Habits	10
Track Your Healthy Habits	10

Points & Tracking

How often do I need to track?

WellStyles allows the user to go back and track past information within 2 weeks prior.

Tracking Healthy Habits

Scroll over the home tab at the top of your page. Then, click on healthy habits in the drop down. With each healthy habit, the date is listed at the top. Use the arrow pointing to the left to change the day. Plug in each habit for that specific day. You are only able to go back 2 weeks from today's date.
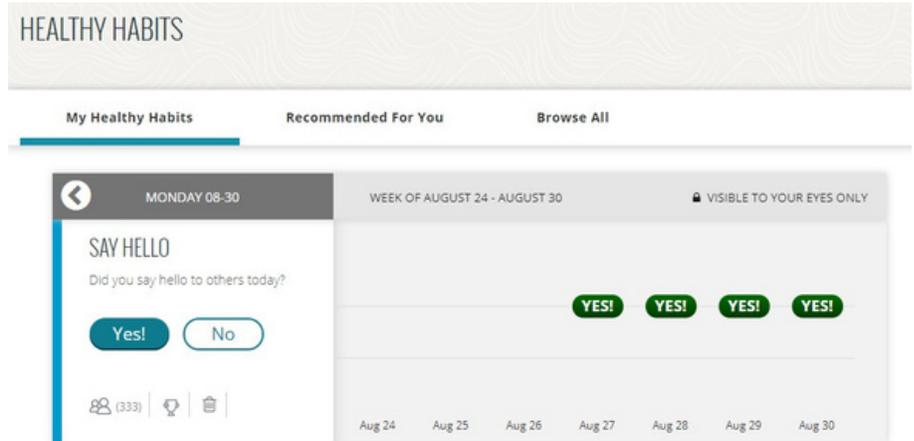
Tracking steps and other measurements

If you would like to go back and track your steps, workouts, active minutes, calories, sleep, weight, blood pressure, and other measurements. Click on Stats under the Home tab. Then go to the activity that you are looking to track and click on the plus symbol that says log, enter the specific amount and use the arrows to select the date that you had completed the amount.
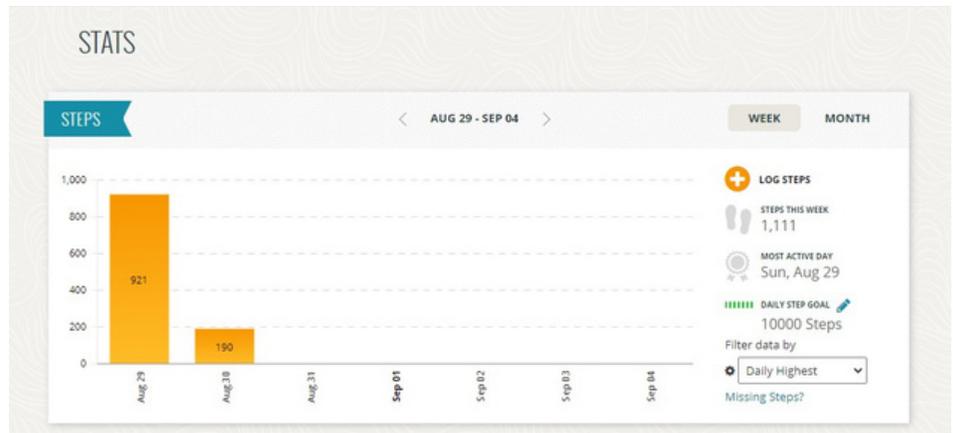
Redeem a Voucher

App: To redeem a voucher, select "Home" then "Rewards". Go to "Redeem a Voucher for Points". Next, type in the 10 digit voucher code in the space provided. Click submit. Your points will be displayed in your rewards statement. (see right)

Website: Clink on "Home" at the top of your screen then in the drop down box click on "Rewards". Click on "redeem a voucher", in the top right hand side of your rewards scale. Next, type in the 10 digit code and click submit. Your points will be displayed in your rewards statement. (see below)
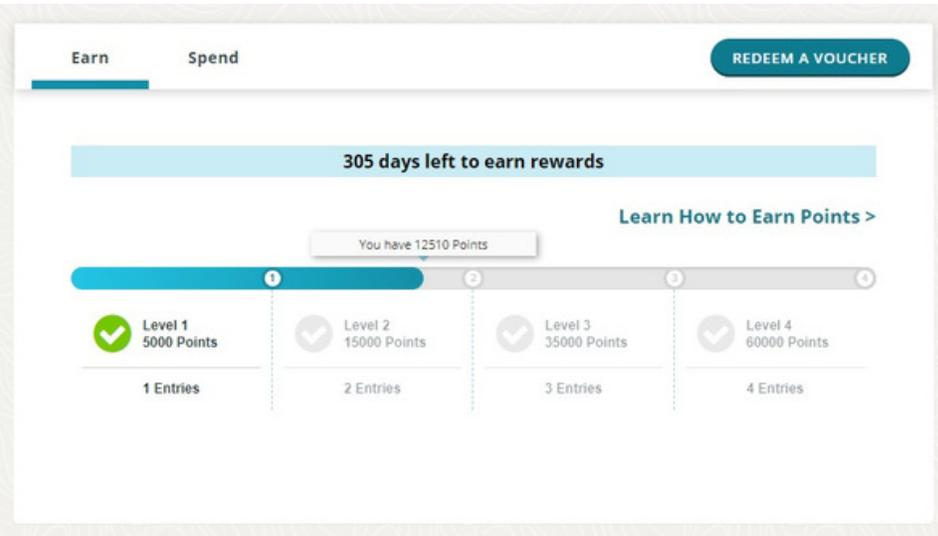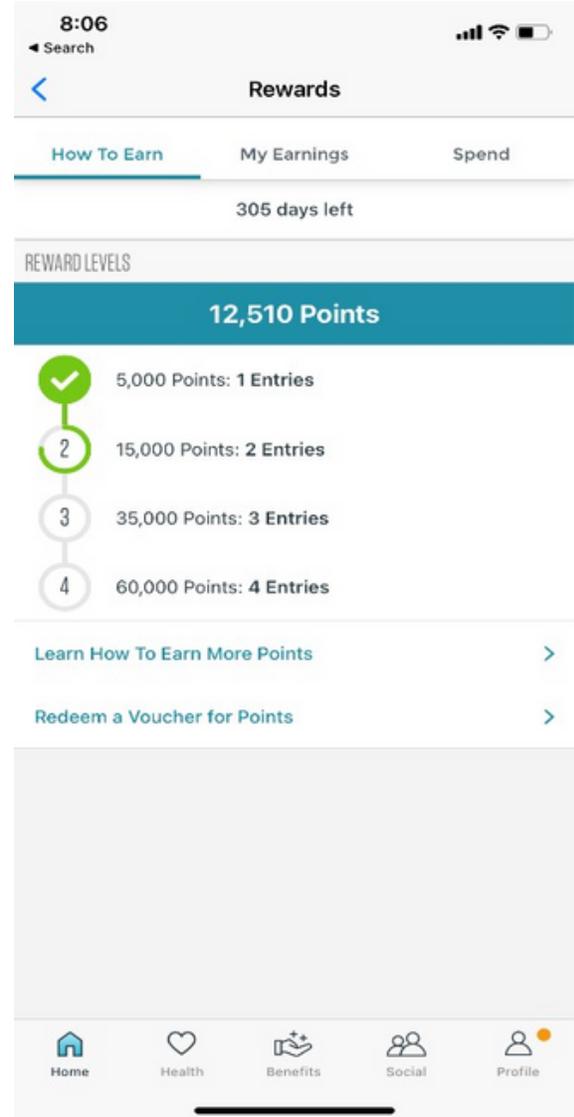
Submit an Exam

*It is recommended that all exams be submitted on the website rather than the app.

How do I submit my wellness exam?

To submit your wellness exam, go to the "Home" page and click on "Rewards." Scroll down until you see the box labeled "Participation". Click on Wellness Exam Form Submission and enter in your name, provider name or location, date of exam and a file upload of documentation for your exam. Documentation can be your explanation of benefits, a doctor's note, or even a picture of your sign in sheet. Click the box to confirm your information then click "Submit".

How do I submit my Dental exam?

To submit a dental exam, go to the "Home" page and click on "Rewards." Scroll down until you see the box labeled "Participation". Click on "Dental Exam Form Submission" and enter in your name, provider name or location, and date of exam. Click the box to confirm that you have received you dental exam then press "Submit".
You can submit a dental exam twice in one program year.

How do I submit my Preventative Vaccine?

To submit a flu shot, go to the "Home" page and click on "Rewards." Scroll down until you see the box labeled "Participation". Click on "Preventative Vaccine" and enter in your name, provider name or location, and date of vaccine. Click the box to confirm that you have received your preventative vaccine then press "Submit".
You can submit a preventative vaccine twice in one program year.

How do I submit my Vision exam?

To submit a vision exam, go to the "Home" page and click on "Rewards." Scroll down until you see the box labeled "Participation". Click on "Vision Exam Form Submission" and enter in your name, provider name or location, and date of exam. Click the box to confirm that you have received a vision exam then press "Submit".

How do I submit a Cancer Screening?

To submit a Cancer Screening, go to the "Home" page and click on "Rewards." Scroll down until you see the box labeled "Participation". Click on "Cancer Screening" and enter in your name, provider name or location, date of exam and a file upload of documentation for your exam. Documentation can be your explanation of benefits, a doctor's note, or even a picture of your sign in sheet. Click the box to confirm that you have received a preventative screening then press "Submit".
You can submit a cancer screening three times in one program year.

INTERVAL	ACTION	PROGRESS	POINTS
PROGRAM	Dental Exam Form Submission	0 / 2	0 / 5000
	Vision Exam Form Submission		2500
	Preventative Vaccine	1 / 2	2500 / 5000
	Cancer Screening	0 / 3	0 / 15000
	Wellness Exam Form Submission		20000

Sync a Device

The devices that are compatible with the WellStyles page include: Virgin Pulse Max and Max Buzz, Apple watch, Azumio, Fitbit, Garmin, iHealth, Health o Meter Nuyu, Mi Band, Misfit, My fitness pal, Polar, S Health, Strava, Withings and whil.

App: To connect a device, select "Profile" at the bottom. Then select "Devices & Apps" at the top. Once you find your device, click on the blue connect button. Follow the prompts to continue the syncing process. The process is different depending on the device/app. (see right)

Website: To connect a device, go to your profile picture in the top right corner. Then in the drop down- click on "Devices and Apps". The devices are listed under the browse options tab. Once you find your device, click on the blue connect button. Follow the prompts to continue the syncing process. The process is different depending on the device/app. (see below)
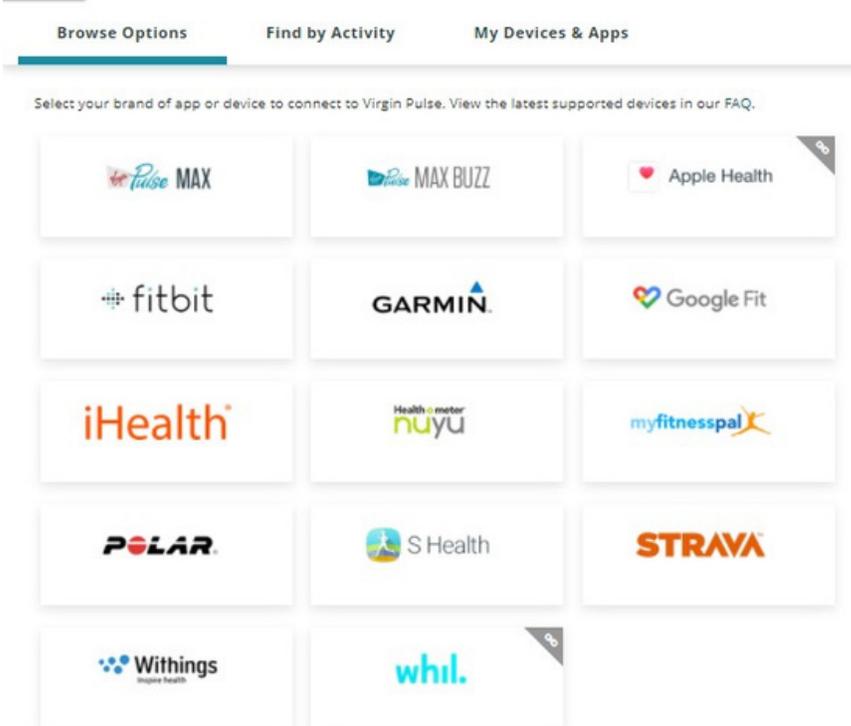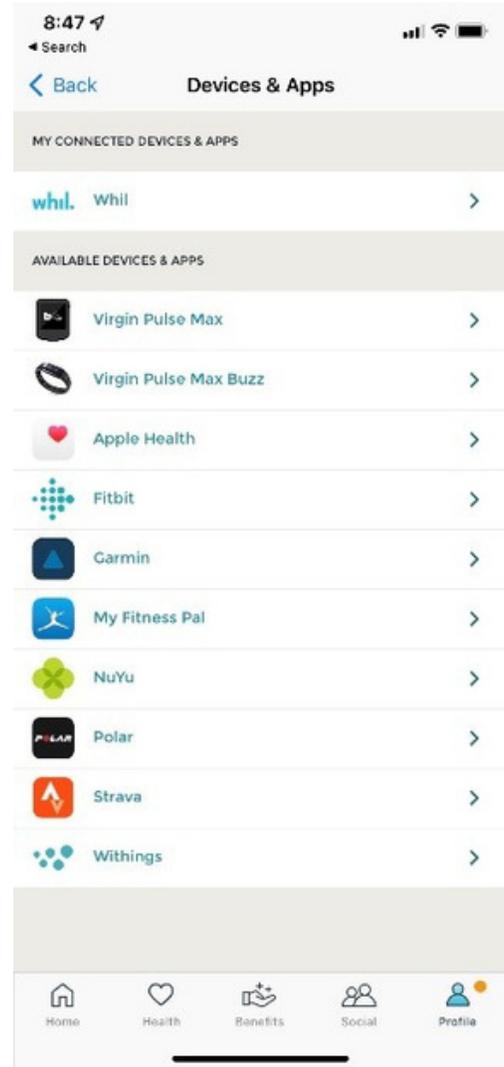
WellStyles FAQ's

Redeem a Gift Card

You can redeem your gift card at any time by going to the "Home" tab and click on "Rewards". Select "Spend" then "Get a Gift Card" and a list of gift cards will appear. Choose the one you want, enter in the amount, and click next. An e-mail will be sent to the e-mail you used to register with the e-card information. Make sure to check your junk e-mail if you don't receive it.
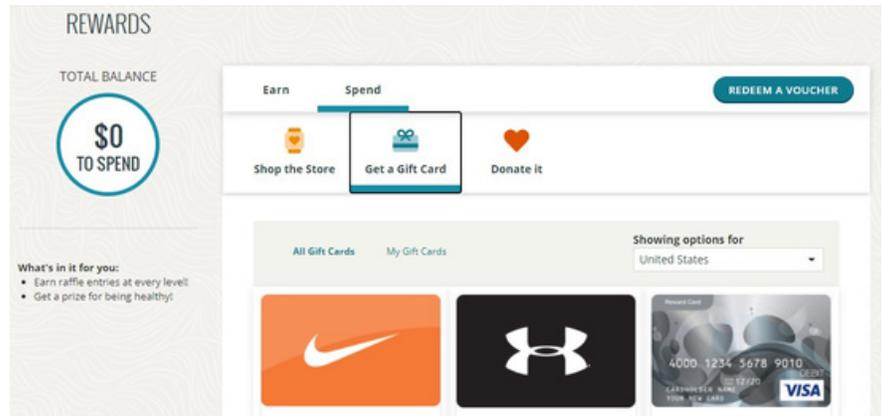
Technical Support

Find answers on the Support Page access through green button on right side of web page Members can login here: join.virginpulse.com/WellStyles

Contact the Technical Support Line:

Members can contact Member Services with any questions about registering, navigating the platform, or if they experience any technical issues.
Phone: 888-671-9395 – representatives available 8am-9pm ET Monday – Friday
Email: support@virginpulse.com
On-platform Chat: representatives available between 2am-9pm ET Monday – Friday.
*After contacting member services you will receive an email asking how the service went

Privacy

No one else can see your private information within WellStyles. You are automatically logged out after a period of inactivity in order to maintain security.