



Small steps lead
to big changes.

Live Well at Citi

powered by Virgin Pulse

User Guide

We'll help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers and experience the lifelong rewards of better health and wellbeing.

Sign up or **sign in** at landing.virginpulse.com/LiveWell or
My Total Compensations and Benefits at www.totalcomponline.com.



0123



© Virgin Pulse 2023

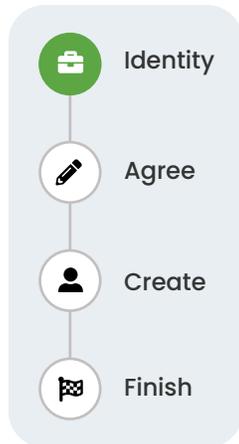
Sign up and get started



Step 1

Sign up for your Virgin Pulse account by going to landing.virginpulse.com/LiveWell or My Total Compensation and Benefits at www.totalcomponline.com.

Follow the progress bar as you complete these easy steps:



Tell us who you are. We'll ask for a few details about you and your sponsor organization to check your eligibility. Some of the fields may already be filled.

Legal and privacy. Review and agree to the rules, data collection and privacy policy.

Create your account. Add your email, make a password and give us some additional details to customize your experience.

You're all set. Your account is ready. Click **Take Me There** to sign in.

Step 2

Connect a device or app to get credit for your wellbeing activities like steps, nutrition and sleep. We sync with many trackers, such as Max Buzz, Apple Watch, Fitbit and MyFitnessPal, just to name a few.

Step 3

Upload a profile picture and add some friends.

Step 4

Set your interests to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well and more!

Step 5

Download the Virgin Pulse mobile app for iOS or Android. Access your account and track your activity anywhere, anytime. Turn on your notifications to stay motivated and get friendly reminders.



Syncing is the simple process of uploading information from your fitness tracker to the mobile app, so it's all in one place. Be sure to sign in to your Virgin Pulse app **at least once every 14 days** so your data syncs and counts toward your activity goals. Activity tracking varies by device. Please consult your device instructions to learn more about available tracking features.

Scan the QR code to
download the app.



See a clear picture of your health with the **Live Well Health Assessment**

The best place to start is by taking the Live Well Health Assessment. This confidential, short survey assesses your health across several factors, from mental health to fitness. You get a personalized report and actions to take!

How to access your Live Well Health Assessment:

Step 1

Go to the website or mobile app and find the **Health** tab in the menu.

Step 2

Take the **Live Well Health Assessment** and get a clear snapshot of your health.



Things to remember

If you complete your Live Well Health Assessment **by November 12, 2023**, you will earn a **\$100 premium reduction** (if enrolled in a Citi medical plan) **or \$100 in Pulse Cash** (if you are not enrolled in a Citi medical plan.)

Ways to engage

Engage in activities that fit your interests

Learn easy ways to get more active, eat well, and manage life's ups and downs—every day!

Daily Cards

Every day we'll send you two new tips to help you live well. Plus, we'll make sure they're about the areas that interest you the most.

Challenges

Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends, and challenge one another to start a new healthy habit.

Live Well Health Assessment

This short, confidential survey assesses your health across seven factors, from mental health to fitness. You'll receive a personalized report and recommended actions you can take to start improving your wellbeing.

Healthy Habits

Healthy Habits offer you bite-size ways to build a healthy routine and improve your wellbeing. Your Healthy Habits will be customized based on your Health Check results and the interests you set in your profile.

Journeys®

Want to exercise more? Better manage a health issue? Now you can use our digital coaching tool to make simple changes to your health, one small step at a time.

My Care Checklist

My Care Checklist is a handy healthcare tracker that assists you in managing your health by keeping track of well visits, screenings and vaccinations—all in one place.

Nutrition Guide

Choose what you'd like to work on, like cutting out sweets or portion control. Then get tips and recipes to help you achieve your goals.

Phone Coaching

Talk to a coach over the phone to set goals and get one-on-one support, expert guidance and answers to your questions.

Recipes

Get ideas for healthy meals, build a shopping list and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

Sleep Guide

What's your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others and achieve goals together.

Create a challenge

About challenges:

Personal Challenges

Create a personal step challenge to increase your activity for one, two or five days in a week. Make sure your fitness tracking device or app is connected to your account and start stepping. Invite your coworkers and friends for some friendly competition and see who comes out on top.

Healthy Habit Challenges

You can create a challenge for a Healthy Habit you're currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances and more. Simply track it every day in order to reach your goal.

How to start a challenge:

Step 1

From the home page, go to the **Social** tab, select **Challenges** and then select **Create a Challenge**. Once you're in this section, choose **Personal Challenge** or **Healthy Habit Challenge**.

For Personal Challenges, you'll choose the duration of the challenge and start it up.

For Healthy Habit Challenges, you'll select the habit you want to work on, write a personal message and get it started.

Step 2

Now that your challenge is set up, invite others to join! Select **Invite Players**, and you'll have the option to invite from your friends list, search for friends or invite a Group. You can also add an email list of up to 250 people.

Things to explore:

Chat

If you invited others to join your challenge, connect and share images or tips on how to build habits and stay active via the challenge Chat feature.



Leaderboard

If you're in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who's in the lead. If you're falling behind, put the pedal to the metal and aim for that #1 spot.



Try Journeys[®]

How to get started:

Step 1

Open the Virgin Pulse mobile app or go to the website and find **Journeys** in the **Health** menu.

Step 2

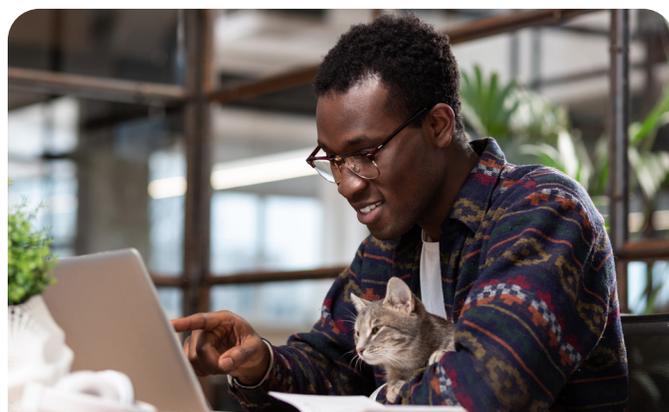
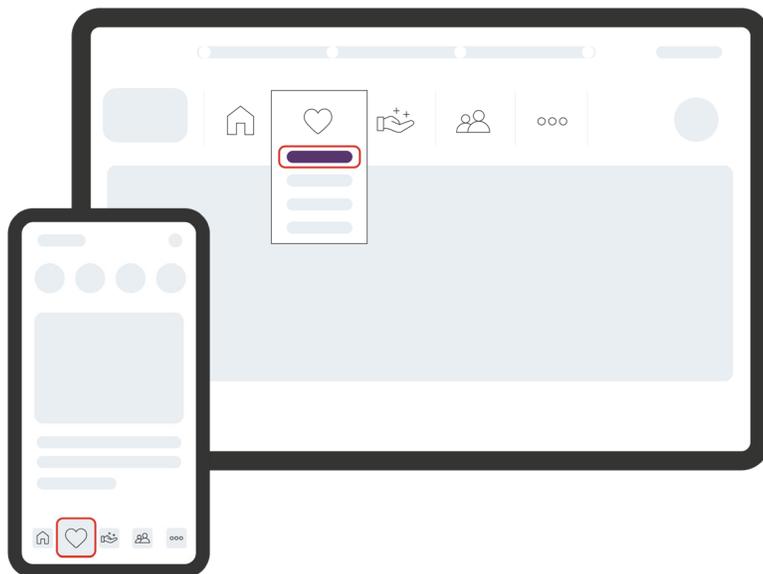
Find the Journey that's right for you. If you would like to view all the available Journeys in a topic, click **View All**.

Step 3

Click on the Journey you would like to learn more about. Click **Start** to begin your Journey.

Journeys can help you:

- Quit smoking
- Reduce stress
- Strengthen your financial fitness
- Embrace diversity, equity and inclusion
- Cope with grief and loss
- Reduce your alcohol and/or tobacco consumption



Do you have a new health concern that impacts your daily wellbeing? Journeys can help you manage:

- Heart Health
- Lung Health
- Mental Health
- Women's Health
- Back, Muscle & Joint Health

Work with a coach

Reach your health goals, together

Making changes to your health routine isn't always easy. Whether you're starting to exercise, training for a marathon or anything in between, our health coaches help motivate and encourage you along the way. Connect with a coach to set goals, monitor your progress and get extra tips to keep going.



What to expect

Your first session will help you build a meaningful relationship with your coach. Together, you'll work to find small steps you can take to make progress toward your goal. During your follow-up sessions, you'll update your coach on your progress and plan next steps to help you stay on track.



Coaching topics

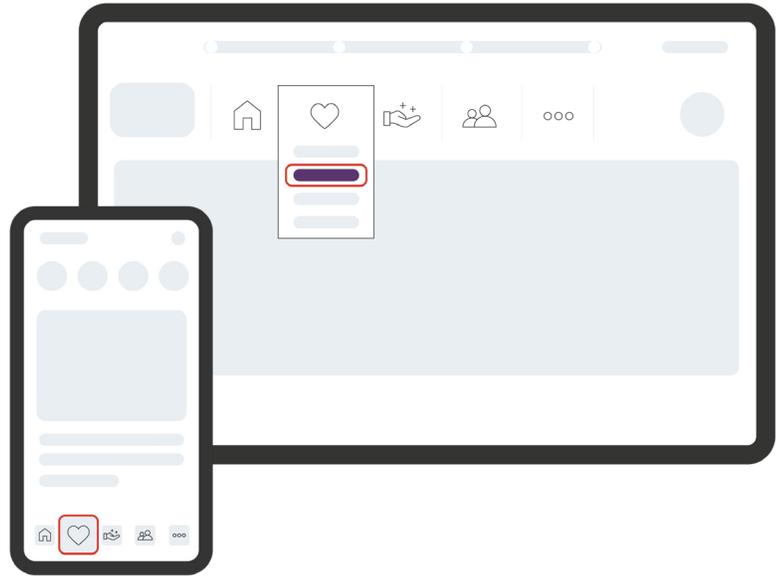
Choose a topic that you'd like to cover with your coach, such as Get Active, Eat Healthy, Reduce Stress, Manage Weight, Sleep Well or Be Tobacco-Free.

Get a coach

How to get started:

Step 1

Once you're signed in, go to the **Health** tab and select **Coaching**. If you have the app, just scan the QR code:



Step 2

Select **Schedule a Session** and then pick your preferred topic by clicking an image.

Step 3

Choose an available date and time that works for you.

Step 4

Enter your phone number, and click **Confirm Appointment**.

You'll receive convenient appointment reminders through your email, mobile device or both!

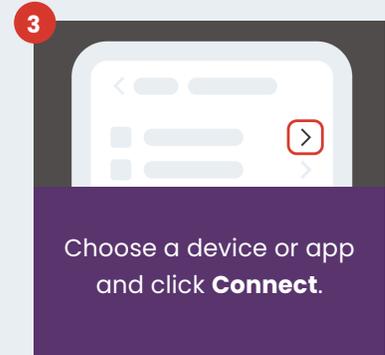
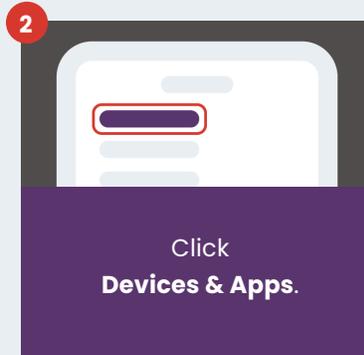
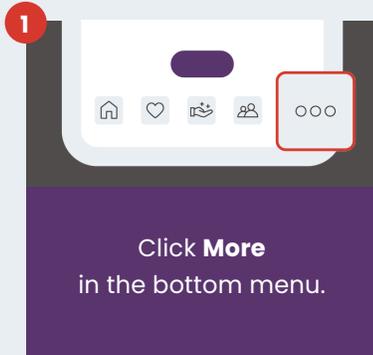


“Having someone to talk to actually made me enthused to take these simple, easy steps. I am gradually feeling less stressed, and I'm motivated to continue.”

— Rosie

Connect a device or app

Download the Virgin Pulse app, then follow these easy steps:



Compatible devices and apps

Virgin Pulse supports a variety of tracking devices and apps that will help you get credit for validated steps, active minutes, sleep, meditation sessions and more. So, pick your favorites, connect them to your account and start tracking your activity. Sign in to your account to see all of the options available to you. Here are just a few:



Experience the rewards of being the best version of you

It's easy to earn rewards by making healthy decisions. Choose your healthy activities and watch your rewards add up. Participate between **October 1, 2023**, and **September 30, 2024**, to maximize your rewards.

Complete your Health Assessment to earn \$100 in rewards.

Complete by November 12, 2023	Complete the Live Well Health Assessment	\$100
--------------------------------------	--	--------------

Note: The \$100 will be paid as a Premium Reduction or in Pulse Cash (redeemable for gift cards) if not enrolled in a Citi medical plan.

Live Well Healthy Actions

		Pulse Cash
Program	Global Fitness Challenge*	\$20
	Global Community Day*	\$20
	Complete a health screening	\$50
	Quarterly financial wellbeing videos: Alight Financial Advisors*	\$15 per quarter
Once ever	Receive an Included health medical expert opinion for spinal surgery**	\$200

*Available for Citi employees only

**Available for qualified diagnoses only

You can participate in additional healthy activities each quarter throughout the year to earn points and watch your Pulse Cash add up.

	Level 1	>	Level 2	>	Level 3	>	Level 4	Additional rewards max for each quarter
Points	1,000		5,000		12,000		20,000	
Pulse Cash	\$10		\$15		\$20		\$25	\$70

Pulse Cash annual max = \$70 x 4 quarters = \$280

Have questions? We're here to help.

- Check out **support.virginpulse.com**
Live chat: Monday–Friday, 2 am–9 pm ET
- Give us a call: 888-671-9395
Monday–Friday, 8 am–9 pm ET
- Send us an email: **support@virginpulse.com**

Not sure if you can fully participate in this program because of a disability or medical condition? Check out our support page for answers at **support.virginpulse.com**.

Sign up or **sign in** at **landing.virginpulse.com/LiveWell** or **My Total Compensations and Benefits** at **www.totalcomponline.com**.

