Alright so to start things off salmon hand it over to Shannon just want to say welcome everybody for our third week and jumping into the platform is learning a bit more about navigating more more more topics across the board so Shannon I'll hand it over to account did close on September 30th virgin pulse is our new platform I am still getting emails every day about this so there is no more red brick they joined forces with Virgin pulse to offer a more robust bonus program for us that better meets the wants and needs a trailer entire population so you must register for this new platform and to do so just go to join. Virginpulse.com city of Tacoma and then if you can wait to the next line perfect on a couple housekeeping items these webinars are being recorded So if for some reason you have to leave a little bit early today MLB make I'll make sure to share this recording with you once it's available and you need to submit a verification form in order to earn 250 points for each of these presentations and the reason is that we are not requiring you to register for these therefore we have no way of capturing everybody that's in Independence so this verifications are important with that's what I do want to clear up some confusion when it comes to the verification is throwing people off so this is my verbal confirmation that you do need to submit a verification form and you should know by the emails that I've been responding back to you went when you used to make things that were working on the creation of smart for him and he's smart forms will simplify the process for both your cells and also for for me and my team I'm going to come to capturing Pepe's and it's going to be a very quick form for you to fill out and you will need to do it whether you attend a live or recorded presentation and I'll make sure that everybody has the information they need as soon as I'm smart forms are available but in the meantime please continue Smitty's of their vacation and we'll make sure you save questions until the end of Peggy will likely answer some of your questions along the way and if you happen to miss some of the previous and presentation will be happy to address that at the end of this weapon are now with that we're at presentation three and four of our Series so we just have one more upcoming presentation and that will be on October 27th from 1:30 to 2:30 p.m. and this will review how to personalize your profile and the settings and how do you lies the support page and chat function on but that's all I have for now tidy to share what she's going to discuss today with you all perfect thanks Shannon so I'm just going to quickly switch over my share to our login page so I can hopefully all of you are logged into your account and if not he should have received an email that will give you a link to come to your landing page to register for the platform so this is what your login page will look like I'm going to go ahead and log in here hey Peggy if I can interrupt really quick I apparently wasn't very clear with these are very unique times you do not have to physically sign your form in order to turn it into me they are fillable form on the ones and I'm sending in the email or fillable the ones that are on the website when you log into you your computer should be syllable to so all you have to do is type in that you attended your feedback and email it to Wellness at city of Tacoma. Org and we will get those plates at it for you now I'm having it back over sorry about that no worries good for clarification always alright so this screen is just a reminder that I have not yet completed my health check for my health assessment on that Compass assessments if you are I'm just being familiar with that so just a quick way to jump in and do that if you haven't done so yet again just a reminder that this is recommended to be completed as your first thing right into the platform for the sake of the personalized experience and I'm just being able to have the pot for like bring up different cards are habits that would interest you based off of your answers in this house text so you don't have to complete it all at once like if you didn't have an back and complete it later and again this is our home page so I'm just going to page like I did last week just to show you kind of hear 90 seconds of time that it will take you to come in and read your cards and do your Healthy Habits so again the platform is reminding me that I have yet to complete that house check so it's just another place for me to click Start now am I going to have over to the right here this is a getting active card so I have an interest turned on right now for getting actives so I simply read through this then I select got it it's going to give me 20 points or reading that card that's this little notification up in the right-hand corner and then here's my second car for the day this one's about protecting data again I read through it sometimes you have to scroll a little bit and click got it and I am done with reading my cards for the day so once that is completed I'm going to click over here are my healthy habits and here is where I am tracking the yes or no high so did you start your day with a glass of water yes I did awesome did you walk outside today well I'm in Minnesota and it's snowing so no but just to remind you it's not about trapping yes to every single thing but just to be in here tracking your healthy habits each time you come in I'm coming back to the homepage but that is completing my cards and my healthy habits alright so topics for today we're going to start off with how you can add friends on the platform so right underneath this tab here friends you're just going to click on this first option my friends Chi so this is going to include cuz it might recognize other people who have registered and same people that you may know and you can go ahead and click add friend and friend add friend this is a test user account so that's why they all say tests down here but if you were to receive a friend request from someone else that's what this is so this is just saying that hey I got a friend request and you can press the check mark to say yes or The Exodus say no I know there was a recent question about adding friends knowing that identify friends gives you a reward on the platform you do not have to wait for the other person to accept your friend request in order to earn those points and all you have to do is to send out those friend request so how you do that you can either click this blue plus sign or you can click this one add friends so it's going to suggest some to you just based off of other people that it may recognize but you can also come in here and search right by name so you can type in whoever you're looking for they'll pop up and you just click invite and then that person will receive a notification on their end that will look like this and they're going to click either one of these so that is as simple as it is just to add friends and then once you do have friends in the platform there are just lots of options overall for you to make it more of a social environment to have fun with just either talking steps or seen where you lie on the leaderboards I'm going to show that to you really quick just on the platform here if you did connect a device so that was a part of last week's webinar on the main homepage here this leaderboard if you connect a device you're going to be able to see your steps vs everybody else who your friends with and their steps so it's kind of just a fun way that I mean I know what I come in here and I'm looking I like to look at like where I am compared to other people and I'm like oh like they're just a little bit more how to me like I'm going to go get some more stuff saying I'm going to take the stairs today or something else it's just a fun way to kind of be competitive on a daily basis to see your steps so that's one way friends and kind of come into play the biggest traffic I'm going to show you today are challenges so I'm going to go ahead and click the second tab here sew-in red brick world you are used to having like company challenges come out where you register and it runs for certain amount of time and you participate in the challenge closes those it will still be available and they will come out throughout the year and that's something that my team at virgin pulse plans with Shannon for you guys but you also have the ability on this platform to create two different kinds of challenges whenever you would like to so I'm going to go ahead and click on this create challenge button and here are the two different categories of challenges that you can create so these first three up here are step challenges so let's just say that you want to have a weekend Rumble all that means is that you want to create a challenge and invite friends to see who takes the most steps throughout the weekend or just to be able to compete in a sentence to see how many steps you can take over the weekend so I'm just go ahead and click that one the really great thing about these step challenges is challenges is that you or that this verbage is already in here for you so you can change it up if you would like to but is already there and you can definitely go ahead and click Start It Up and whenever you start a challenge is going to bring you to this like a challenge page for that so it's going to kind of have that same Burbage sitting right here and if you would have changed put different Burbage and that's where it's going to sit it's a two-day saying Saturday Sunday and this one is telling me that it begins October 24th so whenever you decide to start a weekend Rumble is going to be the upcoming weekend so if I put it in yesterday it's going to be this coming weekend if I put it in this coming Friday at still going to be this weekend I'm so that's how that timeline works and then I want to show you that there are challenge rules Chi so just generally reading through these how the challenge Works validating steps from all connected devices are counted in the scoring right so since hopefully you added some friends on the platform this is where you can add those friends to take part in your challenge so again here is that plus I'm here or invite players either one is going to allow you to your friends will all pop up here once you've liked sent invitations and if they've accepted them they'll show here otherwise you can come right here and search for somebody when you select them or invite them to the challenge they're going to get a notification to take part in this Challenge and it's their choice whether they want to do that or not I'm in one people except that you're going to see all of their names listed underneath you so it'll be like you and then Sarah and John and whoever else it is your or you're all going to be listed right here on this page I'm going to go back to that challenge Tab and as you can see the one that I just created is sitting right here so that's how you come right back into it you'll be able to see over here you can let's just say you had 10 people total in your challenge you're going to go to see what your rank is out of those 10 people died this would say 10 instead of one and still going at it starting this weekend so throughout there'll be like a leaderboard kind of like I showed you on the main homepage will to see how your steps where your steps are at and compared to other people the other type of challenge below here well before I jump down there this one is a weekday step out so this will be Monday to Friday and this is just one day so let's just say I put this one in today it would start tomorrow so it's going to start the day right after so that's how the step challenges work super similar just have to decide whether you want to do one day the weekend Saturday Sunday or Monday to Friday alright the next challenge is down here healthy habit challenges so as you can see there are arrows right and left here unlike the ones up here there's only three options for step challenges we have a lot of healthy habit so we have over 300 of them so if I kept scrolling I would be strolling for quite some time but let's just say as you're going through your I know that I track this habit and I want to make it a challenge Soma click on this one and here's where you can add your own personal message you add to the challenge people to see this message so all about drinking water and starting your day with a glass of water so don't forget to drink water before you start your work day you can put whatever you like in there doesn't have to be long it can be longer than what I wrote we can definitely just have fun with that so I noticed that this one says this starts tomorrow so that's a healthy habit challenges work okay challenge your friends to build this healthy habit and your goal is going to achieve success five out of the seven days so this is a healthy habit challenge high so when I started up it's going to bring me to a challenge page that it created I can invite people to do this with me guy once I invite them they get a notification that's going to work the same way as the other one here are the challenge rules healthy habit challenges run for seven days so what happens with this I'm going to just show you what happens here my healthy habits I am tracking this one currently however is I invited my friend Sarah to also join this healthy habit with me and she wasn't tracking this morning drink healthy habit it would appear on her page on her healthy habits page so that she is going to now track this habit starting tomorrow for the next 7 days along with me hey so just to show you exactly what I mean here I'm going to create another one let's say fit in strength hey someone if they started up again I can add people it's going to bring me to page so this is a healthy habit that I don't have on my list however since I created a challenge out of it when I go to my healthy habits here it is so this is what's going to happen when people join your challenge if you if they are not already tracking that healthy habit is going to become a part of their healthy habits so they're just going to tracking yes or no it's no different than the ones that I came in and did earlier the really cool thing about these kinds of challenges is is that when this challenge is over it's going to give you a little pop up and say would you like to continue tracking this habit if you say yes it's going to stay here, it's no longer going to be a part of the challenge because the challenge is going to be over after 7 days if you decide to say no to that question like you're like it was fun to track for 7 days but I don't really want to track it beyond that and you say no it's going to take this habit out of your Healthy Habits so you'll no longer see this card sitting here awesome so that's just a general overview of Step challenges versus healthy habit challenges and again lots to choose from really really great way to get other people involved and just to have fun like seeing how many steps you can get or any of the healthy habits that you're interested in just making a little bit more of a challenge now with one last thing with healthy habit challenge has any of these ones down here in this huge list you don't have to invite people to be a part of those challenges and you don't have to invite people to be part of these step challenges if you just want to see like hey I want to see how many steps I can get in the weekend or throughout the week or I want to choose one of these healthy habits and do it myself you can definitely do the challenge all by yourself and you don't have to fight anybody it's still going to work the same you're still going to be tracking yes or no for those healthy habit challenges anything is if you create a healthy habit challenge pay so I'm going to go back to my healthy habits here let's just say I am going to run this one's going to start tomorrow and I'm going to do it for 7 days and I decided I wanted to do this one by myself if in like 3 or 4 days I'm like I don't really like this one I know it's a challenge right now but I wanted to lead it you actually cannot delete a healthy habit until the challenges over so I would be able to delete any other of my healthy habits that aren't in challenge mode but since this one 1 are in challenge mode I can't delete them for another 7 days so it's kind of the only catch when it comes to those healthy habits all right I'm going to move on here so I'm going back to my homepage underneath the friends category again I'm going to come down to groups so this is another way that once you do have friends on the platform you can create a group and invite people to so if you are a part of any groups already if you've been in here and kind of just been browsing around and added yourself to any groups or created a group yourself they're all going to show right here underneath my groups maybe want to browse groups and see what's out there so you got a gym stars without a water challenge you can join it hi and maybe you were invited to a group like maybe somebody invited you to a group that they created so that will sit under this category so to create a group I'm going to go ahead and click this blue button here and you can do anything so I'm going to say fun podcast what are you listening to when you go for a walk again this is totally personalized you can do whatever you like in there you can add a photo you can select an image if you want otherwise you can upload one so there's not like a super super great one which is why it's fun to upload when I guess that I'm going to select this one the closest one I think I don't know and then I'm doing podcast so this it's into a category of reducing stress can this is optional you don't have to put it in the category but just kind of fun great then you can choose all that have this group be public or anybody can join or private and that means that only people you can invite can join that group guy so if I decide to make this a private group no one's going to be able to like browse or see that this is an option for a group that they can join in but if I do then they'll be able to see that come and go and create my group hi so here's. Page of what it looks like here's my option to invite others so again looking very similar across the board anytime you come in here to add friends any but he's already your friends lb already sitting here otherwise you can look up anybody and then what's really cool with groups is that there's a messaging feature so right in here like you can type in here the name of the podcast that you're listening to or ask a question or like I don't know you can just continue can you can converse and have a fun way to just socialize around the topic of listening to podcast when you type something in here you just press send and it would basically look like a group chat underneath here and people would be commenting back and forth to each other within this group if you ever wanted to leave a group here's where you can do that if you ever wanted to delete the group if you created it or if you wanted to go back and edit it maybe you wanted to switch this verbage right here to something else you can go back and edit the group alright so now you can see I made that group so it's going to sit right here okay you can make as many groups as you want the more the merrier I guess because once you create groups and if they're public when someone comes in to look at just to browse groups obviously I'm not going to see my podcast one listed here because I just created it but somebody else will be able to see that and then they can join I'm since its public they can join without being invited so that is how groups work and then one last category underneath friends are shout-outs so we have actually utilize this a bunch of Virgin pulse and we really liked it and it looks like Susan Tacoma is already well on their way doing some fun shoutouts so this is just a really great opportunity to recognize a co-worker for something great that they're doing working or how much you appreciate them because of XYZ whatever it is so what you get to do here is Type in their name who you're going to recognize and then there's five different categories here for curiosity 4dr honesty her responsibility for teamwork and then you get to write in here and brag about why they are so awesome notice we do have a character limit here once you're done you'll press shout it out and it will come on down here if you are somebody who gets a shout-out from a co-worker you're going to receive like a notification like so-and-so recognize you for teamwork or honesty whatever it is and then you'll be able to come to this page and see what they run about you but everybody else we will see. Choose which is the really find a way to have fun recognizing your coworkers erase last couple things I want to walk through today so I'm going to go back to the homepage again that's this button up here is always going to bring you back to your homepage there are a couple small icons over here so I'm going to start with this one right in the right the little bell this is like a notification you have a notification KY this one is telling me that I have a friend request sensitive to really quick way to accept or decline that friend request this next one over is the calendar caixa few I just clicked on it like one click on it if there's something going on this week it's going to show up like right here but maybe want to see if there's anything on the calendar that Shannon might be adding for you guys and this is going to bring up a nice big calendar obviously for month-to-month any events are going to be listed are going to be in here but they will also show right on the calendar and calendars are going to include links to different sign up forms or just anything's going on like that information events on the calendar will be like interactive in a sense that you'll be able to click into it read more possibly have the link to register for something in that sport so that is what that looks like and go back to my homepage and then finally this one here this little trophy KY this one if you click on it and notice challenge invites is the first thing and challenge updates is our II as a second thing here so if you like if another friend of yours created a step challenge for this upcoming weekend and they invited you to it you're going to get over there going to be like a little one notification sitting Above This Trophy and it's going to be good once you click on it it's going to be like hey Sarah Smith invited me to a weekend Rumble and you're going to click on that and maybe you want to join in and that's where you will that's just another way that you can join in on the challenge and then this is another quick link to start a challenge or create your own challenge we walk through earlier in this call whether it's a Step Challenge or healthy have a challenge alrighty that is all I have is Forza topics we're going to cover today before I open it to answering questions Shannon or Nicole is there anything that you wanted to add for today nevermind yeah I think that I want to add something in for a question that I've been getting a lot from employees and it's in relation to the cards that are showing up so we selected to promote the city of Tacoma healthy activities which are completion of a certified weight management program participating in a webinar seminar and then getting your annual physical so those are scheduled to show up in your cards I just so happens at the weight management one is the one that was programmed to show up first if you don't want to see that card anymore all you have to do is Click reminder and then never and that card will go away and another one will take its place and that's the same for anything that has a reminder if you would rather not see it anymore eat is click on it you can say where it is something you want to see but just not right at the moment you can slack you know remind me in a week on things like that so just you know take your time Amber that should help to to hopefully it is that at least I've been getting on since you need via email and then another thing Peggy is I think it's important for employees to know what friends can see if they add them as friends because you know our our personal health information is private to us so what is it that they can see within the yep so adding a friend does not mean that your Facebook friend so it's not like they can come to your profile and see everything that you're doing and what you're tracking it's not that at all having friends on the platform is solely for inviting them to take part in challenges to be a part of groups that you created like I've shown you or being able to give them a shout out so there's no way on this platform that I can go and search Sarah Smith and look at her portal so it's just a social way of like like all they're going to see or how many steps that you're taking that you're thinking with your device like on the homepage by scroll down here like if your if you decide to add friends after you've kind of device your friends and their steps will all show up here and they're going to be able to see like your steps but they're not going to look click on your name and come to your portal that's not a thing on this platform at all does that help I think so perfect rate was going up with the chat here all right I'm just trying to see which one is Shannon Nicole haven't yet answered so maybe Shannon and Nicole you have a better grasp on that than I do if you wanted to bring up a question that has not yet been answered just knowing what I've seen different eye pain throughout well there's a question about the health check somebody is seen as green that's playing them to take it again even though they already had taken it I'm not quite sure what what that's referring to I'm wondering if it's when they visit the program's page and a health check is just one of those kind of stagnant things up there I don't know if you want to put a question in Russian don't let me first created had our health checks are they created we have the promotion the card so that you go in and you take the health check first and then along with that we also have an in app and web pop-up that pops up every time and that should go away once you have started the house or have completed it I'm actually checking on that right now internally just to make sure that that's the case and it's not like a few things so I'm checking on that one and I'll follow up but there is a pop-up that will remain that's separate from the card okay and so we're going to figure out how to make that go away yeah well I'm just going to check in to your checking in with our Communications team to see what's configured on the back end whether that will go away once you complete the check or if you have to pick like the x button on that pop up or if you could put like the start button on the pop up because different do different thing I will Circle back on Ellen okay from what I'm reading here looks like we have some questions on tracking sleep I'm just knowing that not everybody likes to wear their device as they're sleeping and just manually been able to manually do that so I'm going to underneath the tracking option and stats page so this is where I can log my steps if I and not wearing a device to put them in there any workouts that I want to add active minutes and down here I'm pretty sure can we track sleep Nicole manually let me be happy cuz this is where I thought I would go for that but am I wrong since there's no plus button to add that in so what you would use go to the guide program page or tracking it go to sleep so then I went tracking down to sleep guide and I'm pressing the plus button here to enter in my sleep manually quick question additional tip on that if you go to the healthy habit screen it will give you each item as a one-stop-shop to scroll through and Rapid entry of your items so you can enter sleep track your mood steps your workout stairs some good catch I'm just a couple here to look like having issues syncing devices to the new platform right on the device page I'm going to go that underneath your I got to lose my chat underneath your profile picture here devices and apps sometimes it might feel like you can go directly like if you have a Garmin or apple Health make sure that your your act like go into your notification or your life settings for like apple house if you have an Apple Watch and make sure that they're turned on till I can order to sing Nicole you describe this little bit better than I just did last week for like that portion of things like going into the settings what did you say last week yeah so if you have alcohol if you want to make sure that you go into your Apple Health app and you are you have permissions turned on for Virgin pulse so that we can actually sync up with your app do you need to go there in order to allow if you do have additional issues with connecting a device like definitely feel free to give us a call and people can help you are a customer service team can help you walk through that or is it at or near to where you're actually able to see a couple of different questions regarding thinking good call yeah so this is something I'll be going over next week but this chat feature on the right literally just pops up a live chat for you to ask questions with somebody on the other end and the support page it brings up a whole another Tab and I'm going to go through it next week but there's a lot to just kind of you can click on like connecting to device and apps and there's a lot of like question-and-answer things I'm more or less kind of like self-discovery to be like to help and to read through synchronization I did find a challenge and others I think our experience in at 2 from what I see in the chat that it doesn't always interface everything over example is I had for workouts on Sunday and my Apple Health transferred or attempted to transfer the data but virgin pulse only picked up my last workout so the auction from there seems to be manual entry of the other three to record it I don't know if feathers it sounds like that is experiencing synchronization issues with Apple products as well are you saying that you say you did for workouts in one day and you were trying to track them all and apple butt Apple only checked one and we only look on the Young and only shows the final workout yeah that's a good question. The answer is I think what we could do is take a look at Ben's friendly but if you would also want to contact support and ask them they just have a lot of more resources that they can answer it looks like another question somebody has is trying to figure out which is more advantageous should they tracked how wrestler sleep hours are put in the total numbers of hours that they slept my instinctual answer is that you can track both and they're both healthy habits but I don't know if you guys have any more input that you'd like to add to it I just checked the total time that you're getting sleep and general but if you're if you're thinking Lennox it will take whatever comes over that your ass is going to provide us but I would just check the total time I'm looking at a question about setting your bedtime on your phone and is it'll track into the Virgin pulse platform with that I think I'm following this question because I do this myself as far as I'm setting a bedtime and it's not it's not connected directly to that application in your phone so it won't think that way to the platform so I'm not being said you will have to you would have to go into the pot farm in manually track your sleep I'm looking at one that's relevant to me about the verification forms whether you submit them individually or in batches honestly it's up to you to minimize emails that I'm receiving if you want to submit them all at one time that's fine and I'll just make sure that I they get them all and I send an email verifying when I get these verification form so if you do send all three at one time I'll let you know that you're getting those 750 points and you know a month or two something like that just as an example I'm looking at one that says I had similar problems of just what's above here on this pop-up seems to be working for steps and then I add the workout manually so yes there is a there is a big focus on steps as far as like the activity like the physical activity category but and I'm just going to pull this up really quick when you go to your rewards Tab and your how to earn so again this is that long list of how to earn just showing here like how many life points are awarded across the board for stumps and then there are also here like workout for 15 minutes 15 active minutes in a day so that's where the points kind of level off but I think there's more of an emphasis on just awarding points in the category of steps just generally on but again it does through in here like yours the workout for 30 minutes a day 30 after 10 minutes and then down here kind of puts everything all together like if you did 7000 steps in a day or 15 active minutes or 15 workout minutes for 20 days in a month that's where that point values coming in so you can definitely track your steps and you're active minutes and you work out like you could do all those but like I don't it's not totally totally necessary like if you have a device is tracking your steps you're still going to be able to get to these bigger monthly goals I mean personally myself I'm uploading my steps and I don't put my workouts in as much like if I go for a swim like it does chocolate over to the Virgin Pulse app but I'm not swimming every single day but I am walking or jogging or something almost every single day some of my workouts coming automatically some don't they almost seem to come in the next day so maybe it time zone is you it could be a timezone issue it could also just be like your actual act like I have a Garmin and there are moments when I have to like go back and resync in my Garmin app and almost made me think of second time for my Virgin Pulse app to like recognize it and pull all of my information over so sometimes it's just a matter of like closing out of both apps and I'm doing it again I know Nicole answer this but I do want to point it out and I love this question what does it mean if a card shark notice comes up that's an awesome notification just as they call them trophies it just saying like hey you're tracking is cardigan or good for you to talk this card now for 10 days is just a fun notification for you .