

Vitality® Challenge Platform Frequently Asked Questions

GENERAL VITALITY INFORMATION

1. What is Vitality and what are Vitality challenges?

Vitality—Barry-Wehmiller’s FREE, personalized wellbeing portal—is designed to inspire, educate and assist you in making healthy choices and adopting healthy behaviors. Vitality challenges are a fun way to enjoy some healthy competition and earn BONUS Vitality Points (see #20). For every Vitality Point you earn, you also will earn a Vitality Buck, redeemable for gift cards to various retailers and airlines, fitness devices and more.

2. Why are we shifting back to Vitality for challenges?

Since we transitioned to MoveSpring for movement challenges in 2022, Vitality has made enhancements to its challenge platform and the Vitality Today app (see #6). To take advantage of these improvements and have a more cohesive experience, we are shifting our challenges back to Vitality.

3. Is MoveSpring going away?

Yes. Access to MoveSpring will be ending soon, and your account data will be deleted—this will happen automatically, and you do not need to take any action.

4. I’m new to BW and have not registered for Vitality yet. When can I register and join a challenge?

Welcome to BW! You will be able to register for Vitality seven days after your start date. Go to powerofvitality.com and click *First time logging in? Register now*. Then, complete the member registration process, link your fitness device/smartphone app/heart-rate monitor activity tracker (if applicable—see #21) and join any active challenge (see #7).

5. Are spouses eligible to register for Vitality and participate in challenges?

Yes! We are very excited for spouses to join in the fun, and you can register for Vitality seven days after the BW team member’s start date. Go to powerofvitality.com and click *First time logging in? Register now*. Then, complete the member registration process, using the last four digits of the BW team member’s Social Security number. Once registered, you can link your fitness device/smartphone app/heart-rate monitor activity tracker (if applicable—see #21) and join any active challenge (see #7).

6. What is the Vitality Today app, and how do I get it?

Vitality Today is Vitality’s FREE smartphone app, which allows you to check in to gyms (see #26), check in on any weekly goals and much more. Visit your smartphone’s app store, download the Vitality Today app and login using your Vitality account credentials.

GENERAL CHALLENGE INFORMATION

7. How can I join a challenge?

When there is an active challenge, you can click the *Join Now* button on the challenge invitation e-mail that you receive from Vitality, or you can login to powerofvitality.com and click *Community > Challenges > available challenge* and follow the prompts to register for the challenge.

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8. Can I join multiple challenge teams?

No. For challenges, you may only be a member of one challenge team.

9. Is there a minimum number of people who can be on one challenge team at a time?

For create-your-own-team challenges, BW will share the team member minimum and maximum prior to the start of the challenge, so you can ensure your challenge team has enough members to participate. If your challenge team does not meet the minimum number of participants by the time registration has ended, your team will be combined with another prior to the start of the challenge.

10. There is a challenge happening right now, and I didn't join before it began. Can I still participate?

Yes! You can join any time during the challenge. Please call Vitality Customer Care at 877.224.7117 and request to be added to the challenge. Any activities recorded since the first day of the challenge will count toward the challenge.

11. Are Vitality challenges accessible from the Vitality Today app?

Yes! If you have the latest version of the Vitality Today app (see #6), you can register, participate and review the challenge leaderboard via the *Challenges* icon on the home screen of the app.

12. What is a workout points challenge?

During a workout points challenge, participants should strive to maximize the number of Vitality Points earned by working out during the challenge. Vitality Points earned by completing light, standard and advanced workouts all count toward each participant's total (see #28), and the challenge leaderboard will reflect the average number of workout points earned by each team:

$$\text{total \# of workout points} / \text{\# of team members} = \text{average \# of workout points}$$

13. During a workout points challenge, do I have to stick to one kind of workout or can I mix it up?

You can mix it up! Feel free to switch between approved workouts as often as you like throughout the challenge.

14. I do not see my name on the challenge leaderboard—why not?

To be included on the leaderboard (and eligible for a challenge prize—see #20), you must register for the challenge and agree to the new data-sharing consent statement (only required the first time you join a challenge)—see #7. Once you have completed these steps, you should see your name appear with the rest of your team members!

15. How often does Vitality update the challenge leaderboard?

The type of activity you have completed determines when it will appear on the leaderboard:

- If you have checked in on the Vitality Today app at a gym (see #26) or logged an at-home/gym workout (see #27), your workouts will appear within a few hours on the leaderboard.
- If you are using your linked fitness device/smartphone app/heart-rate monitor (see #21) to track steps, calories burned or heart-rate elevation, and you have synced your activity tracker (see #22), your workouts will appear within 24 to 48 hours on the leaderboard.

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16. I have waited 48 hours and still am not showing any activity on the challenge leaderboard. What gives?

- **Your fitness device/smartphone app/heart-rate monitor may not be linked to Vitality:** Login to *powerofvitality.com* and on the homepage, click the *Devices* button. All linked fitness devices/smartphone apps/heart-rate monitors will be listed with a green check under the name. If your activity tracker is compatible with Vitality (see #21) and is not linked, follow the instructions to link it. Within 48 hours, you should see any activity you have completed since the start of the challenge reflected on the leaderboard.
- **Your fitness device/smartphone app/heart-rate monitor may not be synced:** If your fitness device/smartphone app/heart-rate monitor does not sync automatically to Vitality, be sure to sync your activity with the provider. Vitality also recommends that you login daily to the Vitality Today app (see #6) to sync your activity tracker. Within 48 hours, you should see any activity you have completed since the start of the challenge reflected on the leaderboard.

If your activity tracker is linked and synced, and your activity still is not reflected on the leaderboard, please call Vitality Customer Care at 877.224.7117 for help.

17. How long do I have after a challenge has ended to sync my linked fitness device/smartphone app/heart-rate monitor or log at-home/gym workouts?

You will have until midnight Central time seven days after a challenge has ended to ensure all activities during the challenge appear on the challenge leaderboard.

18. If I have earned the maximum of 7,000 Vitality Points in the physical activity category, will I still be able to earn BONUS Vitality Points for participating in challenges?

Yes! You will be able to earn BONUS Vitality Points for participating in challenges, based on your activity during the challenge (see #20).

19. What happens if someone on my challenge team leaves BW (or becomes otherwise ineligible for Vitality) during the challenge?

That team member's name will no longer be visible in the challenge, their participation will not count and will be removed from the challenge leaderboard, and the team size will be updated.

20. Is there a prize for participating in challenges?

Yes! BONUS Vitality Points are awarded to active registered participants who meet activity thresholds shared for each challenge. Plus, the winning team is awarded a celebration of the team's choice (\$10/active registered participant).

GENERAL ACTIVITY TRACKING INFORMATION (DURING CHALLENGES AND BEYOND)

21. What fitness devices/smartphone apps/heart-rate monitors are compatible with Vitality, and how do I link my activity tracker?

Login to *powerofvitality.com* and click *Resources > Guide to Vitality > Linking to Vitality > Fitness Devices* to check compatibility. To link your fitness device/smartphone app/heart-rate monitor, select your activity tracker from the list and follow the instructions, or click the *Devices* button from the Vitality homepage.

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22. How do I sync my linked fitness device/smartphone app/heart-rate monitor with Vitality, and how often do I need to do so?

If your fitness device/smartphone app/heart-rate monitor does not sync automatically to Vitality, be sure to sync your activity with the provider. Vitality also recommends that you login daily to the Vitality Today app (see #6) to sync your activity tracker.

23. I want a fitness device—how can I get one?

To unlock a \$70 Vitality Mall coupon from BW to apply toward a fitness device (if you have not already done so):

- Complete your first biometric screening (visit bwellbeing.com and click *Engage in Vitality > Vitality Path to Gold and Beyond* for instructions), and visit powerofvitality.com and click *Health Profile > Vitality Health Review* to complete your first VHR.
- Then, in Vitality, click *Rewards > Fitness Devices*.
- Choose a device that suits you, and follow the prompts to get your device—if you meet the above criteria, there will be a \$70 coupon available for you to apply toward the purchase price of your device!

You also may redeem your Vitality Bucks for a fitness device in the Vitality Mall, or you may purchase a device that is compatible with Vitality (see #21) at a retailer near you.

24. Can I have multiple fitness devices/smartphone apps/heart-rate monitors linked to Vitality, and is there a limit to the number of workouts I can earn each day?

Yes, and yes. While you can have multiple fitness devices/smartphone apps/heart-rate monitors linked to Vitality, Vitality cannot apply activities from multiple activity trackers to your total number of steps or workouts each day. The system will record activity from the activity tracker that accumulates the greatest number of steps or the most advanced workout. For example, if you take 15,000+ steps *and* check in on the Vitality Today app and exercise at a gym on the same day, you will earn 15 Vitality Points for the steps (this is higher than the 10 Vitality Points earned for the gym workout) and one workout for the day.

25. Can I earn Vitality Points for my activities and participate in challenges if I don't use a fitness device/smartphone app/heart-rate monitor or if I forget to wear my activity tracker?

Yes! You can earn workouts by checking in on the Vitality Today app and exercising at a gym (see #26), or logging an at-home/gym workout (see #27).

26. How do I check in on the Vitality Today app at a gym?

When you are at the gym, login to the Vitality Today app (see #6) using your Vitality account credentials, tap the *Gyms* icon, and find and select your gym from the list of area gyms (Vitality uses location tracking). Then, exercise for at least 30 minutes to earn 10 Vitality Points.

27. How do I log an at-home/gym workout?

Login to powerofvitality.com, hover over your name in the upper right-hand corner of the screen and click *Forms and Waivers > Gym Workout*. On the submission form, enter “Home” for the *Name of Gym* if you completed your workout at home, or enter the name of your gym. If you have completed multiple at-home/gym workouts, you may click on multiple dates. Accept the *Statement of Consent* and click *Submit*. If successful, you should see a green bar appear at the top of your screen that reads *Submitted!*

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28. How many Vitality Points will I earn for light, standard and advanced workouts, and what are the activity thresholds I need to reach for each workout level?

Please review the chart for specific details, and note that activity trackers must be compatible with Vitality (see #21).

Workout data submitted from	What Vitality evaluates	Verified workouts		
		Light workout = 5 Vitality Points	Standard workout = 10 Vitality Points	Advanced workout = 15 Vitality Points
Pedometer & smartphone apps that track steps	Total steps	5,000	10,000	15,000
Gym	Attendance		Yes	
Approved smartphone apps that track calories burned	Total calories	100	200	300
Heart-rate monitors	Time & % of maximum heart rate	15 minutes at 60%	30 minutes at 60%	45 minutes at 60%
	OR			
	Total calories	100	200	300
At-home/gym	Self-reported		Yes	
Apple Watch, Google Fit & Samsung Health	Active calories	Your active calories thresholds are displayed on the Vitality Today app. Vitality Points are awarded based on the active calories burned throughout the entire day, not just during the span of a workout.		
	OR			
	Total steps	5,000	10,000	15,000

29. What if I have more questions?

Vitality can help with technical issues and questions:

- App: Tap *More* > *Contact Us*
- Website: Login to *powerofvitality.com* and click *Contact Us* at the bottom of the screen
- E-Mail: *wellness@powerofvitality.com*
- Phone: 877.224.7117

Vitality support is available from 8 a.m. to 5 p.m. Central time, Monday to Friday. You may reach out after-hours, and the support team will respond as soon as possible during business hours. You also may e-mail *bwwellbeing@barry-wehmiller.com* with other questions.