

Platform Specific Questions	
Question	Answer
Having trouble finding company or joining the platform	Visit the join URL - <a href="https://join.personifyhealth.com/aetnagetactive">join.personifyhealth.com/aetnagetactive</a> and type in the first 2-3 letters of your company name. Note: Your company name is likely the legal name and not an abbreviation so the first 2-3 letters need to be exact in order for it to work. If you have any issues, please reach out to member services – 1.833.525.5786 or <a href="mailto:aetnagetactive@personifyhealth.com">aetnagetactive@personifyhealth.com</a>
After I create my account, when will I receive my confirmation email?	You should receive it within a few minutes from signing up. Check SPAM/junk file if you do not receive it. Can also reach out to member services for assistance - 1.833.525.5786 or <a href="mailto:aetnagetactive@personifyhealth.com">aetnagetactive@personifyhealth.com</a>
Can I connect my Fitbit to the platform?	Yes, navigate to add device from the my profile tab (under your picture in the upper right hand corner). It will walk you through steps to sync your device. Note: You will need to log into your fitbit account so have that account information available. If you run into an issue with syncing your device please contact member services - 1.833.525.5786 or <a href="mailto:aetnagetactive@personifyhealth.com">aetnagetactive@personifyhealth.com</a> .
Can I log swimming as an activity?	Yes, the system has a step conversion calculated for that activity. You could also wear a polar or Garmin heart monitor device to track automatically. You can find the various exercises under tracking -> stats then scrolling down to "workouts" to select a specific exercise that will convert to steps.
Can you enter multiple daily activities and steps in one day?	Yes, you can enter as many in a day as you would like. Note: there is a 30,000 steps/day limit for the challenge though your personal account will show all steps taken in a day
I entered the wrong amount of steps into my account, can I edit?	You would need to contact members services to edit - 1.833.525.5786 or <a href="mailto:aetnagetactive@personifyhealth.com">aetnagetactive@personifyhealth.com</a>
Will manually entered steps and device tracked steps show?	Yes, both will totaled and shown in your account
Where do the trophies show up?	Trophies are virtual badges that you earn through the platform. To view your trophies you can log in, mouse over your profile picture in the upper right-hand corner then select "trophy case" in the dropdown menu to view.
How far back can you enter previous days?	You can enter as far back as the start of the challenge but we recommend entering data on a weekly basis for accuracy.

How do I record an activity like CrossFit or Zumba?	You can select a similar activity like “bodybuilding”, “Group exercise class” or “circuit training”.
If you have your Apple Watch synced, do you still have to log activities like yoga?	The system would only register actual steps taking so if you would like to capture your activity from other activity we would recommend logging that in as a separate activity on the site. NOTE: For the Apple Watch specifically, it has to be synced using our mobile app, you will not be able to sync through the desktop application. Instructions on this are noted on the site.
Can your profile be viewed by others?	Yes, it can be viewed by other members that you have accepted as “friend”. If you do not want to share, you would simply not fill out the profile fields.
The privacy policy seem to be a bit intrusive... can you clarify?	The privacy policy states that we will not share your information to your employer. However, administrative information such as if you enrolled in the platform can be shared. We would not share any Personal Health Information (PHI) with anyone including your employer.
Should you remove your pedometer if you are converting exercise to steps?	We would not recommend removing your pedometer since it will be the most accurate for tracking steps.
Website says that device is not recognized but the device says it has allowed it already?	If you run into an issue with syncing your device please contact member services - 1.833.525.5786 or aetnagetactive@personifyhealth.com. NOTE: if you are syncing a Fitbit you will need to allow access to all data transfers (ex. sleep etc) in order for it to sync correctly.
Can personal information like weight be kept private so others do not see in your profile?	Yes, only your friends will be able to see your profile and only certain elements of it are shared. Your friends will be able to see your work information – title, dept and location as well as your “about me” section, other friends and devices you have connected.
Is it OK to adjust steps when the steps showing are different than what your tracking device states?	If you have successfully synced a device and it’s not showing the correct number of steps on the platform you would first want to refresh your device. You can do this by opening your Fitbit app for example and syncing then opening the Virgin Pulse platform to sync the two. You will need to periodically since your device this way to keep it tracking correctly. If they are still not correct you can manually adjust as needed or contact member services to troubleshoot the issue further - 1.833.525.5786 or aetnagetactive@personifyhealth.com.
Can you utilize a tracking device that is not integrated with	Yes you can, you would need to manual enter your steps from the device onto the site.

the system (not shown on device page)?	
Is there a mobile app?	Yes, we have a desktop application as well as a mobile app available for both iPhones and Android devices that you can download. Simply visit the app store or google play and search for “Personify Health”. This can also allow you to track your steps via your mobile phone.
If I was enrolled in the challenge back in August, would I need to re-enroll?	Yes, the Aetna Get Activity platform has changed so you would need to enroll in the new platform. You can visit <a href="https://join.virginpulse.com/aetnagetactive/">https://join.virginpulse.com/aetnagetactive/</a> and search for the first 2-3 letters of your company to sign up. Then once you are enrolled on the platform you can then register for the challenge.
Can I enter manual steps and how often?	Yes, you can if you select Tracking and then stats. You will then see an orange plus sign to “log steps”. You can enter steps as often as you would like including multiple times a day. Note for challenges there is a 30,000 step limit so you may enter more steps than that in a day but only 30,000 will count for that day in the challenge.
Can information be shared with my primary doctor?	We will not be sharing the information with anyone but you can certainly take the information to your doctor to share on your own.
How do employees without a company email address participate?	When companies are added to the system we can set them up to allow only work emails or both work and personal emails. If you have questions about how your company was set up you can reach out to your account manager or wellness coordinator.
Can you only invite friends who have registered on the site?	It is up to the individual member who you choose to invite. They have to be 16 years or older and do not need to be on the Aetna medical plan. When you invite them they will have the opportunity to then register to access the site.
If a plan sponsor has setup locations where do you select/enter that information in the setup process?	You will be prompted to select your work location when you create an account. You can also enter it under your “my profile” if you are not prompted to select when registering.
Is there a time delay between entering step data and when it’s displayed?	No, when you enter your steps manually they will automatically appear on the site. If you are using a tracking device those should automatically update on the site as well. If you find your device has a different number than the platform, try updating your device app first then log into the platform to refresh.

<p>How do we track other metrics like cholesterol or glucose for example?</p>	<p>Other metrics such as blood pressure, cholesterol or glucose can be tracked manually on the tracking stats page (you will need to scroll down)</p>
<p>Is there a link available from homebridge website?</p>	<p>Homebridge associates should contact their admin to access.</p>
<p>Do we need to have the Personify Health app or can we simply use the website on desktop and still have devices sync?</p>	<p>You do not need to have the Personify Health app to sync with your device, most can be done through the desktop application. If you have an Apple Watch you will need to sync through the app.</p>