

Virgin Pulse Sign Up Instructions: Desktop

Registration instructions for Web or Mobile App

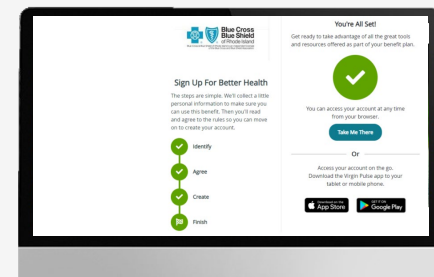
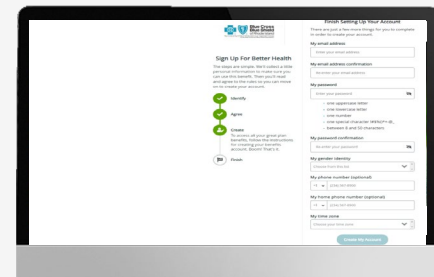
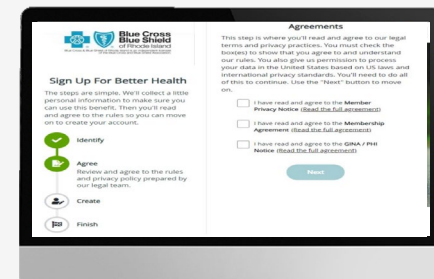
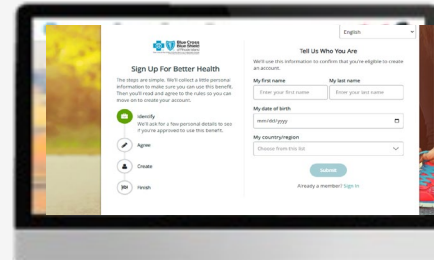
Option 1:

Register on the web!

1. Go to join.VirginPulse.com/bcbsri
2. Complete the Sign Up information* – your information match what your employer has on file. Click **Submit**.
3. Read and agree to the Privacy and Membership Agreement and press **Next**.
4. Enter your preferred email address (work or personal) and create a password. Click **Create My Account** when done.
5. You're all set! Click **Take Me There** to sign in to your new account. You'll enter your email address as your username, and use the password you created.

Note:

To verify your identify, a security code may be sent to you. Click **Send Code** one time. At the next screen, simply enter the security code received via email or text and click **Submit**.



*If Virgin Pulse asks for your employee ID number:

BCBSRI members: Your employee ID number is your 9 digit BCBSRI member ID (i.e. 123456789)
Spouses who have BCBSRI coverage should add an "s" to the end of your 9 digit BCBSRI member ID (i.e. 123456789s)

Virgin Pulse Sign Up Instructions: Mobile

The mobile app is available to download on these supported devices

- iPhone 6S or above, operating on iOS 14.0 and above
- Android devices operating on 7.0 or above

Option 2:

Register on the mobile app!

1. Go to your App Store or Play Store and search Virgin Pulse.
2. Click **Install** or **Get** to download.
3. When installation is complete, open the app.
4. Click **Create Account** under the Sign in button.

5. You will be prompted to enter your Sponsor Organization name. This is **Blue Cross & Blue Shield of Rhode Island**.

6. Complete your personal information to confirm your eligibility– your details must match what your employer has on file. Click **Submit**.

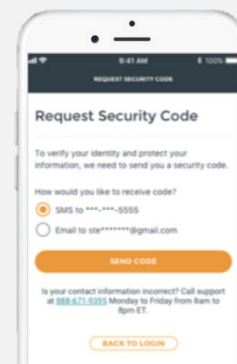
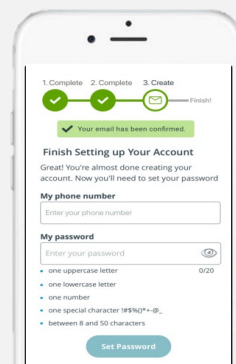
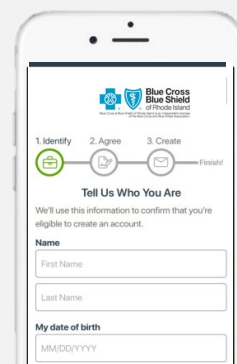
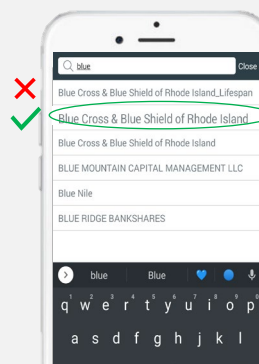
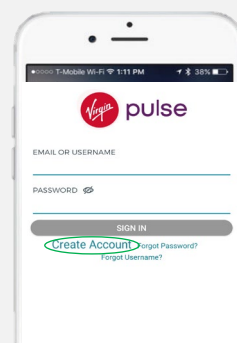
7. Read and agree to the Privacy and Membership Agreement and press **Next**.

8. Enter your preferred email address (work or personal) and create a password following the password requirements.

9. You're ready to go!

Note:

To verify your identify, a security code may be sent to you. Click **Send Code** one time. At the next screen, simply enter the security code received via email or text and click **Submit**.



*If Virgin Pulse asks for your employee ID number:

BCBSRI members: Your employee ID number is your 9 digit BCBSRI member ID (i.e. 123456789)

Spouses who have BCBSRI coverage should add an "s" to the end of your 9 digit BCBSRI member ID (i.e. 123456789s)

Virgin Pulse

Troubleshooting FAQ's

Q: I forgot my password. How do I reset it?

You can go to the Virgin Pulse member login screen and tap “Forgot Password.” You will be asked to type in your username in order to receive an email from Virgin Pulse to reset your password.

Q: How do I log in to my Virgin Pulse account after registering?

Your username will always be your email address. Simply enter your email and password into the fields provided at the sign in page.

Q: I registered but am unable to sign into my account

For troubleshooting common issues, click here: <https://virginpulse.zendesk.com/hc/en-us/articles/4403276363412-Unable-to-log-into-my-Virgin-Pulse-account->

Q: How do I sync a device?

Please refer to Devices & Apps under your profile picture in your Virgin Pulse account for a list of compatible devices (such as your Fitbit or Apple watch.)

Q: Can I change the language?

The Virgin Pulse platform is available in 22 different languages, and the website makes it easy for you to select your preferred languages with a convenient drop-down menu on the registration and within your profile settings.

Q: Can I change the email preferences and notifications I receive?

Yes, please go to app settings on your mobile device or your Virgin Pulse Profile settings on desktop until you see the preferences available.

Q: How do I redeem a points voucher?

Go to the Rewards section and click "Redeem a Voucher."

Q: Who can help me with technical issues?

If you're having technical issues, call the Virgin Pulse customer service line at 1-855-914-2478 or go to support@virginpulse.com. Phone support representatives are available 8:00 a.m. – 9:00 p.m., EST, Monday through Friday. On-platform chat representatives are available 2:00 a.m. – 9:00 p.m., EST, Monday through Friday.

Q: Where can I go for more answers to commonly asked questions?

Visit the Virgin Pulse support website at <https://virginpulse.zendesk.com/>