



Some Added Peace of Mind—For Everyone

Coming soon, a new sign-in feature will provide an extra layer of security when you sign in to the Virgin Pulse platform. It's called MFA, and it stands for Multi-Factor Authentication.

Here's how it works:

- Sign in with your username and password.
- A message will appear asking for a security code.
- The code will be sent to you by text (SMS) or email.
- Simply enter the code into the field provided and you'll be on your way!

This message will appear whenever you sign in on a new device or if you haven't logged in during the past 30 days.

In order to receive the code on your phone, you must have a US phone number. **Please be sure your number is up-to-date and verified in your member profile.** If you have a non-US phone number, the security code would be sent to your email.

GOT IT

MFA Member Communication Email

Deploys September 11th