

## **Virgin Pulse IT Requirements**

## Internet Access

Virgin Pulse is primarily an online program. Members who enroll are provided with access to their own password-protected Virgin Pulse account. This allows the user to log and track their activity, monitor their latest readings and spend their rewards cash. Using the Virgin Pulse web and mobile applications is a key part of participating in the program. If there are any issues expected with allowing users to access the website, please inform your Implementation Manager.

## Device & OS Support

Minimum device and OS versions required to successfully interact with the Virgin Pulse platform are detailed in the tables below.

DESKTOP	
<b>Windows 7 and above</b>	<b>MAC OS 10.6 and above</b>

MOBILE	
<b>iOS 9.3 and above</b>	<b>Android 4.4.2 and above</b>

## Browser Support

As part of the development cycle, the Virgin Pulse QA team tests the application against multiple web browsers to ensure positive user experience for visitors to the web portal. The following is a list of web browsers that are currently supported by Virgin Pulse.

Desktop
Internet Explorer 11 Google Chrome (latest version)

**Please note: The Virgin Pulse websites do not support viewing in "Compatibility Mode".**

## Max Activity Tracker Software Compatibility Information

Virgin Pulse's Sync software retrieves the Max device recorded activity data and uploads it to backend data servers through the Internet for data processing and display. Virgin Pulse Sync also performs maintenance on the Max, such as synchronizing the internal clock and user preferences with the backend server settings.

### Network Requirements

Virgin Pulse Sync software requires an Internet connection in order to upload the Max recorded activity data. Virgin Pulse Sync does not automatically dial or establish any network connection, or create any new network connections.

Virgin Pulse Sync requires the ability to perform HTTPS GET/PUT/POST calls through standard port 443 to [api.virginhealthmiles.com](https://api.virginhealthmiles.com) and receive HTTP request responses. All responses are in JSON format.

In the event that specific URLs need to be whitelisted by a client's IT department to allow the Max Activity Tracker to communicate with the Virgin Pulse platform, the required list of URLs is below:

<https://api.virginhealthmiles.com/devices/>  
<https://api.virginhealthmiles.com/devices/content/Content/>  
<https://api.virginhealthmiles.com/devices/auth/DeviceTokens/>  
<https://api.virginhealthmiles.com/devices/homedevice/registrations/>  
<https://api.virginhealthmiles.com/devices/homedevice/sync/>  
<https://api.virginhealthmiles.com/devices/homedevice/settings/>  
<https://api.virginhealthmiles.com/devices/homedevice/config/Ack/>  
<https://api.virginhealthmiles.com/devices/updates/fw/qz3/>  
<https://api.virginhealthmiles.com/devices/homedevice/errors/>

Occasionally, Virgin Pulse will make firmware updates available for the Max device. These firmware updates will be called by the Virgin Pulse Sync application via a GetBytes call to the Virgin Pulse application. Please ensure that your firewalls and proxies permit GetBytes calls from user machines.

### Installation, Upgrade and Removal

The Virgin Pulse Sync software for PC is an MSI setup file. Once downloaded and executed, Virgin Pulse Sync will perform a check to verify that there is not an older or newer version installed on the user's computer.

The Virgin Pulse Sync software for Mac OS is a PKG setup file. Once downloaded and executed, Virgin Pulse Sync will perform a check to verify that there is not an older or newer version installed on the user's computer.

PC and Mac users can download the software from <https://member.virginpulse.com/software>. The PC MSI file provides the ability to centrally push the Virgin Pulse Sync software out to your user machines.

The Mac PKG file does **not** provide ability to centrally push the Virgin Pulse Sync software out to your user machines.

If it's a first time install, Virgin Pulse Sync for PC will create a directory named "Virgin Pulse\Virgin Pulse Sync" under the Windows default Program Files directory. In addition, it will place a shortcut on the user's Windows Desktop, as well as in the Windows default "Start Up" folder to ensure that the Virgin Pulse Sync software is executed on startup.

The Virgin Pulse Sync for Mac OS will self-install the app in the Mac default Application folder. The default installation will be set to auto-start to ensure that the Virgin Pulse Sync software is executed on startup.

## Virgin Pulse Domain List

To allow communication with the Virgin Pulse platform, access must be granted to the following domains:

CORE / REQUIRED	
URL	USAGE
www.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
virginpulse.com	<b>CORE</b> Virgin Pulse Marketing Site
app.member.virginpulse.com	<b>CORE</b> Virgin Pulse Member App
member.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
iam.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
iam.app.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
join.virginpulse.com	<b>CORE</b> Client Specific Enrollment Links
enroll.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
ww3.virginpulse.com	<b>CORE</b> Cloud Flare CDN
api.member.virginpulse.com	<b>CORE</b> API Services
api.virginpulse.com	<b>CORE</b> API Services
engage.virginpulse.com	<b>CORE</b> Marketing / Promotion Tracking
activity.virginpulse.com	<b>CORE</b> Marketing / Promotion Tracking
static.virginpulse.com	<b>CORE</b> Virgin Pulse Content Delivery
file.virginpulse.com	<b>CORE</b> Virgin Pulse Content Delivery
support.virginpulse.com	<b>CORE</b> User Support Portal
virginpulse.zendesk.com	<b>CORE</b> User Support Portal

cdn.virginpulse.com	<b>CORE</b> Virgin Pulse Content Delivery
media.virginpulse.com	<b>CORE</b> Video Content
auth1.virginhealthmiles.com	<b>CORE</b> Activity Tracker Upload Service
api.virginhealthmiles.com	<b>CORE</b> API Services
www.google-analytics.com	<b>CORE</b> Visitor Analytics
web.localytics.com	<b>CORE</b> Visitor Analytics
d1v0xlhzqidtru.cloudfront.net	<b>CORE</b> Website Content Delivery
www.google.com	<b>CORE</b> Mapping / Charting API Services
ajax.googleapis.com	<b>CORE</b> Charting Tools
fonts.googleapis.com	<b>CORE</b> CSS / Font Tools
fonts.gstatic.com	<b>CORE</b> CSS / Font Tools
ws.pusher.com	<b>CORE</b> Dynamic Notification Web Service
js.pusher.com	<b>CORE</b> Dynamic Notifications Java Script
s-agent.newrelic.com	<b>CORE</b> Site Performance Monitoring
beacon-5.newrelic.com	<b>CORE</b> Site Performance Monitoring
ajax.cloudflare.com	<b>CORE</b> DDoS Protection / Content Delivery Service
cdnjs.cloudflare.com	<b>CORE</b> DDoS Protection / Content Delivery Service

EU SPECIFIC URLS	
URL	USAGE
portal.virginpulse.eu	<b>REQUIRED IF CONNECTING TO VP (HTTPS)</b> Manual Eligibility File Delivery

data.virginpulse.eu	<b>REQUIRED IF CONNECTING TO VP (SFTP)</b> Manual / Automated Eligibility File Delivery
enroll.virginpulse.eu	<b>REQUIRED IF USING EU ENROLLMENT</b> Member Enrollment Links

<b>EXTENDED FUNCTIONALITY</b>	
<b>URL</b>	<b>USAGE</b>
dialog.filepicker.io	<b>REQUIRED IF REWARDING FOR USER PROFILE IMAGE UPLOAD</b>
www.awardhq.com	<b>REQUIRED IF USING</b> Online US Rewards Store
rewards.rewardsstudio.com	<b>REQUIRED IF USING</b> Online International Rewards Store
my.questforhealth.com	<b>REQUIRED IF USING</b> Online Biometric Screening Registration
playerserver.walkme.com	<b>REQUIRED IF USING TRANSITIONAL PLATFORM</b> Online Tutorial Tool
s3.maketutorial.com	<b>REQUIRED IF USING TRANSITIONAL</b> Online Tutorial Tool
d3sbxpiag177w8.cloudfront.net	<b>REQUIRED IF USING TRANSITIONAL</b> Online Tutorial Tool
d3b3ehuo35wzeh.cloudfront.net	<b>REQUIRED IF USING TRANSITIONAL</b> Online Tutorial Tool
api.azumio.default.azumio.com.appspot.com	<b>REQUIRED IF USING SLEEP TRACKING</b> Sleep Timing App Integration
itunes.apple.com	<b>REQUIRED IF ALLOWING EMPLOYEES TO CLICK APP STORE LINK WITHIN VIRGIN PULSE DEVICES PAGE</b>
play.google.com	<b>REQUIRED IF ALLOWING EMPLOYEES TO CLICK GOOGLE PLAY LINK WITHIN VIRGIN PULSE DEVICES PAGE</b>
www.userzoom.com	<b>REQUIRED IF RECEIVING ENGAGEMENT COMMUNICATIONS</b> User Feedback Tool
*.surveymonkey.com	<b>REQUIRED IF RECEIVING ENGAGEMENT COMMUNICATIONS</b> Survey Tool
data.virginpulse.com	<b>REQUIRED IF CONNECTING TO VP (SFTP)</b> Eligibility File Delivery
portal.virginpulse.com	<b>REQUIRED IF CONNECTING TO VP (HTTPS)</b> Eligibility File Delivery
virginpulse-ss.domo.com	<b>REQUIRED IF USING</b> HR Reporting Tool (aggregated data)

survey.virginpulse.com	<b>REQUIRED IF USING</b> Employee Survey Functionality
authenticate.virginpulse.com	<b>REQUIRED IF USING</b> SSO Authentication Service
authenticate.virginhealthmiles.com	<b>REQUIRED IF USING</b> SSO Authentication Service
sleep.virginpulse.com	<b>REQUIRED IF USING</b> Sleep Tracking Platform
champions.virginpulse.com	<b>REQUIRED IF USING</b> Documentation and Member Facing Materials (for HR teams)

<b>PLANNED FOR USE DURING 2017/2018</b>	
<b>URL</b>	<b>USAGE</b>
login.virginpulse.com	TBC
auth.virignpulse.com	TBC
oauth.virginpulse.com	TBC
blog.virginpulse.com	TBC
images.virginpulse.com	TBC
ecommerce.virginpulse.com	TBC
partners.virginpulse.com	TBC
marketplace.virginpulse.com	TBC
apps.virginpulse.com	TBC
kb.virginpulse.com	TBC
connect.virginpulse.com	TBC
report.virginpulse.com	TBC
us.virginpulse.com	TBC
ask.virginpulse.com	TBC



content.virginpulse.com	TBC
file1.virginpulse.com	TBC
file2.virginpulse.com	TBC
marketing.virginpulse.com	TBC
developer.virginpulse.com	TBC
community.virginpulse.com	TBC

### Activity Partner Specific Domains / URL's

URL	USAGE
*.runkeeper.com/apps/authorize	Runkeeper Integration
www.fitbit.com	Fitbit Collaboration
api.fitbit.com	Connectivity to FitBit
api.misfitwearables.com	Connectivity to MisFit Shine
api.myfitnesspal.com	My Fitness Pal Integration
myfitnesspal.com	My Fitness Pal Integration
api.moves-app.com	Moves App Integration
www.moves-app.com	Moves App Integration
api-azumio-dot-default-dot-azumio-com.appspot.com	Sleep Timing App Integration

### Biometric Screening Specific Domains / URL's

URL	USAGE
eforms.wcs-wellconnect.com	WCS Screening Integration
services.escreen.com	WCS Screening Integration
www.labcorp.com	WCS Screening Integration
www.ultalabtests.com	WCS Screening Integration

### Coaching Specific Domains / URL's

URL	USAGE
portal.selfhelpworks.com	SelfHelpWorks Coaching Integration
www.selfhelpworks.com	SelfHelpWorks Coaching Integration

www.wcshealthcoaching.com	WCS Coaching Services
connect.whil.com	Whil Mindfulness Training
www.whil.com	Whil Mindfulness Training
whilconcepts.zendesk.com	Whil Mindfulness Training

## Financial Wellness Specific Domains / URL's

URL	USAGE
www.moneyhabits.co	Mercer Financial Wellness Integration
www.mercerfinancialwellness.com	Mercer Financial Wellness Integration
api.plaid.com	Mercer Financial Wellness Integration
cdn.plaid.com	Mercer Financial Wellness Integration
ecsapi.experianinteractive.com	Mercer Financial Wellness Integration
www.avant.com	Mercer Financial Wellness Integration
commonbond.co	Mercer Financial Wellness Integration
mercer.mysecureadvantage.com	Mercer Financial Wellness Integration
retiretransamerica.com	Mercer Financial Wellness Integration
sigfig.com	Mercer Financial Wellness Integration

## Info Tech HRA Specific Domains / URL's

URL	USAGE
*.wellnesscheckpoint.com	HRA Integration

## Nutrition Specific Domains / URL's

URL	USAGE
*.zipongo.com	Nutrition Integration
blog.zipongo.com	Nutrition Integration
go.zipongo.com	Nutrition Integration
d1hm90tax3m3th.cloudfront.net	Nutrition Integration
dusvge63u454z.cloudfront.net	Nutrition Integration
go.zipongo.com	Nutrition Integration
gravatar.com	Nutrition Integration

groceryserver.com	Nutrition Integration
hello.myfonts.net	Nutrition Integration
images.groceryserver.com	Nutrition Integration
s3.amazonaws.com	Nutrition Integration
static.zipongo.com	Nutrition Integration
virginpulse.zipongo.com	Nutrition Integration
zapi.zipongo.com	Nutrition Integration
zipongo.zendesk.com	Nutrition Integration

### Wellsource HRA Specific Domains / URL's

URL	USAGE
w4.wellsuite.com	HRA Integration
www.wellsource.com	HRA Integration
virginpulse.iv.wellsuite.com	HRA Integration

## Email Correspondence

### a. HTML Email Format

Virgin Pulse communicates to its members primarily through email, which will be in HTML format by default. HTML format for emails allows a richer user experience through more design and functionality available than plain text or rich text emails. If your organization does not support HTML emails, please let your Implementation Manager know that you need to receive plain text emails.

### b. SPAM Filters

With the recent up rise in SPAM, an increasing number of organizations are introducing filters at email gateways to help block unwanted or suspicious content.

Due to the use of the word *Virgin* in Virgin Pulse email addresses, some of these filters and gateways will block emails to and from Virgin Pulse servers. This can be a stumbling block for communications as members of the program may miss important emails, and support or information requests from members may not reach Virgin Pulse.

Virgin Pulse uses Sendgrid to send member email communications. To ensure your organization can accept emails from these companies on behalf of Virgin Pulse, please ensure the email sending domains and IP addresses below are whitelisted.

If you envisage a problem with emails flowing through your email gateway, please inform your Implementation Manager to ensure that provisions can be made in order to avoid email communications being restricted. The domains that should be allowed to email through to your machines are listed in the following table.

### Corporate Communications

Exchange 365	
<b>Sending Domains</b>	<b>virginpulse.com</b>
<b>Outbound Server</b>	<b>*.messaging.microsoft.com</b>

Secure Mail (ZIX)	
<b>Sending Domains</b>	<b>securemail.virginpulse.com</b>
<b>Outbound Server</b>	<b>199.30.236.169</b>

Zendesk	
<b>Sending Domains</b>	<b>virginpulse.zendesk.com</b>
<b>Outbound Server IP Ranges</b>	<b>192.161.144.0/20</b> <b>185.12.80.0/22</b> <b>96.46.150.192/27</b>

	<b>174.137.46.0/24</b> <b>188.172.128.0/20</b> <b>216.198.0.0/18</b>
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<b>System Generated Member Notifications</b>	<b>Sendgrid</b>
<b>Sending Server</b>	<b>o1.mail01.virginpulse.com</b> <b>mail01.virginpulse.com</b>
<b>Sending IP Addresses</b>	<b>50.31.49.41</b> <b>50.31.34.107</b> <b>74.63.231.250</b> <b>167.89.50.248</b>

## Wireless iPad Health Station (BTLE)

The Wireless iPad Health Station (BTLE) uses the Bluetooth Low Energy protocol to communicate, is lightweight and portable. As is the case with all Health Stations, the iPad used will need an Internet connection provided by the client.

The following is a list of prerequisites for using the Wireless iPad Health Station (BTLE):

- Health Station Admin Account
- Desk with sufficient space (see hardware specs below)
- Fixed structure or large object to secure cable
- Corporate iTunes Account to facilitate app download

Members will log in to the Virgin Pulse Health Station application using their Virgin Pulse account. Once logged in, the user can choose to measure their weight, blood pressure, or even sync their Max device.

The scale is used to measure weight and calculate body mass index (BMI). The cuff is used to measure blood pressure.

System requirements: Virgin Pulse iPad application, Apple iPad, high-speed Internet connection, and one standard electrical outlet.

Virgin Pulse recommends that the devices be no more than 5 feet (1.5 meters) apart.

### Hardware Specs:

#### iPad:

- Model: Any running iOS 8 and above (Wi-Fi) 16GB
- Height: 9.50 inches, Width: 7.31 inches, Depth: 0.37 inch
- Weight: 1.44 lbs

#### Blood Pressure Cuff:

- Model: UA-651BLE
- Dimensions 5.12" (W) x 4" (D) x 7.64" (H)
- Power supply 4 x 1.5V batteries (R6P, LR6 or AA) or AC adapter (TB:233 - sold separately)
- Wireless communication VZ (MURATA Manufacturing Co.Ltd.) Bluetooth Ver. 4.0LE BLP

#### Scale:

- Model: UC-352BLE
- Dimensions 11.8" (W) x 11.8" (D) x 1.2" (H)
- Weight 4.7 lb (2.1kg) (including batteries)
- Capacity 450 lb/200 kg
- Wireless communication VZ (MURATA Manufacturing Co.Ltd.) Bluetooth Ver.4.0LE
- Power source Four AAA size alkaline batteries

## Tethered Health Station (THS)

The Tethered Health Station uses the AX-K03057-200 cable to communicate, and is lightweight and portable. As is the case with all Health Stations, the Tethered Health Station will need an Internet connection provided by the client.

The following is a list of prerequisites for using the Tethered Health Station (THS):

- Windows 7 (64-bit version)
- .NET 4 framework installed
- Internet Explorer 11
- Accepting Cookies must be enabled
- Temporary Internet Files should not be cleared
- Fixed structure or large object to secure cable

In addition to the above, your firewall or proxy will need to be configured to allow the download of ".application" files. The full URL of the Health Station application that will be downloaded to the Health Station is <https://member.virginpulse.com/HZClickOnce/HealthZoneSync.application>.

Members will log in to the Virgin Pulse member portal using their Virgin Pulse account. Once logged in, the user can choose to measure their weight or blood pressure.

The scale is used to measure weight and calculate body mass index (BMI). The cuff is used to measure blood pressure.

### System Requirements

PC / Laptop must be signed-in with Administrative Rights during install, Windows 7(64-bit only), 2GB Ram, 1024 x 768 minimum screen resolution, Internet Explorer 9 or higher, minimum of 2 USB ports available, high speed internet connection and one standard electrical outlet. Virgin Pulse recommends that the devices be no more than 5 feet (1.5 meters) apart.

### Hardware Specs:

#### Blood Pressure Cuff:

- Model: UA-789PC
- Dimensions: 4.4" (L) x 6.4" (W) x 2.4" (H) (112 x 163 x 62 mm)
- Weight: 12.3 oz (350 g) without batteries
- Power Source: Four type AA alkaline batteries (1.5 volt) or 120V AC Adapter (TB-235) **(batteries not included)**

#### Scale:

- Model: UC-321PL
- Dimensions: 12.3" (L) x 12.6" (W) x 1.4" (H) (312 mm x 320 mm x 36 mm)
- Weight: Approx. 4.85 lb (2.2 kg)
- Capacity: 450 lb (200 kg)
- Power Four type AA batteries (batteries included)

## Changes In This Version

### ADDED

- Page 5: Virgin Pulse Domain List

iam.app.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
enroll.virginpulse.com	<b>CORE</b> Virgin Pulse Member Site
media.virginpulse.com	<b>CORE</b> Video Content

- Page 9: Biometric Screening Specific Domains / URL's

### **Biometric Screening Specific Domains / URL's**

URL	USAGE
eforms.wcs-wellconnect.com	WCS Screening Integration
services.escreen.com	WCS Screening Integration
www.labcorp.com	WCS Screening Integration
www.ultalabtests.com	WCS Screening Integration

- Pages 10: Financial Wellness Specific Domains / URL's

### **Financial Wellness Specific Domains / URL's**

URL	USAGE
www.moneyhabits.co	Mercer Financial Wellness Integration
www.mercerfinancialwellness.com	Mercer Financial Wellness Integration
api.plaid.com	Mercer Financial Wellness Integration
cdn.plaid.com	Mercer Financial Wellness Integration
ecsapi.experianinteractive.com	Mercer Financial Wellness Integration
www.avant.com	Mercer Financial Wellness Integration
commonbond.co	Mercer Financial Wellness Integration
mercerc.mysecureadvantage.com	Mercer Financial Wellness Integration
retiretransamerica.com	Mercer Financial Wellness Integration
sigfig.com	Mercer Financial Wellness Integration

- Page 10: Added WCS and Whil Mindfulness Training to Coaching Specific Domain / URL's



www.wcshealthcoaching.com	WCS Coaching Services
connect.whil.com	Whil Mindfulness Training
www.whil.com	Whil Mindfulness Training
whilconcepts.zendesk.com	Whil Mindfulness Training

## CHANGED

- Page 2: Browser Support, Internet Explorer 9 and higher changed to Internet Explorer 11
- Page 2: Mobile, iOS 11.0 and Android 6.0 changed to iOS 9.3 and Android 4.4.2
- Page 14: Wireless iPad Health Station, Hardware Specs for iPad, Model changed from iPad 4<sup>th</sup> Generation to Any running iOS 8 and above
- Page 15: Tethered Health Station prerequisites, "Internet Explorer 9" changed to "Internet Explorer 11"

## REMOVED

- Virgin Pulse Domain List

secure.eloqua.com	<b>CORE</b> Engagement Media Content Delivery
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- Extended Functionality

ftp.virginpulse.com	<b>REQUIRED IF CONNECTING TO VP (FTP)</b> Eligibility File Delivery
clarity.virginpulse.com	<b>REQUIRED IF USING</b> Goal Setting Platform

- Optional section

OPTIONAL	
URL	USAGE
api.bizographics.com	<b>OPTIONAL</b> Marketing Analytics
sjs.bizographics.com	<b>OPTIONAL</b> Marketing Analytics
lct.salesforce.com	<b>OPTIONAL</b> Feedback Forms
secure.adnxs.com	<b>OPTIONAL</b> Marketing Site Content Delivery
api.filepicker.io	<b>OPTIONAL</b> User Profile Upload

- Coaching Specific Domains / URL's

virginhealthmiles.vielifeonline.com	VieLife Coaching Integration
sso.vielifeonline.com	VieLife Coaching Integration

- Nutrition Specific Domains / URL's

log.pinterest.com	Nutrition Integration
myfonts.net	Nutrition Integration
pinterest.com	Nutrition Integration