



Follow this link to enroll join.virginpulse.com/trilogyfit

Watch the step by step video on how to enroll in Virgin Pulse by clicking [HERE](#)

- Q. What about my Go365 bucks? Will I lose them?
- A. *Any remaining points in your Go365 account **WILL** transfer to your Virgin Pulse account. Please be patient as the transfer process may take up to 30 days.*
- Q. Who is eligible to have a Virgin Pulse account?
- A. *Full and part time employees, non PRN, age 18 and up.*
- Q. Will my dependents (17 and under) still have access with the new Virgin Pulse platform?
- A. *Each member of Virgin Pulse will be able to invite up to 10 friends and family members to join Virgin Pulse. Your invitees can create challenges, compare stats, track their healthy habits, and more. These individuals will not be eligible to earn points Pulse Cash.*
- Q. How do I get a free TrilogyFIT shirt?
- A. *The first 1,500 individuals to enroll in Virgin Pulse AND complete the Health Assessment are eligible to win a free TrilogyFIT t-shirt. Once the 1,500 threshold has been reached those individuals will receive a link to order their shirt through Wildman. The shirts will then be sent directly to the campus within 30 days.*
- Q. How are points converted to Pulse Cash?
- A. *There is opportunity for \$60 PulseCash each quarter plus the potential to be rewarded an additional \$60 yearly for completion of the biometric screening, the MyPulse Health Assessment and the Nicotine-free completion which means you can earn up to \$300 PulseCash per year! PulseCash will be shown in actual cash value on dashboard.*
- Q. How long do I have to earn points?
- A. *Accumulate as many points as you can and try to hit platinum every quarter! **At the end of each calendar quarter your account will reset to zero and the fun starts over!***
- Q. Does Virgin Pulse have coaching?
- A. *Coaching will now be offered through Journeys within Virgin Pulse.*
- Q. How do I challenge my friends and co-workers?
- A. *Visit the TrilogyFIT webpage for a tutorial on how to create a challenge.*
- Q. How do I complete the health assessment for the wellness steps?
- A. *Unlike the Go365 six module health assessment the Virgin Pulse MyPulse Health Assessment is ONE module! The Virgin Pulse MyPulse Health Assessment provides detailed information in shorter time!*
- Q. Who can help me with Virgin Pulse issues?
- A. Call the Virgin Pulse Support line at 888-671-9395
- A. Email support@virginpulse.com
- A. Refer to the support page [HERE](#)
- Q. What can my friends and family see on my profile?

A. Your leaderboard status during challenges, your uploaded photo, your job title, your answer to the prompted questions “what superpower would you have?”, “your favorite food”, “where would you like to go to travel?”, and “I joined this program to achieve”.

Q. How much is each wellness step worth?

- A. 1. Biometric Screening completion = \$35
2. Health Assessment completion = \$20
3. Nicotine free completion = \$10 (total)
- Certified tobacco free on VP = \$5
 - Negative cotinine test = \$5 **OR** Completion of 1 VP nicotine journey = \$5

**The wellness steps are cash value only and do not have points associated.

Q. Why does my account say that I have reached “maximum rewards” this quarter?

A. This is related to your Go365 bucks rolling over into your account and hitting that \$120 potential earning per quarter automatic threshold. You will still be able to earn VP cash on top of this. You have the potential to earn \$300 per year with VP and your roll over from each year is just icing on the cake for you. However, once you hit platinum status per quarter your potential to earn VP cash has been reached.

Q. Why is there a day countdown? Do I need to use my VP cash before then?

A. The day countdown is to let you know how many days are left in the quarter for you to achieve statuses and VP cash before the points reset at the new quarter. Your points will reset but your VP cash will stay and build in your rewards until you spend it.

Q. Why did potential earnings go from \$520 to \$120?

A. This change is due to the rewarding of the Maternity Support Program and Diabetes Management Program that is awarded via TrilogyFIT. These programs must be applied for and program steps taken, tracked and managed outside of the VP platform. Please visit <https://thetriglyfoundation.org/trilogyfit/> for more information.

If you have any additional questions, please email trilogyfit@trilogyhs.com