

How do I register for the platform?

Visit website:

-Or-

Download the Virgin Pulse app:

<http://join.virginpulse.com/NYP>

- Select "Create Account"
- Type "NewYork-Presbyterian"

Sign Up

Let's make sure you're eligible to join.

NAME

First Name	Last Name
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EMPLOYEE ID (CASE SENSITIVE)

Enter your employee ID

CONTINUE

- I have read and agree to the **Data Consent**
- I have read and agree to the **Privacy Policy**
- I have read and agree to the **Membership Agreement**

CONTINUE



EMAIL OR USERNAME

PASSWORD

SIGN IN

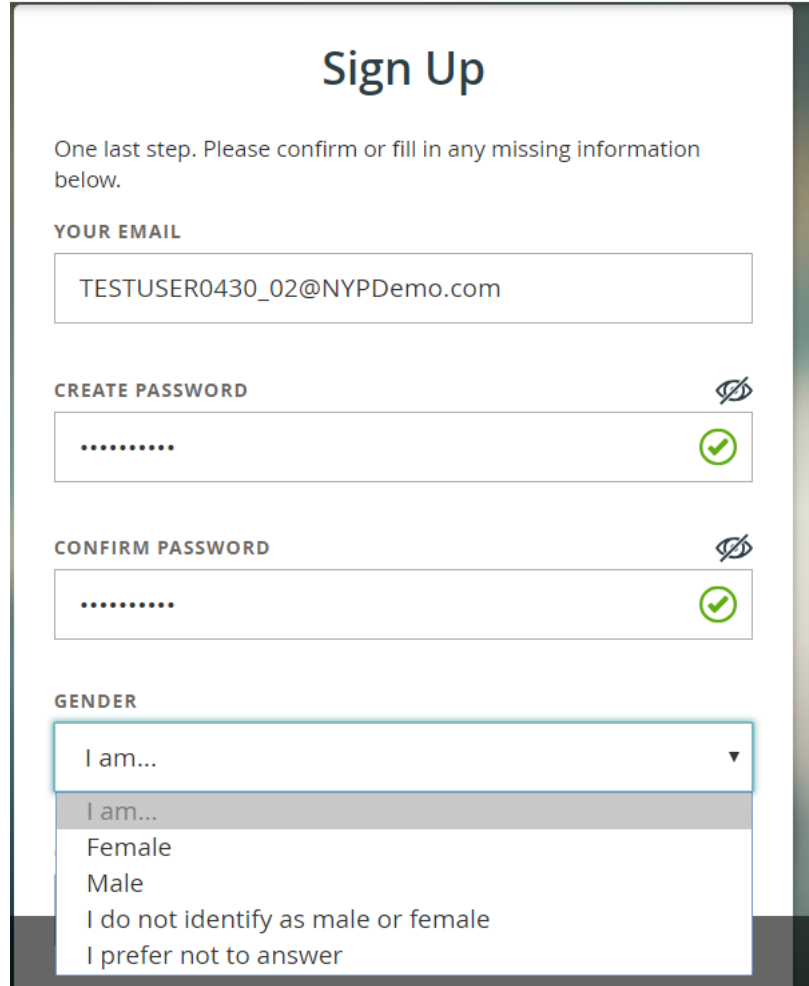
Create Account | Forgot Password?

newyo | Cancel

NewYork-Presbyterian

If you encounter any issues, click the **'Support'** icon in the lower right corner or call **833-525-5787** to be connected to our Member Services team. Once your identity has been confirmed, you will need to read and agree to the Membership Agreement, Data Consent Policy and Privacy Policy.

Finally, you'll create your account – this includes your e-mail of choice and a secure password. You do not need to use your work e-mail address to register, however it must be a unique address (cannot be a shared e-mail address).





Sign Up


One last step. Please confirm or fill in any missing information below.


YOUR EMAIL

TESTUSER0430_02@NYPDemo.com


CREATE PASSWORD 

..... 

CONFIRM PASSWORD 

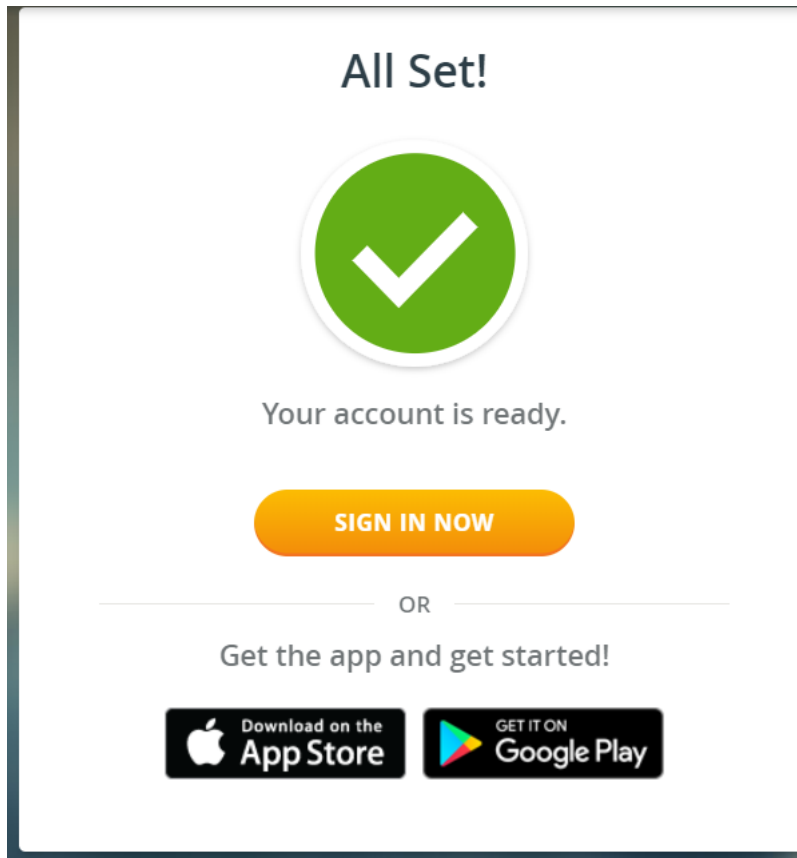
..... 

GENDER

I am... 

- I am...
- Female
- Male
- I do not identify as male or female
- I prefer not to answer

Once registered, these credentials can also be used on the Virgin Pulse mobile app. If at any time you forget your password or login credentials, you can contact our Member Services team at **833-525-5787** or e-mail at mychallenges@virginpulse.com.



How do I sign up for the Steps Challenge?

There are three ways to sign up for the Steps Challenge.

1) You can join the challenge by accepting the challenge invitation email that was sent to you. Within the email, there will be a "Join" link. Click this link, log into your member website, and create or join a team to be enrolled in the challenge.

2) On the home page of your Virgin Pulse member website, the featured challenge will be displayed, where you can click the button to join.

3) Under the "Challenges" tab in the top navigation menu, select the company challenge. There will be a button to join the challenge on the page.

Once you are in the challenge registration, you'll have the option **to create or join a team**. If you choose to join a team, you'll have the ability to browse already-created teams that have an open spot for an additional member. Teams that have been set to 'private' will be invite-only, so if you are trying to join a private team, the Team Captain must send you an invite.

If you create a team, you'll have the option to set your team to 'public' or 'private' – a public team is open to anyone within the challenge, while a private team will be limited to those members that you wish to invite (if any).

Please note that during the registration window, you'll have the ability to switch to a new team if you so wish. Once the challenge starts, if you leave a challenge you will be unable to re-join. All members are limited to a maximum of one team per challenge.

How do I create a team of one?

Follow the steps laid out to create a team, and set your team to **'private'**. You're all set! By not inviting anyone to join your private team, you have created a team of one. If you change your mind, you can always invite members to your team at any time.

What devices and applications are supported by Virgin Pulse?

Virgin Pulse has integrated with several of the industry's leading activity tracking devices and mobile applications to offer additional methods for members to track their data. Hover over your profile icon and click on 'Devices & Apps' to see the full list of supported manufacturers.

The screenshot shows the 'DEVICES & APPS' section of the Virgin Pulse interface. It features three tabs: 'Browse Options' (selected), 'Find by Activity', and 'My Devices & Apps'. Below the tabs is a heading: 'Select your brand of app or device to connect to Virgin Pulse. View the latest supported devices in our [FAQ](#).' Below this heading is a grid of 16 device and app logos arranged in 4 rows and 4 columns:

Virgin Pulse has integrated with the following devices:

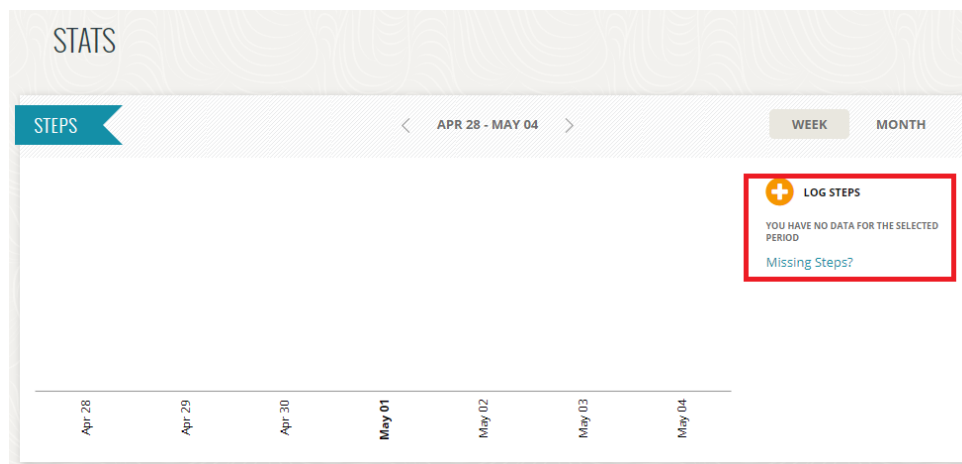
Fitbit // Misfit // Garmin // Striiv // Withings // Mi Band (via VP mobile app) // Apple Watch (via VP mobile app) // Samsung Gear (via VP mobile app)

Additionally, Virgin Pulse has integrated with the following mobile applications:

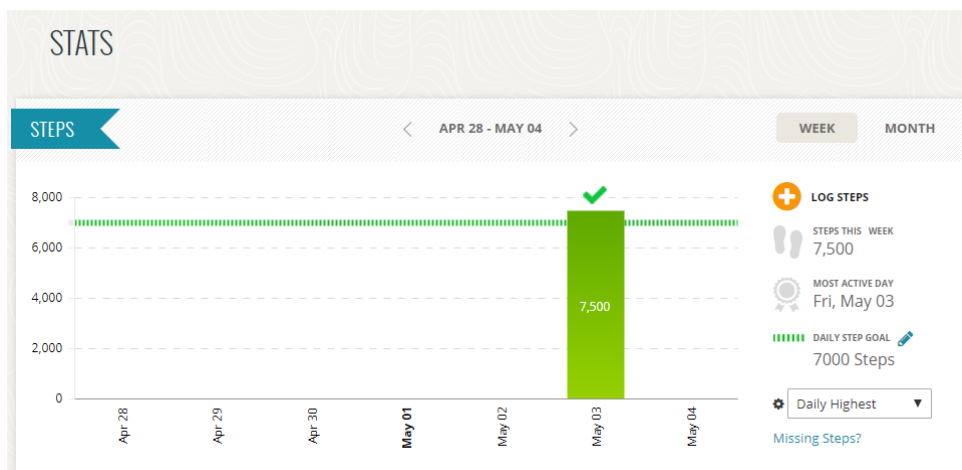
Strava // Google Fit (via VP mobile app) // S Health (via VP mobile app) // Apple Health (via VP mobile app) // MyFitnessPal

How do I manually enter steps on the platform?

When you log in to the platform, click on **'Tracking'** at the top of the homepage. You'll be taken to the Tracking page where you can view and add data to the platform. Click on the (+) LOG STEPS button to open up the steps entry menu – select the date of entry and enter in the total number of steps, then click 'SAVE'.



Your data will now show on the platform. If you made a mistake, don't worry! You can click (+) LOG STEPS again to edit or revise your total for the day.



How do I use the conversion tool?

On the tracking page, you can click on 'Log a Workout' underneath the Workouts tracking chart to bring up the conversion tool. This tool will allow you to log activities and will convert the data to a step equivalent.

Search the list for an activity. If you cannot find the exact activity you want, please pick a similar activity. Your data will be added to the Workouts section. If you are in a Team Challenge, your conversions will be added to your team's cumulative step totals.

The screenshot displays the 'WORKOUTS' section of the Virgin Pulse platform for the period APR 28 - MAY 04. A modal window titled 'ADD AN ACTIVITY for MAY 03' is open, allowing users to log a workout. The modal includes a dropdown menu for activity selection (currently set to 'Basketball'), input fields for 'Minutes' (45) and 'Miles' (0.0), and a calculation showing '45 minutes = 7,065 steps (1 min = 157 steps)'. A 'SAVE' button is present. Below the modal, the 'ACTIVE MINUTES' section shows a table for 'Activity for May 03' with 'Manually entered steps' at 7,500 Steps and a 'Total' of 7,500 Steps.

Activity for May 03	
Manually entered steps	7,500 Steps
Total	7,500 Steps

Note – if you are wearing a fitness tracker that tracks your activity, there is no need to convert your activities into extra steps – your movement and activity will be recorded by your device.

How can I get additional support for the Virgin Pulse platform?

Virgin Pulse Member Services can be reached between 8:00am and 9:00pm Eastern Standard Time at **833-525-5787** or at mychallenges@virginpulse.com.