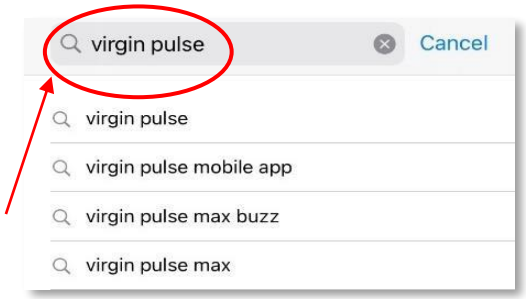
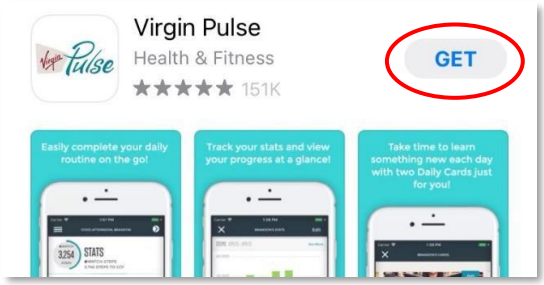
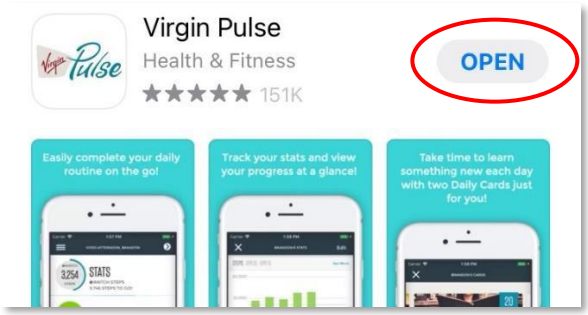
HOW TO ACCESS MEMBER PORTAL & HEALTH PRO - APP

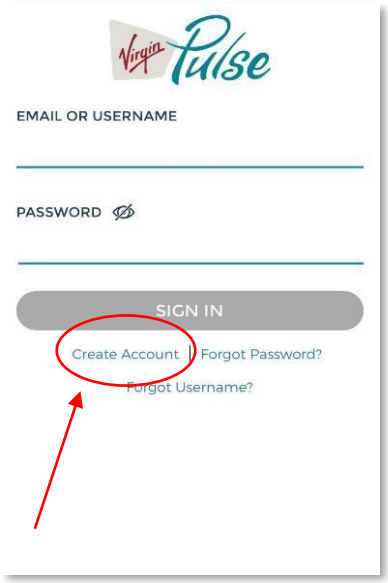
Step 1: Open the App Store (iPhone) or Google Play Store (Android) and search for *"Virgin Pulse"*. Select *"Virgin Pulse"* or *"Virgin Pulse Mobile App"*. Tap the *"Get"* button to download the Virgin Pulse App. When it is done, tap on *"Open"*.

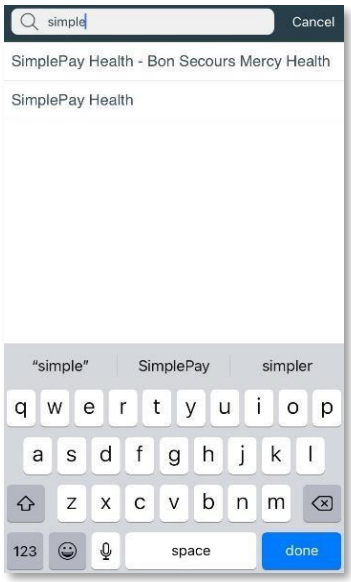






Step 2: Once you open the app, select the "*Create Account "option.* You will be prompted to search for your sponsor. Search for and select *"SimplePay Health"*. Then follow the prompts to enter the information to create your account and sign in.





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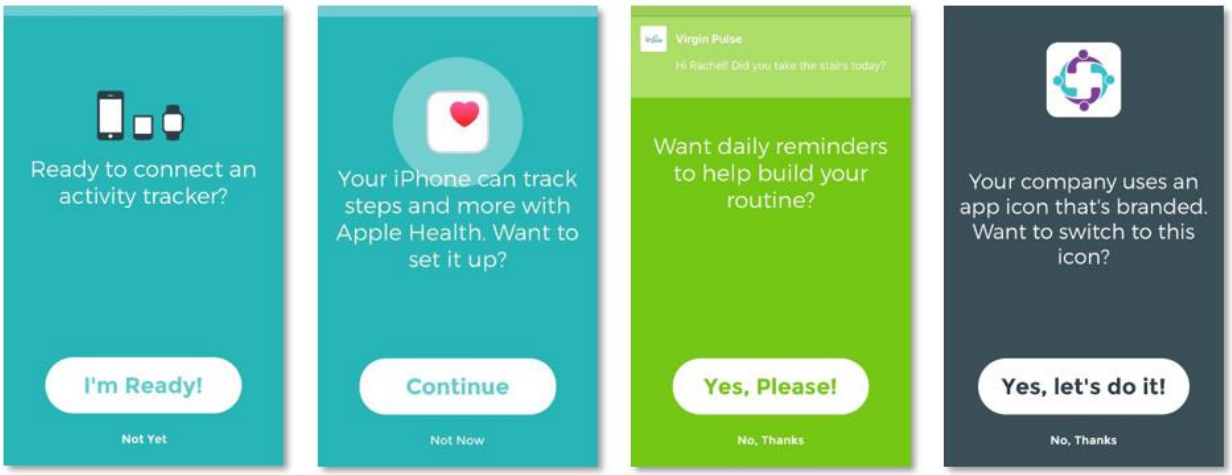
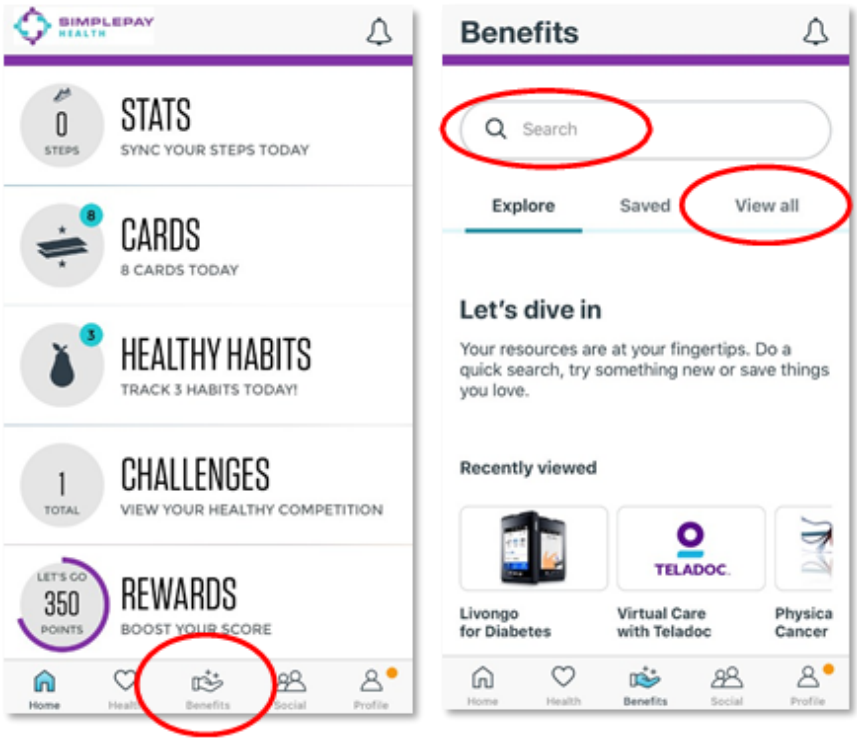
Step 3: Upon first login to the app, you will be prompted with a few options – connecting an activity tracker, connecting to Apple Health, turning on daily healthy routine reminders, updating the app icon to the SimplePay icon. Setup any of these now or later from your Profile > Devices & Apps or Profile > Settings



Step 4: Now you'll be on the SimplePay Health/Virgin Pulse portal Home screen. The main SimplePay Health plan tools and resources are in the Benefits domain of the portal. "Benefits" is located in the center of the bottom navigation bar of the app. Search for the benefit you're looking for in the search bar, or "View all" to scroll through all the benefits information available to you. You can also save benefits you will come back to often in your "Saved" list.



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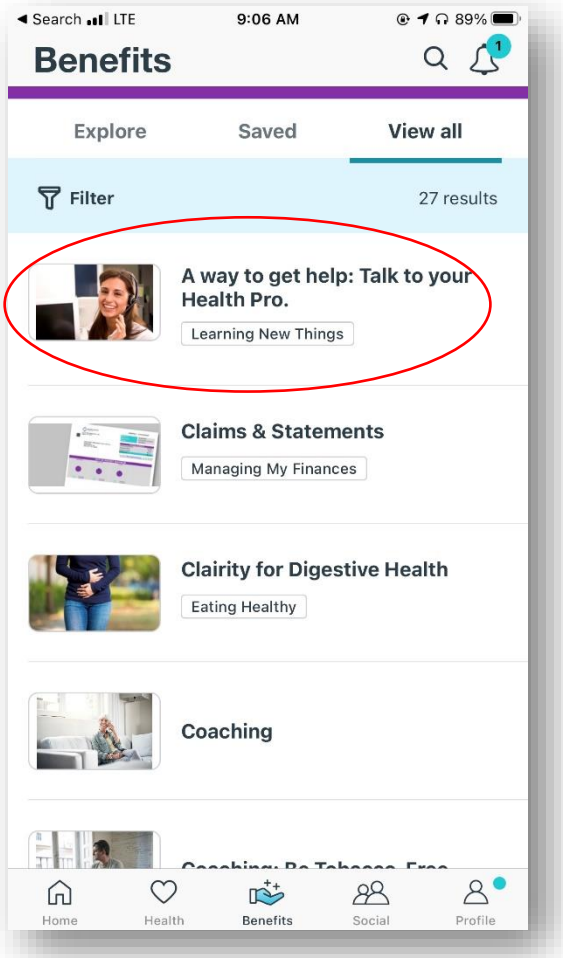
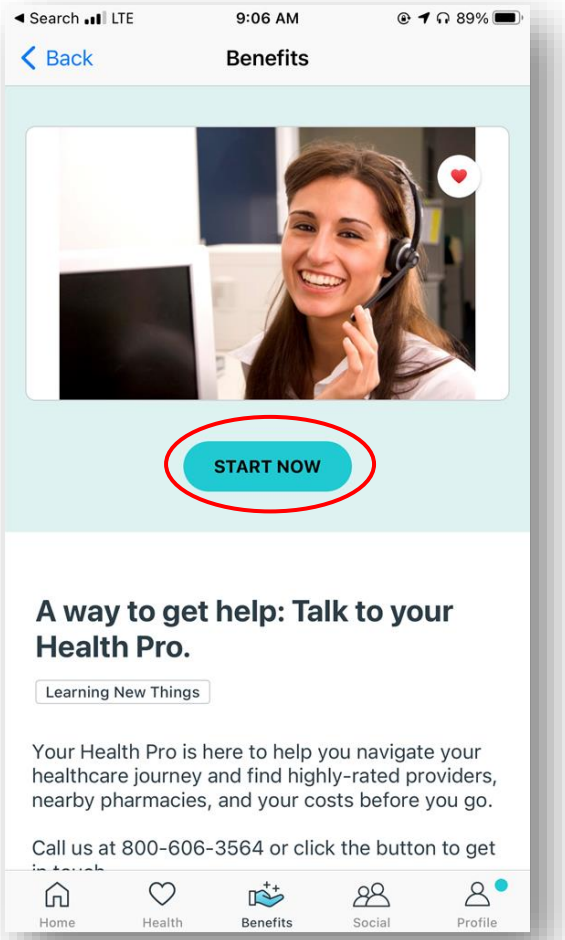
Step 5: To find Heath Pro contact information: From the Benefits page, use the search bar or scroll the "View all" list to find and tap on "A Way to Get Help: Talk to your Health Pro", and then tap on "Start Now".

Your SimplePay Health Pro is a concierge resource dedicated to assist you in your health care journey.





THANK YOU!

MORE QUESTIONS?

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