

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.