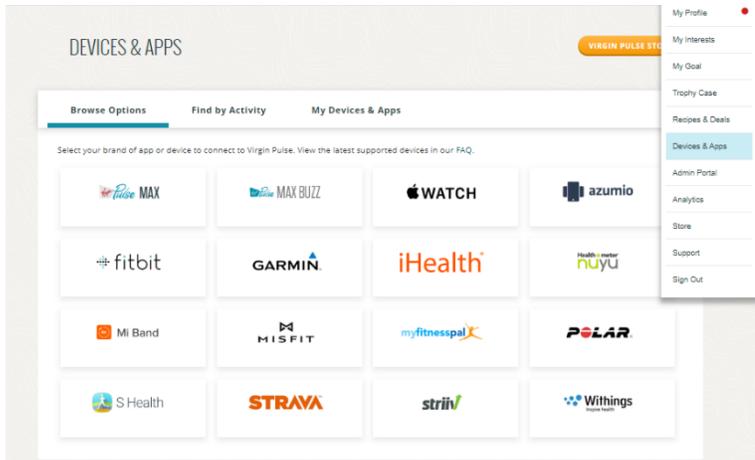


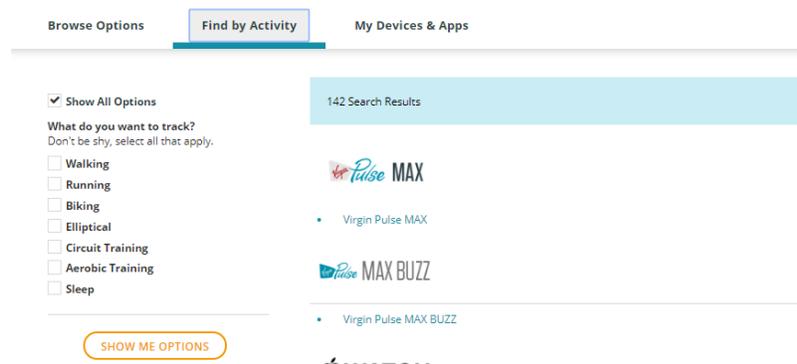
Virgin Pulse FAQ

How do I know which apps can be synced? To determine what devices/apps will track with the portal, click on the profile picture. In the dropdown menu, you will see “Devices & Apps”.



When a device is synced does it sync historical data or just from the date of sync forward? Once the device is synced, it will only pull data from the time that it syncs, not before.

What if the device is not syncing all data types? For instance, it is uploading steps, but not active minutes. Each device/app has different data types that can sync with the portal. You can determine which data types sync for your device/app by selecting “Find by Activity” under “Devices & App”.



When you add a workout, why does it automatically add steps since the steps are already being tracked through a device? If you manually add a workout, it will convert to steps in order to trigger the reward. Steps can trigger the reward if manually entered

or if synced from a validated device/app, but active minutes and validated minutes only trigger the reward if synced from a validated device/app. Rewards for manually entered steps/activity will be awarded by the 10th of the following month. (ie. Rewards manually entered activity for the month of March will be awarded by April 10th.)

Can you add a workout for days past or just the current day? You can add a workout from a previous day, as long as it is not prior to the creation of your Virgin Pulse account. Virgin Pulse will only allow you to go back 14 days.

I cannot log my workout prior to a certain date. You will not be able to enter movement information past the date that you set up your account. Additionally, the portal will not allow you to go back further than 14 days.

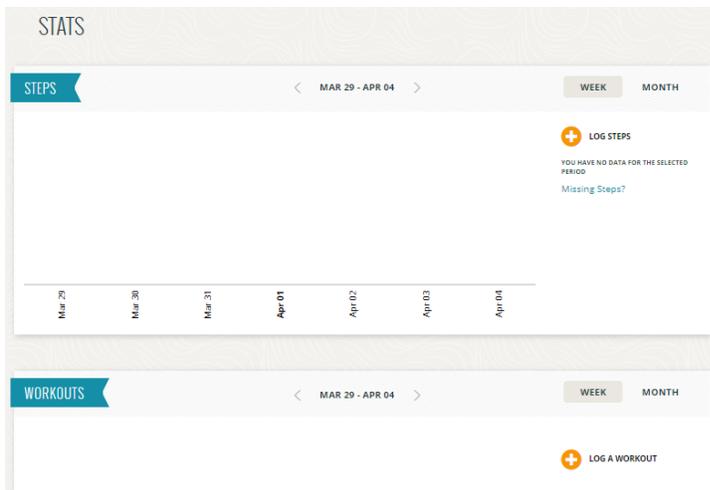
Points do not show up right away when I log my workouts.

Points for logging your workouts will only appear after you meet the goal (7,000 steps or 15 active minutes or 15 workout minutes) for at least 20 days within a month.

Do I have to sync a device to get credit for steps or a workout? No, steps and activity can be entered into the app or the desktop without syncing a device (please note that you will only be able to go back 14 days).

Do we have to do all 3 things or any of the 3 things for the daily logs? That is, do we need 7,000 steps plus 15 active minutes plus 15 workout minutes or just any of the 3 for 20 days? Movement continues to be one of the best ways for one to take care of themselves. You can complete any of these (15 minutes of activity, 15 workout minutes, or 7000 steps) for 20 days out of a single month and this will trigger the monthly reward of 80 points.

If I don't want to connect to my fitness tracker, what's the best way to provide my information? One can manually log a workout by going to "Stats", log steps or log workout and entering the requested data.



How do I get credit for sleep and calories? These activities must be tracked with a synced app or device. To determine which apps/devices track sleep, go to the profile picture, click on “Devices & Apps”, click on “Find by Activity”. Select “sleep”, “show me options”. MyFitnessPal is the only app that syncs to the platform to track calories. The reward for sleep and calories will be applied after completing the activity at least 20 days per month.

Can I manually log sleep? No, sleep can only be logged with synced device or app.

How do I log calories? Credit for calories, can only be tracked/logged by syncing to MyFitnessPal

How do you add a reward – for instance log your annual physical? The language on the incentive detail flyer matches the language in the rewards page. The physical can be found under the heading of “Annual Wellness Management” on the incentive flyer; in the portal, from the rewards page, go to “Annual Wellness Management”. By clicking on “rewards”, scroll to the category you wish to enter (professional health services, social engagement, preventive health screenings, etc.), click on that category name, click take me there; in the next screen, complete the field with the type of information requested. Check the box for verification and click submit.

How do I know which category my activity is under?

Using the Incentive Detail Flyer, note the BOLD black text in the green box, each of these categories map to the rewards section.

Annual Wellness Management: Annual Physical and Personal Care Management (through Medcost)

Preventive Screenings: Flu shot, Dentist Exams, Eye Exams, Colonoscopy, Mammogram, PSA, Pap/Pelvic, Bone Density, Skin Cancer Screening

Alternative Wellness Activities: Daily Meditation, Farmer’s Market Visits

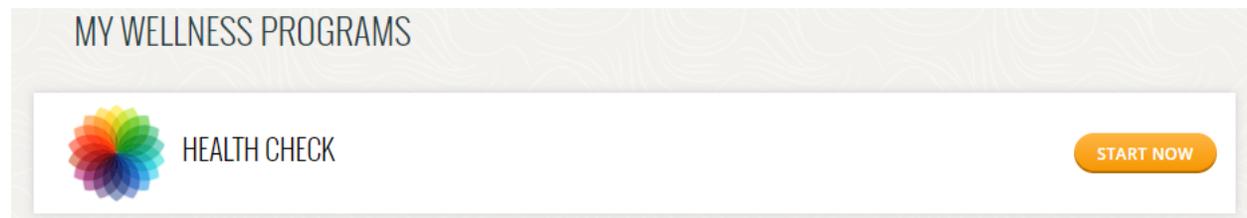
Social Engagement: Race, Season of Recreational sport, or Volunteer activities

Professional Health Services: Counseling, Nutrition visits, Physical Therapy, Chiropractor visits, Massage, Personal Training

How do I complete the health assessment?

The health assessment is the what has been called the health risk assessment in previous program cycles.

1. Click on the “Health” Tab of the Navigation Bar and “Health Check” in the dropdown menu.
2. Click the Health Assessment Tile at the top of the page to get started.



How do I log my meditation? This must be done in the desktop version by clicking on “rewards”, scroll to “Alternative Wellness Activities” and click on the category name. Click take me there; in the next screen, complete the field with the type of information requested (daily meditation or farmer’s market). Check the box for verification and click submit. Please note, you will only be allowed to enter the day you wish to record; in this section, you will not be allowed to go back.

What is a journey? A journey is a self-guided workshop. This allows you to pick the topic that relates most to your needs and learn or re-enforce habits.

How do I log Teladoc? At the end of each quarter, Employee Wellness will submit the list of employees registered with Teladoc for credit in the incentive program.

When will we be able to do the biometrics screenings? Due to changes with COVID, biometric screenings are not required during the 2020 program cycle. However, you can choose to submit your biometric screening for credit by downloading the form under Benefits → View All → LabCorp Employer Services-Biometric Screenings → Start Now → Download Form

What are challenges, how do I join one, how do I create one?

There are two types of personal challenges that you can challenge your friends with! You can participate in a Step Challenge or a Healthy Habit Challenge.



To create a challenge:

1. Click on the “Social” option in the top navigation menu.



2. Select “Challenge” in the drop down menu. Then select “create challenge.”

For Step Challenges, you can challenge your Friends to see who gets *the most steps* using one of the **three** pre-set challenge types.



Weekend Rumble – runs Saturday and Sunday of the upcoming weekend

1 Day Throwdown – runs for 24 hours on the next day

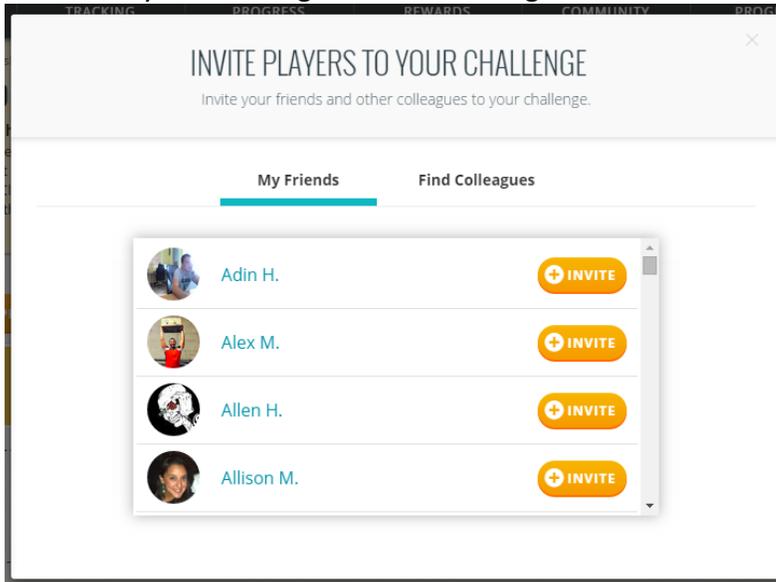
Weekday Step-Off – runs Monday through Friday starting on the next Monday

For Healthy Habit Challenges, you can challenge your Friends using any of the "Yes/No" Healthy Habit trackers available.



3. Select “Invite Players” to add your friends to the challenge. Your Friends will display alphabetically by the first name. To invite someone to your challenge, click on the "Invite" button next to their name. If you are not friends with someone, you can search

for them by name using the "Find Colleagues" tab.



To accept a challenge invitation:

Click on the notification under the trophy icon and select the check mark next to the challenge you want to participate in.

