

## City of Providence Virgin Pulse Enrollment instructions (Web)

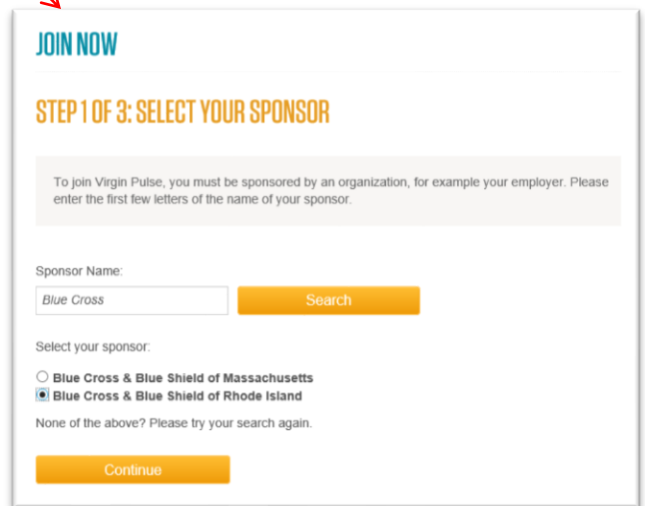
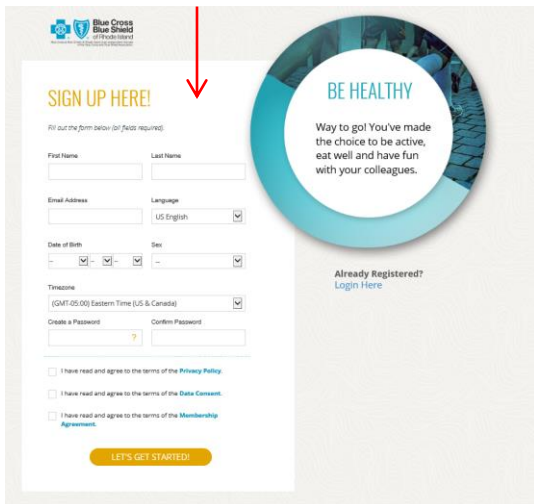
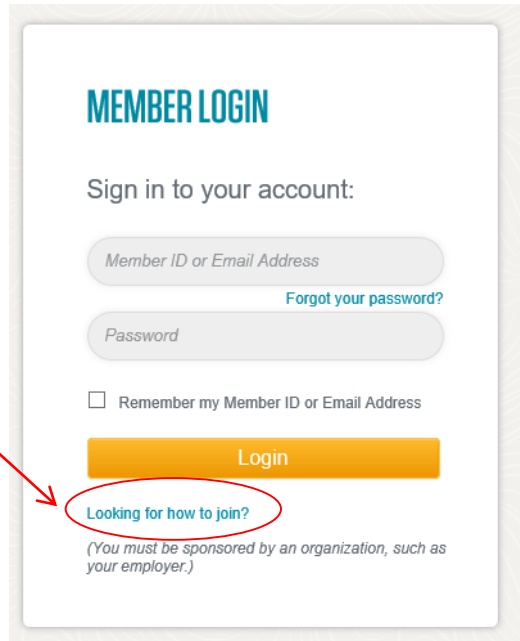
Go to [www.virginpulse.com](http://www.virginpulse.com) to get started.  
Hover your mouse over “**Member Login**” and click on “**Virgin Pulse**”.

**Existing Users:**

Enter your e-mail address and password, and click “**Login**”. If you forgot your password, click on the forgot password link.

**First Time Users:**

1. Click on “Looking for how to join”
2. Type in your Sponsor and click “**Search**”.  
**Blue Cross & Blue Shield of Rhode Island** is your sponsor.
3. Scroll down to check off the Data Consent, privacy Policy, and Membership Agreement, and click “**Continue**”.
4. Complete Account Setup and Member Information sections.

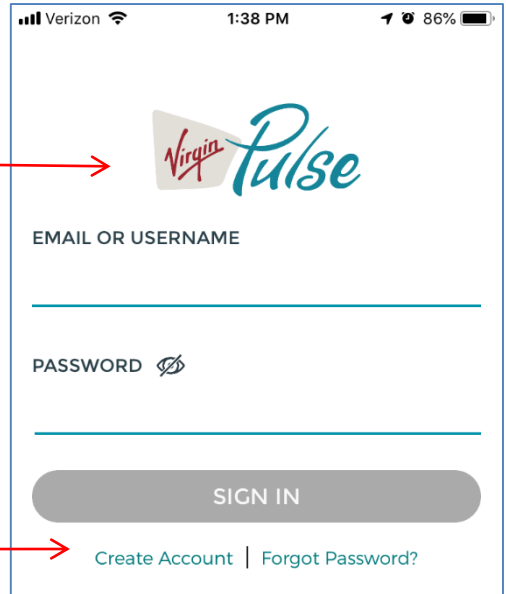


**If Virgin Pulse asks for your employee ID number:**

BCBSRI members – your employee ID number is your 12 digit BCBSRI member ID (i.e. PVC123456789). Spouses who have BCBSRI coverage should put your 12 digit BCBSRI member ID, and add an “s” to the end (i.e. PVC123456789s)

## City of Providence Virgin Pulse Enrollment instructions (APP)

Go to the “**app store**” (iPhone) or “**Play Store**” (Android phone, i.e. Samsung, LG, etc), and search for “**Virgin Pulse**”. Download the app with the Virgin Pulse logo.

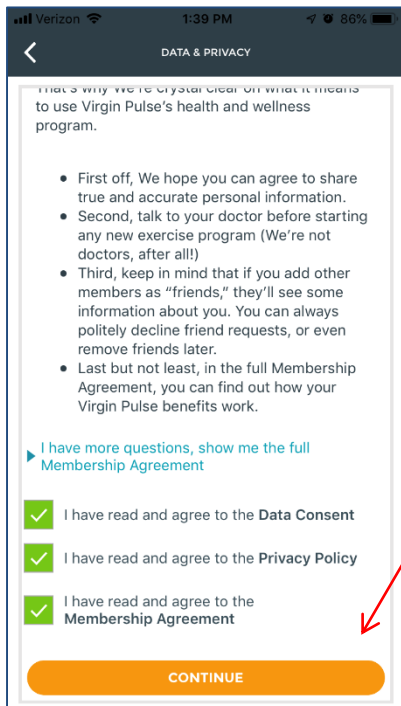
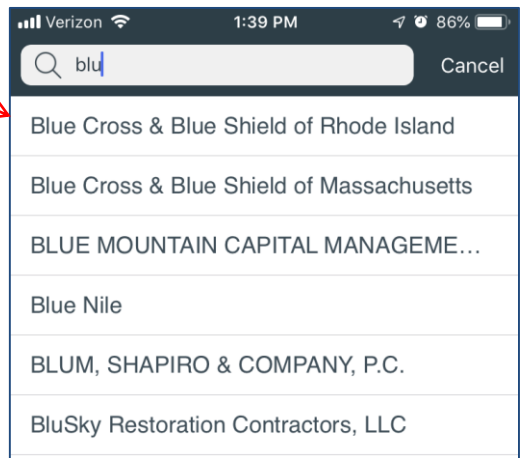


**Existing Users:**

Once installed, enter your e-mail address and password, and click “**Login**”. If you forgot your password, click on the forgot password link.

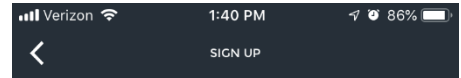
**First Time Users:**

1. Click on “**Create Account**”
2. **Blue Cross & Blue Shield of Rhode Island** is your sponsor. Start typing and the smart search will automatically bring Blue Cross & Blue Shield of Rhode Island to the top.



3. Scroll down to check off the Data Consent, privacy Policy, and Membership Agreement, and click “**Continue**”.

## City of Providence Virgin Pulse Enrollment instructions (APP)



Nice! Let's create your account.

First Name

Last Name

Email

Date of Birth

Sex

Timezone

Create Password

Passwords must have:  
8 or more characters, upper and lower case letters (Aa), at least 1  
number (123), and at least 1 symbol (\$@!\*)

Confirm Password

CREATE ACCOUNT

### Completing the registration form:

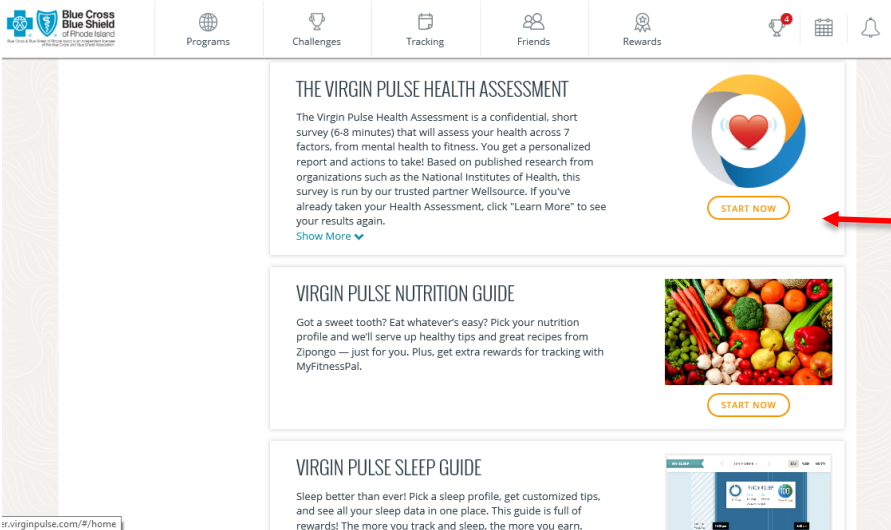
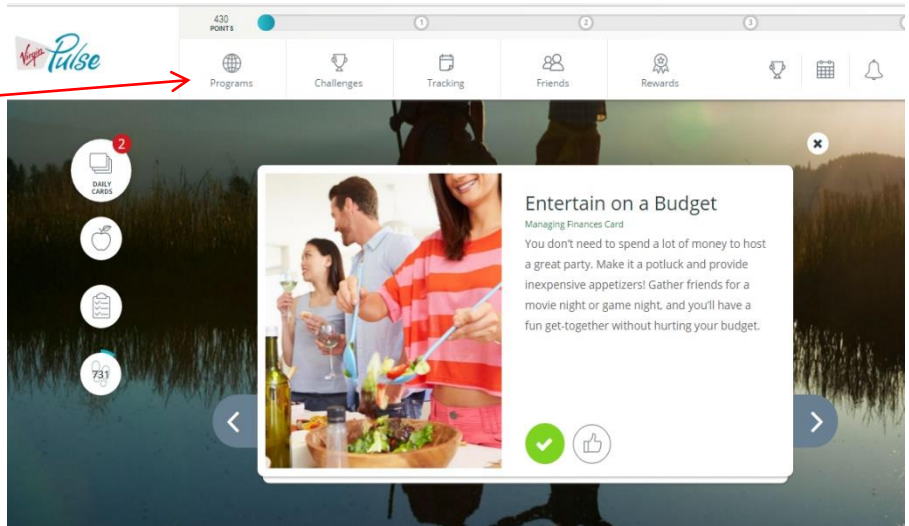
- Your email can be a work or personal email. This will serve as your username on Virgin Pulse, as well as your recovery email for password resets, so make sure you have access to this address!
- Your password must be at least 8 characters, and have at least one upper case letter, one lower case letter, one number, and one special character.

### If Virgin Pulse asks for your employee ID number:

BCBSRI members – your employee ID number is your 12 digit BCBSRI member ID (i.e. PVC123456789). Spouses who have BCBSRI coverage should put your 12 digit BCBSRI member ID, and add an “s” to the end (i.e. PVC123456789s)

The **Health Assessment** is a quick (10-15 minute) survey on your lifestyle habits. It includes topics on nutrition, physical activity, stress, and more. After the completion of the assessment, you will receive a report illustrating your health risks, and suggestions on improving those risks. The Health Assessment is completely confidential. The City of Providence does not receive your individual responses.

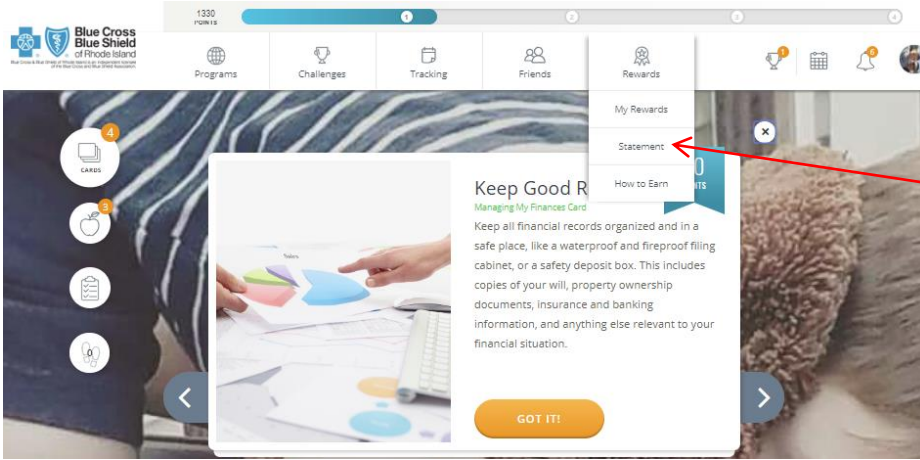
To access the Health Assessment, click on the “Programs” Tab.



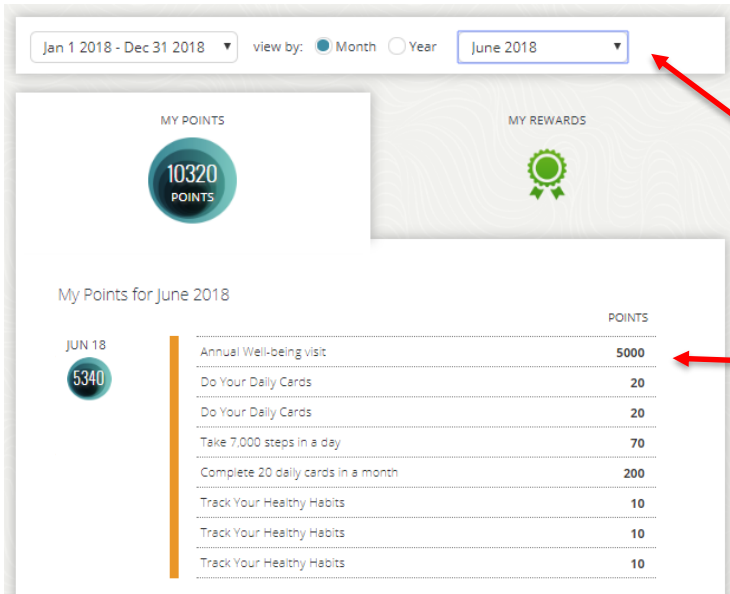
Scroll down until you see “The Virgin Pulse Health Assessment”, and click the “Start Now” button.

For technical support, please contact customer support at 888-671-9395 or send an e-mail to [support@virginpulse.com](mailto:support@virginpulse.com).

**Annual Medical Well Visits and Dental Cleanings/Exams** are recommended to ensure you are receiving the appropriate age & gender related screenings, and to maintain good oral health. BCBSRI automatically tracks these visits and uploads them into Virgin Pulse. These visits are usually loaded within 1-3 months of your visit. To see the visit in Virgin Pulse:



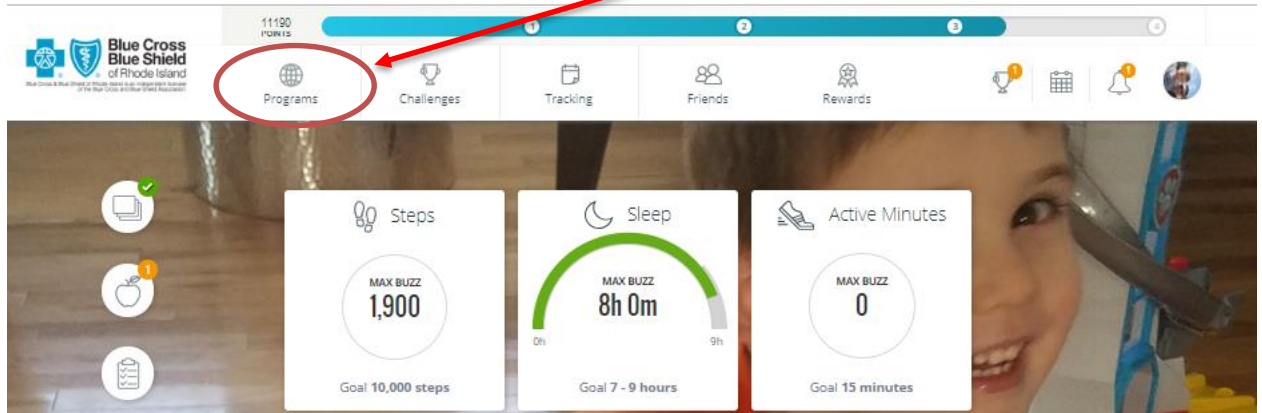
To access the statement, click on the “Rewards” Tab, and select “Statement”.



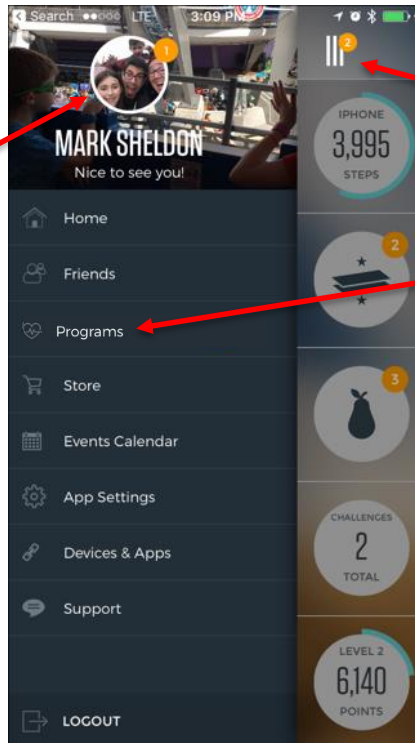
Select the appropriate timeframe. Please note, visits will typically post 1-3 months after your appointment. Scroll down until you see “Annual Well-Being Visit” or “Dental Visit”.

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Other activities that you can complete within Virgin Pulse for your elective activities are the **Nicotine Free Agreement**, and tracking your biometrics (i.e. Blood Pressure, Cholesterol, BMI, Glucose) from your physician. To get to the **Nicotine Free Agreement** or **Physician Tracking Form**, navigate to the programs page.



To access the Nicotine Free Agreement on the mobile APP, click on the profile section (your avatar), and scroll to the bottom of that page.



To access the Programs Page on the app, click on the top left corner, and the menu will appear. Then, click on "Programs".

**Please note, there is a unique identifier on the Physician tracking Form that maps that form to the person downloading it. Therefore, please only use a form you have printed out from your own portal.**

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