FAQs

I liked the old program – can I still access it?
The old program is no longer available. It may take some
time to get used to, but we promise the new program will
be even better.

How do I log into the new program?
Just like you did the old one! You'll use the same
username and password.

I had HealthCash remaining in the old program. What
will happen to that?
Any remaining HealthCash will be carried over to the new
program as PulseCash. Redeem your PulseCash for new
devices, fitness products, gift cards or cash cards in the
Virgin Pulse store. You can also deposit PulseCash
directly into your personal checking or savings account.

Will I be able to access my monthly statements and HRA
data?
You'll start fresh with the new program. Monthly
statements and HRA data will not be moved over, so print
anything you may want to keep before the old program
ends.

Will I be able to use my Max, FitBit, and/or Misfit
device?
Yes, you will be able to use your device in the new
program! Check out all compatible devices on the Devices
and Apps page under your profile in the dropdown menu.

Will I be able to access my device activity and biometrics
history in the new program?
Don’t worry - you won’t lose a single step! All device
activity and biometrics history will make the trip with you
to the new program.

What happened to HealthMiles points?
HealthMiles points are now called Points. Points translate
into PulseCash, which you can redeem for rewards
(depending on your company’s program).

How do I track my progress in the game?
See your progress on the levels graph on the homepage.
Click on Reward Details under My Earnings to see your
Program Rewards.

Where can I see my steps on the site?
On the homepage, scroll below the fold and there they
are! Also, expand the navigation bar, go to Progress and
then click on My Stats. This is where you can access all of
your device activity and biometric stats.

Will I still have access to my Groups?
Though old groups will no longer be accessible, there will
be a new set of groups for you to join and participate in
based on common interests that you share with others in
your organization. You will even be able to create your
own groups! Trade tips, give feedback, and motivate each
other.

Will my Virgin Pulse mobile app still work?
Your Virgin Pulse mobile app will still work as long as you
have the latest update from the app store (iOS or
Android). When you launch the app, if you are not
prompted to login to your account, please logout and log
back in. This will refresh the app, so that you can access
the new mobile experience.

Can I still use RunKeeper?
We are not currently compatible with RunKeeper,
however we will be shortly. In the meantime, you can try
the free Moves app to track your walking, running, and
cycling. You can also track your steps using your
smartphone if you download the Virgin Pulse mobile app.

What happened to my existing friend network?
You will need to rebuild your network of friends. Start
from a clean slate and add coworkers and friends who are
already enrolled in the program, creating a new
community of support. You will also need to re-invite
your friends and family outside of work to join your Virgin
Pulse program so you can continue to get healthy
together.

What kind of personal challenges can I do?
You can still do personal challenges with friends. Start up
a number of different step challenges or challenge friends
by using the many Healthy Habit trackers.

Do I have to agree to new terms and conditions?
We take your privacy very seriously, so your new
program comes with a new Membership Agreement,
Privacy Policy, and Data Consent.

Check out additional program FAQs and videos at support.virginpulse.com