## Aetna Get Active<sup>SM\*</sup> Administrator support resources

**Dedicated support line:** You have a dedicated support line at 833-525-5786. Members Services representatives are here to answer your questions from 8am-9pm EST, Monday through Friday.

Email: Prefer email? We've got you covered: aetnagetactive@virginpulse.com Please allow up to 48 hours for a response.

**Communications Portal:** Looking for marketing materials to share with your employees, FAQs, or recorded webinars? Please visit the Communications Portal: https://landing.virginpulse.com/marketing-resources-page-aetna-frontpage/

Client Admin Support Portal: Are you a Client Administrator in need of additional assistance with access to reporting, uploading a logo, or adding locations within your company? Please access the Admin Support Portal, under "Admin Access", from the Communications Portal: https://landing.virginpulse.com/marketing-resources-pageaetna-frontpage/

## Click "Admin Access"

3. Choose the appropriate topic from the dropdown and click "Submit" ~ What Can We Help You With? -2<sub>A</sub> Please select ... Please select... Admin Access Add My Company Logo Change/Update My Company Locations General Question(s) **Client Admin Support Portal** 2. Fill out the online form Request Reporting Access Please enter your information below so that we can verify your credentials as an Administrator, as well as reach out to you with any **Request Welcome Kits For My Employees Contact Information** Submit Members for Cancellation We will contact you if First Name\* Last Name we need more Email Address\* information. Company Name Please allow up to three business days What Can We Help You With? for a resolution.

\*Aetna Get Active is powered by Virgin Pulse.

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