



**Kick-start
your wellbeing!**

User Guide

We'll help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.

Have questions? We're here to help.

- Check out support.virginpulse.com
Live chat: Monday–Friday, 2 am–9 pm ET
- Give us a call: 800-390-5019
Monday–Friday, 8 am–9 pm ET
- Send us an email: support@virginpulse.com

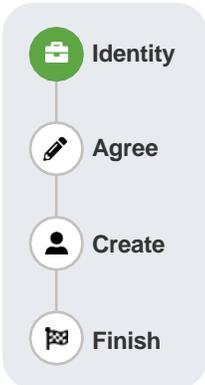
Sign up and get started



Step 1

Visit join.virginpulse.com/pacificsource or open the app and select **Create Account**. Your Member ID will be the 11-digit number found on your Member ID card. This includes the 9-digit Member ID plus the 2-digit ID next to your name.

Follow the progress bar as you complete these easy steps:



Tell us who you are. We'll ask for a few details about you and your sponsor organization to check your eligibility. Some of the fields may already be filled.

Legal and privacy. Review and agree to the rules, data collection and privacy policy.

Create your account. Add your email, make a password and give us some additional details to customize your experience.

You're all set. Your account is ready. Click **Take Me There** to sign in.

Step 2

Connect a device or app to get credit for your wellbeing activities like steps, nutrition and sleep. We sync with many trackers, such as Max Buzz, Apple Watch, Fitbit and MyFitnessPal, just to name a few.

Step 3

Upload a profile picture and add some friends.

Step 4

Set your interests to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well and more!

Step 5

Download the Virgin Pulse mobile app for iOS or Android. Access your account and track your activity anywhere, anytime. Turn on your notifications to stay motivated and get friendly reminders.



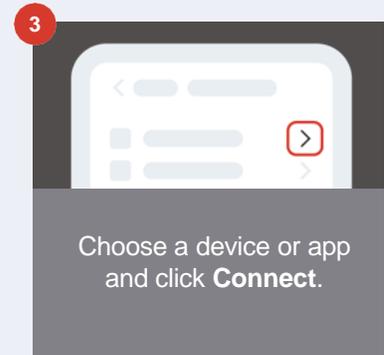
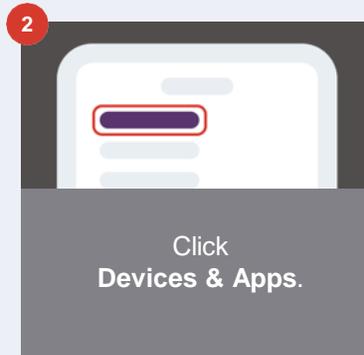
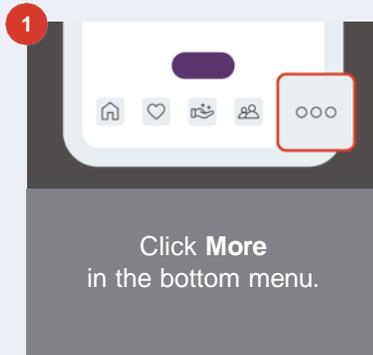
Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place. Be sure to sign in to your Virgin Pulse app **at least once every 14 days** so your data syncs and counts toward your activity goals. Activity tracking varies by device. Please consult your device instructions to learn more about available tracking features.

Scan the QR code to download the app.



Connect a device or app

Download the Virgin Pulse app, then follow these easy steps:



Compatible devices and apps

Virgin Pulse supports a variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:



Ways to engage

Engage in activities that fit your interests

Learn easy ways to get more active, eat well, and manage life's ups and downs—every day!

Challenges

Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends and challenge one another to start a new healthy habit.

Daily Cards

Every day we'll send you two new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

Friends and Family

Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members outside of work!

Health Check

This short, confidential survey assesses your health across seven factors, from mental health to fitness. You'll receive a personalized report and recommended actions you can take to start improving your wellbeing.

Healthy Habits

Healthy Habits offer you bite-size ways to build a healthy routine and improve your wellbeing. Your Healthy Habits will be customized based on your Health Check results and the interests you set in your profile.

Journeys®

Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

Media Library

The Media Library offers interactive videos led by our team of trainers and coaches on a variety of topics. There's something for everyone.

My Care Checklist

My Care Checklist is a handy healthcare tracker that assists you in managing your health by keeping track of well visits, screenings and vaccinations—all in one place.

Nutrition Guide

Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips and recipes to help you achieve your goals.

Pillars

Get straight to the information that matters to you the most. Pillars make it easy to find content that is important to you and provide quick access to many helpful tools and resources.

Recipes

Get ideas for healthy meals, build a shopping list, and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Shoutouts

Support a colleague or friend with a message of thanks or appreciation using the Shoutout feature.

Sleep Guide

What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.