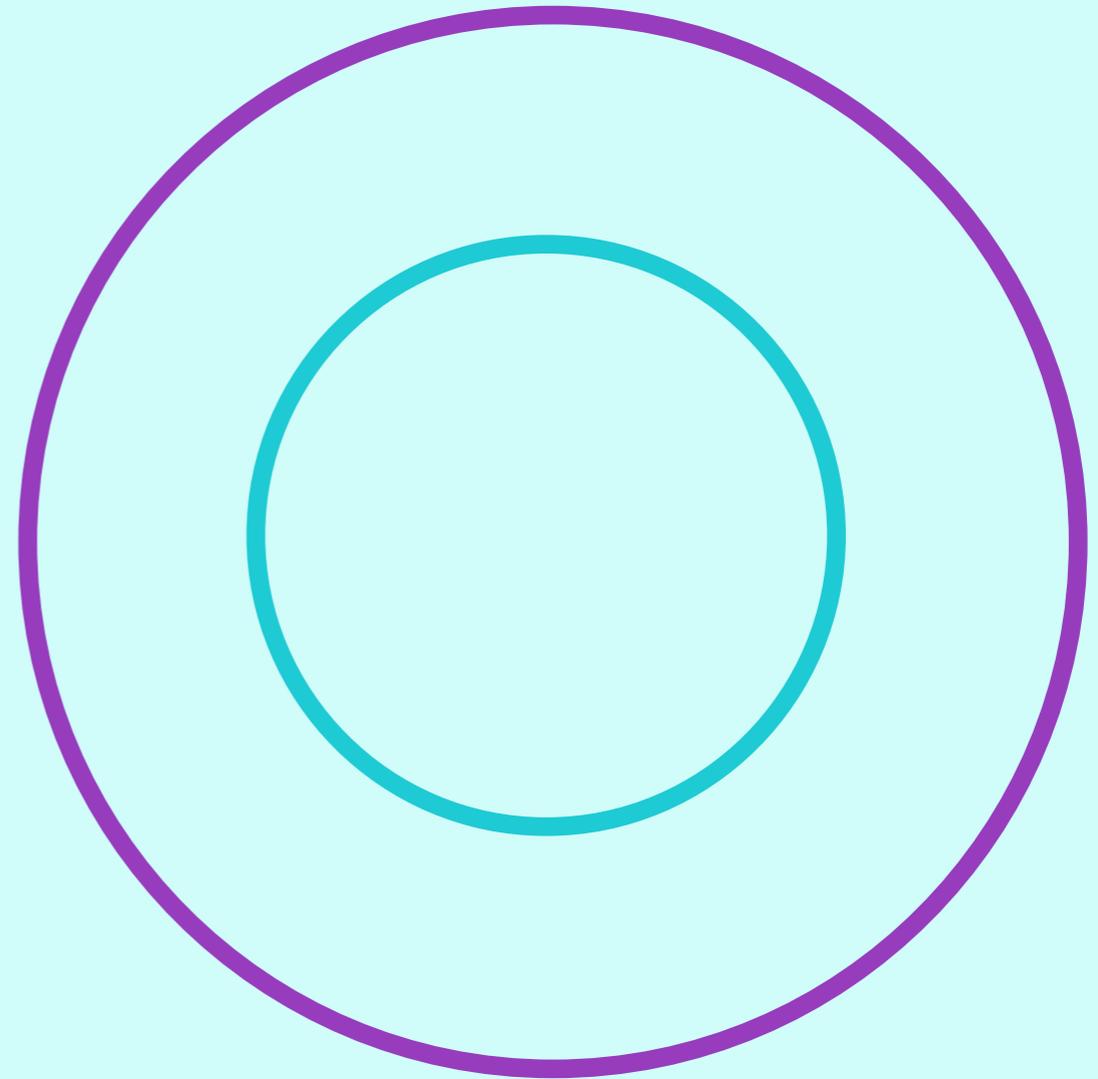




How to access your Member Portal and Health Valet on the mobile app



Download the **Virgin Pulse** app to access SimplePay on your mobile device

1

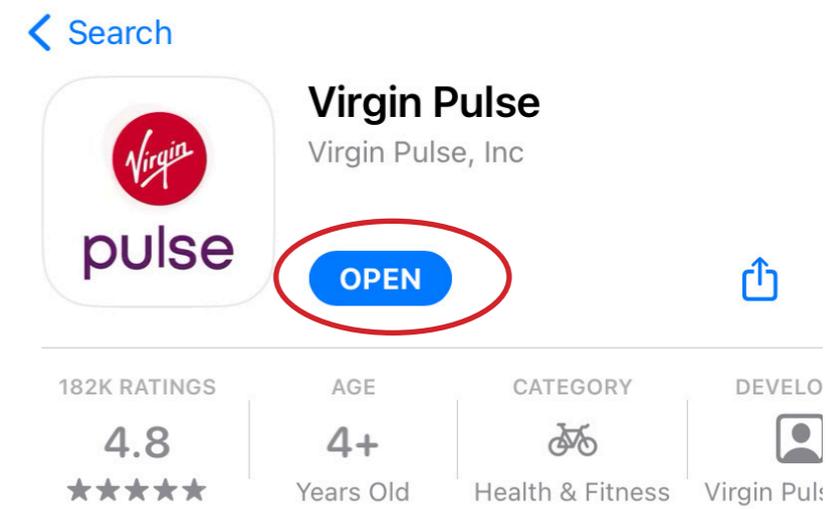
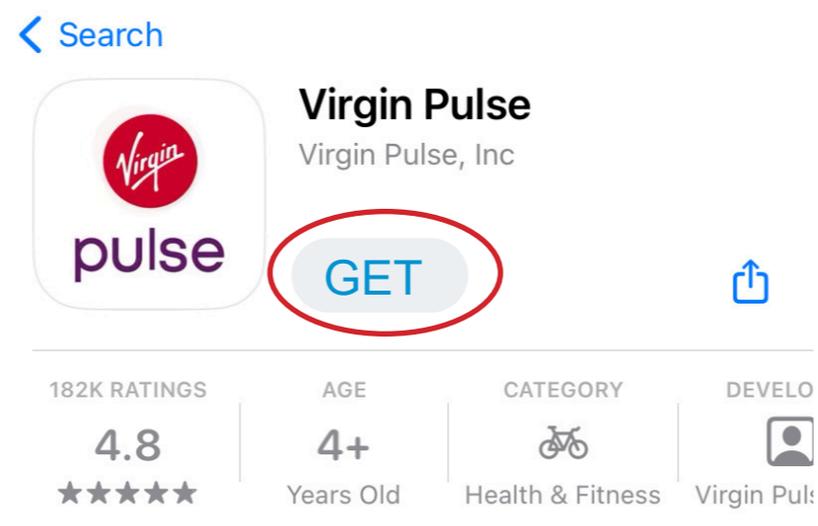
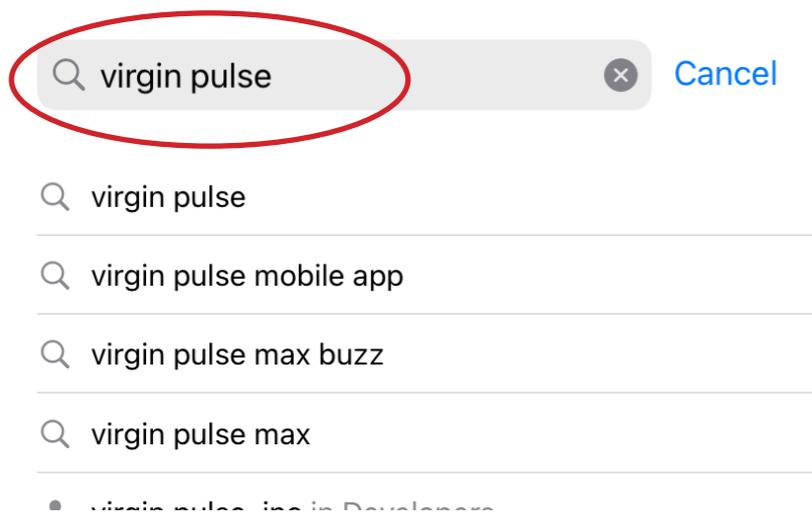
To access your member portal via mobile app, open the App Store (iPhone) or Google Play Store (Android) and search for “Virgin Pulse”. Select “virgin pulse” or “virgin pulse mobile app.”

2

Tap the “GET” or “Install” button to download the Virgin Pulse app to your phone.

3

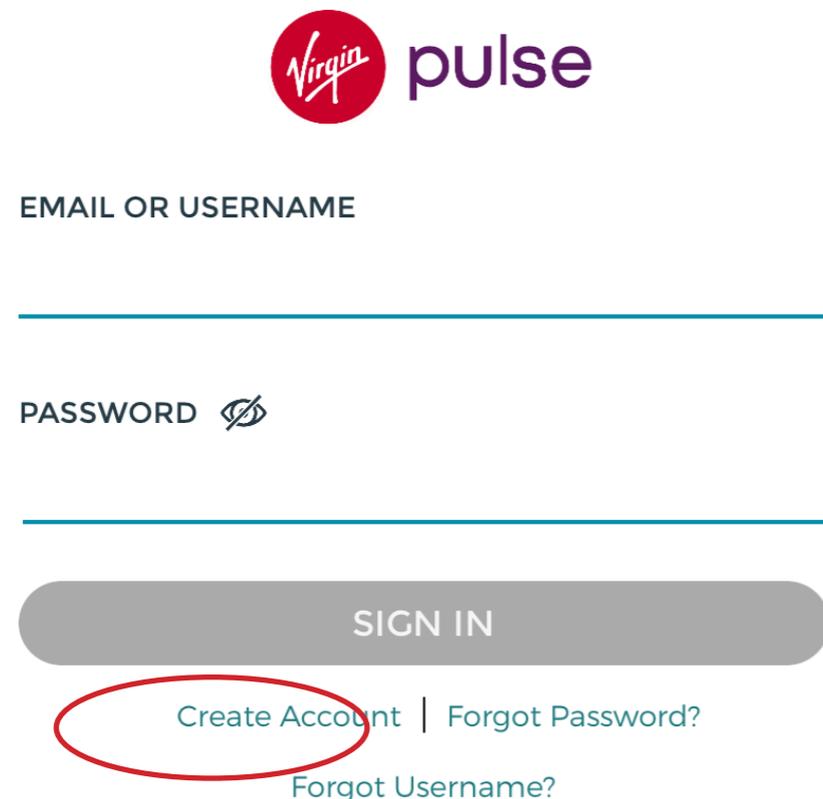
When the app is done downloading click the “OPEN” button.



Setting up your **SimplePay account** on the app

4

Once you open the app, select the “Create Account” option.



Virgin pulse

EMAIL OR USERNAME

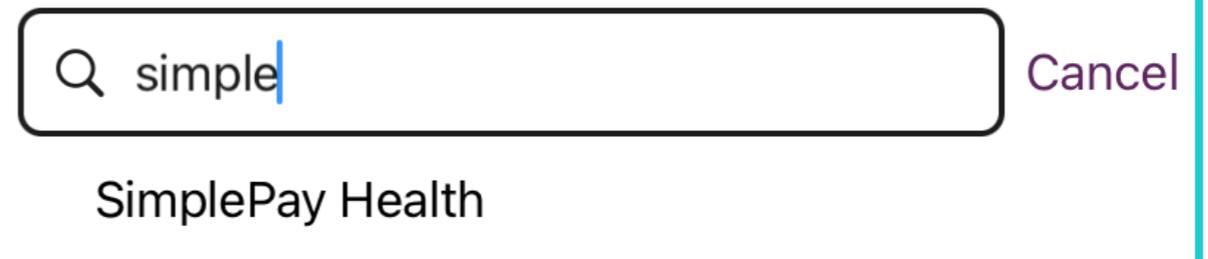
PASSWORD

SIGN IN

Create Account | Forgot Password?
Forgot Username?

5

You will be prompted to search for your sponsor. Search for and select “SimplePay Health”. Then follow the prompts to enter your information to create an account and sign in.



Q simple Cancel

SimplePay Health

Customize your mobile app

When you first login to the app, you are given a few options for customization. You can connect an activity tracker and Apple/Samsung Health. You can also turn on daily Healthy Habit reminders and choose to use the SimplePay Health app icon.

If you choose to skip these steps you can set them up later by going to your 'Profile' and selecting 'Devices & Apps'.



Ready to connect an activity tracker?

I'm Ready!

Not Yet



Your iPhone can track steps and more with Apple Health. Want to set it up?

Continue

Not Now

Virgin Pulse

Hi Hannah! Did you take the stairs today?

Want daily reminders to help build your routine?

Yes, Please!

No, Thanks



Your company uses an app icon that's branded. Want to switch to this icon?

Yes, let's do it!

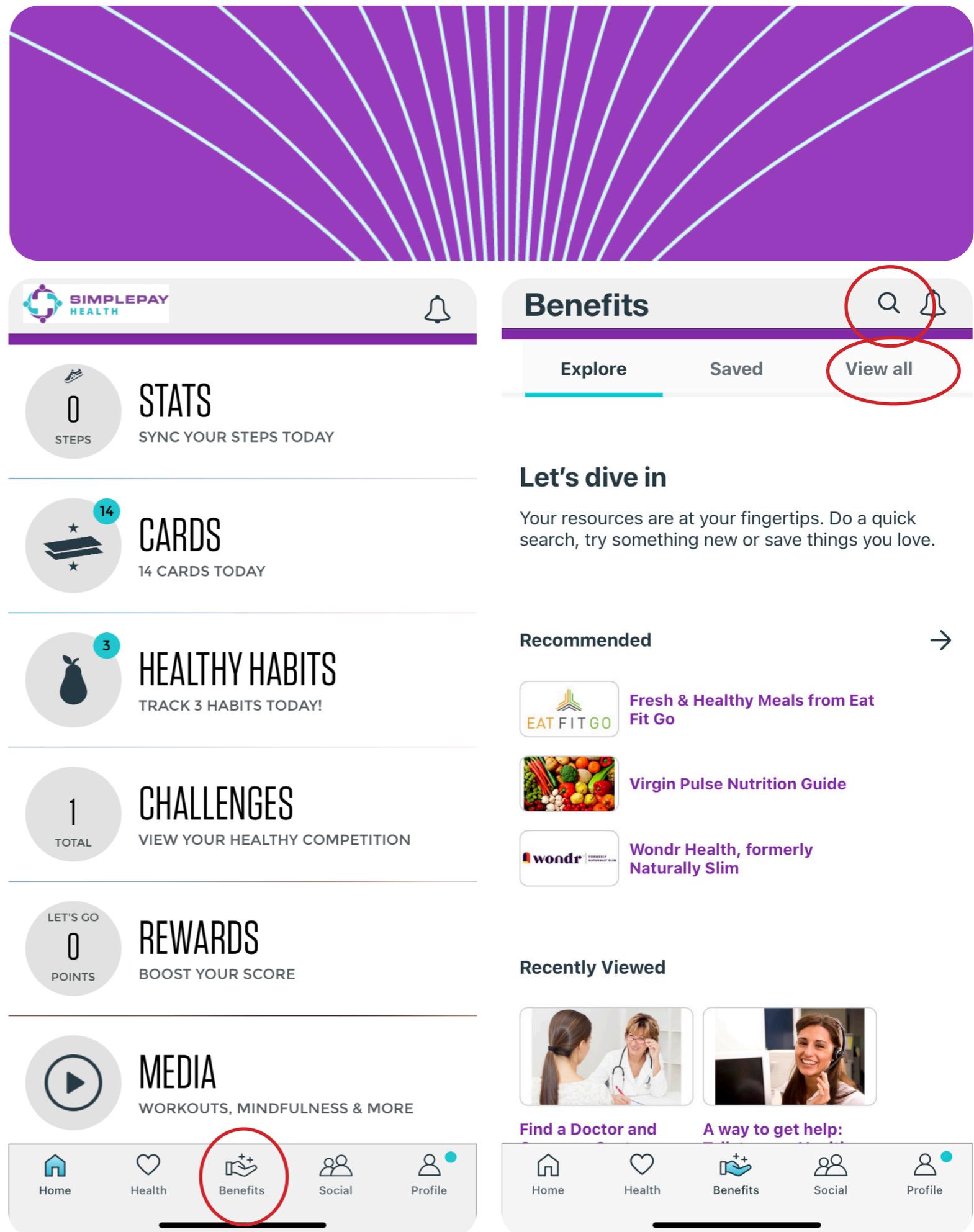
No, Thanks

Accessing your **benefits** via the mobile app

On the home screen you will notice the 'Benefits' tab is located in the center of the navigation bar at the bottom of the page. This is where you will find your main health plan tools and resources.

You can use the search bar to find benefit options like find a doctor/pharmacy or contact your Health Valet. You can also click 'View all' to scroll through additional benefits information available to you.

You can add your most used benefits to a 'Saved' list for quick access.

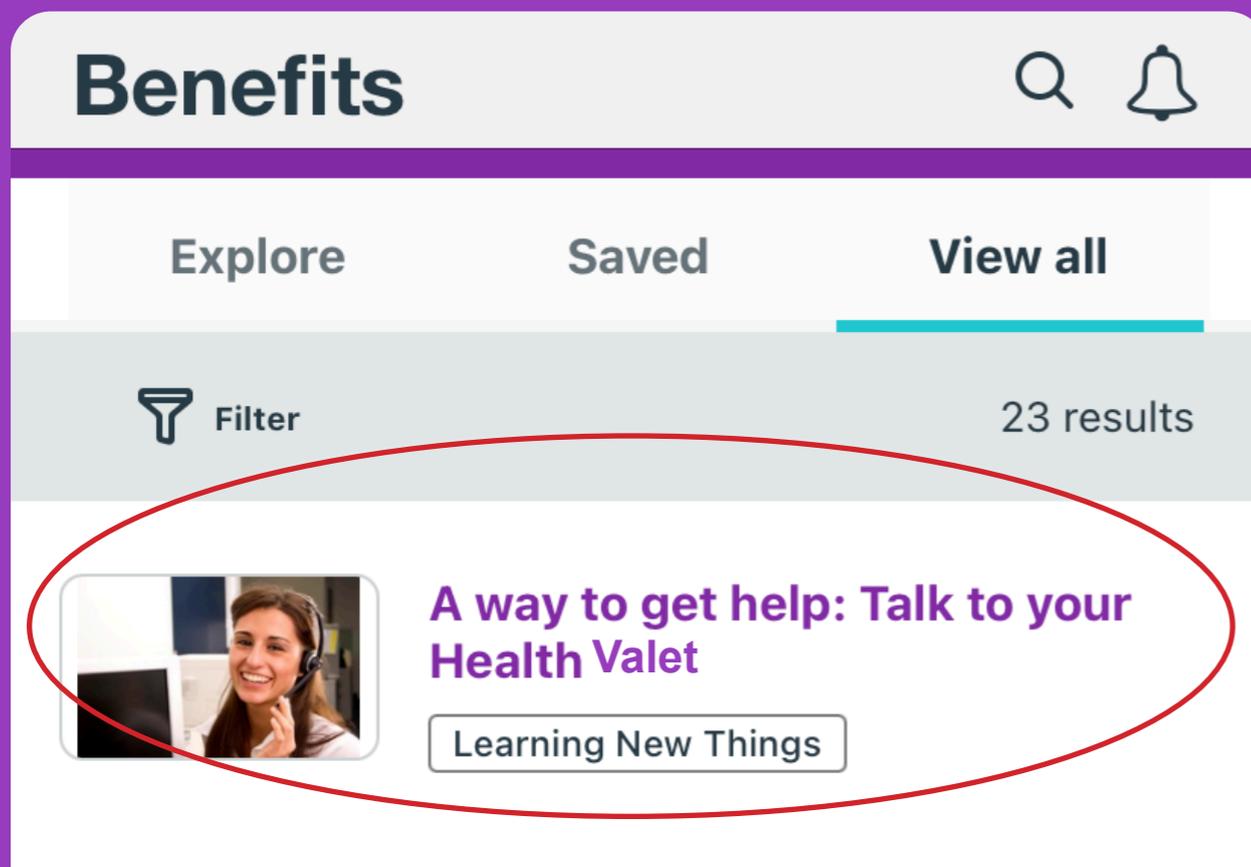


Accessing your **Health Valet** via the mobile app

Your SimplePay Health Valet is a concierge resource dedicated to assist you in your healthcare journey.

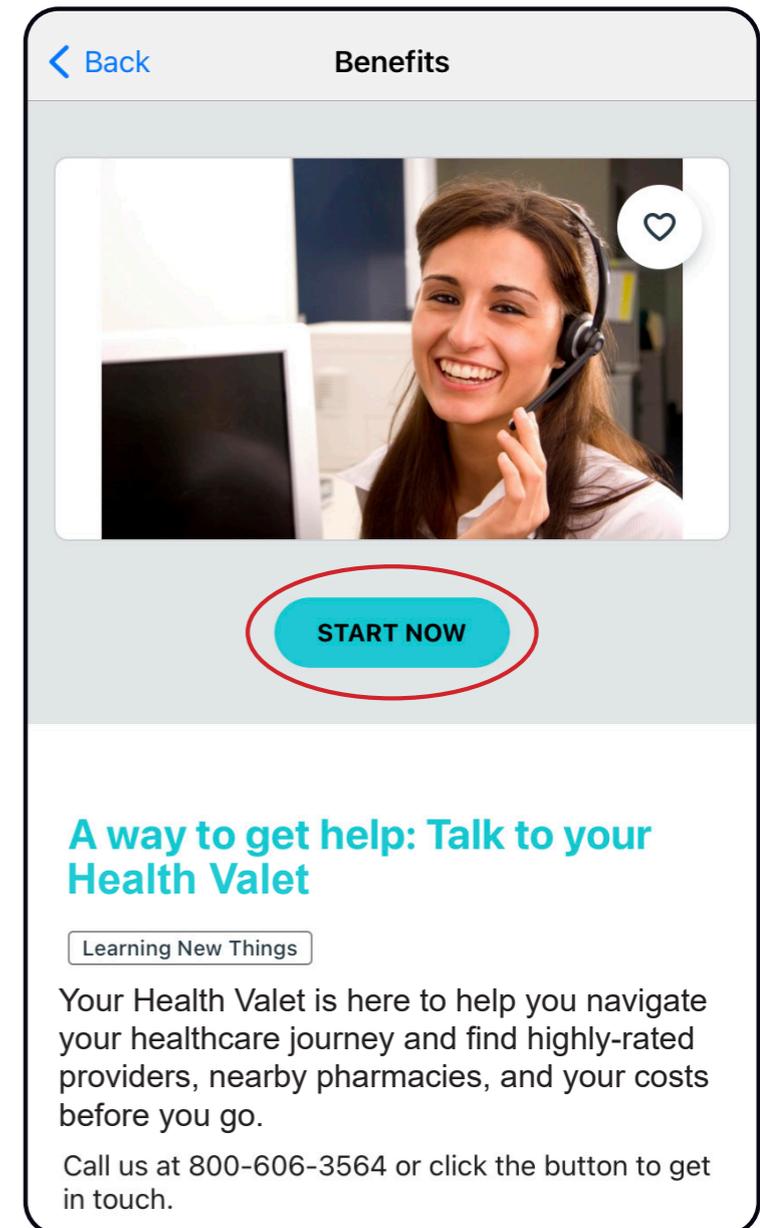
1

From the 'Benefits' page, use the search bar or scroll through the 'View all' list to find "A Way to Get Help: Talk to your Health Valet".



2

Tap 'START NOW' to email or call your Health Valet with any benefit questions.



Any additional questions?

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healthvalet@simplepayhealth.com

800.606.3564

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