

The **Vitality** app – your **portal** to health and rewards



Who is this guide for: Advisers to provide as a resource directly to their clients

What is the aim: To encourage clients to download and register on the Vitality app, and to connect a health app or device to start earning points

Note: Let us know if you'd like to localise any of this content for your market

Welcome to Vitality, the world's largest behaviour-change platform enjoyed by millions of members around the world. Our goal is to inspire you to adopt healthy habits, and our **Vitality** programme rewards you for this.

The first step to unlocking all the perks that come with your membership?

Download and register on the Vitality app.



Here's how:

- **Download** the Vitality app from your App Store (Apple) or Play Store (Android). The app is free.
- Once downloaded, **open the Vitality app and follow the simple steps** to register.

Next up?

Track your way to better health and rewards.



Here's how:

- **Download** the device app, create an account and pair the device with the phone.
- **Connect** the device account to Vitality on the "Devices and apps" screen on the Vitality app – you'll need to log in.
- **Allow** Vitality to receive workout information by selecting from the list provided including heart rate and step count.

Here are some commonly asked questions about Vitality-linked apps and devices:

What if I have more than one app or device connected to Vitality or do more than one workout a day?

We award the higher number of points if more than one measurement is tracked in a day so that you always get the maximum points.

When should I sync my app or device?

Your weekly goal runs from Monday (00:00) to Sunday (23:59), so your app or device should sync to Vitality during this period. Vitality points may not reflect immediately. There is a 6-day monitoring period after your physical activity goal week ends where you can still earn points for completing activities in the previous week. We allow up until the following Saturday (midnight) for the points you've earned the previous Sunday (midnight) to sync and reflect.

Which fitness devices or apps can connect to the Vitality programme?

This table below shows which fitness devices or apps can connect to the Vitality programme. We update this regularly so if your device is not here yet, please keep checking.

	iOS	Android	Huawei
Apple Watch	✓	✗	✗
Fitbit	✓	✓	✗
Garmin	✓	✓	✗
Huawei Health Kit	✓	✓	✓
Polar	✓	✓	✓
Samsung Galaxy Watch	✗	✓	✗
Suunto	✓	✓	✗
Withings	✓	✓	✗

Vitality offers a range of partner discounts and special offers for some of the most popular fitness devices. Visit the **Vitality** website to find out more.

Looking for more ways to engage?

Explore our favourite app features.



Vitality Age

Find out how healthy you are relative to your actual age.



Physical activity and lifestyle goals

Get weekly personalised physical activity goals and lifestyle goals that encourage healthy habits.

Welcome to the **world of Vitality** – always in the palm of your hand.