



## Getting Started FAQs

### 1. How do I log on and start using Wellbeats?

#### **For health plan members on a computer:**

1. Log on to your HealthPartners account at [healthpartners.com](https://healthpartners.com)
2. Go to the Living Well tab and select "Go to your Well-being program". You will be directed to your HealthPartners Well-Being account.
3. Locate the Wellbeats activity card and click "Get Started". You will automatically be redirected and signed into Wellbeats!
4. For first-time users, follow the steps to complete your Wellbeats profile.

*Note: Next time you use Wellbeats, please follow steps 1-3.*

#### **For health plan members on a mobile device:**

1. Download the Wellbeats app in the App Store or Google Play Store.

*Do NOT log on or create an account directly in the Wellbeats app. Once the app is downloaded on your device, continue to step 2.*

2. Log on to your HealthPartners account at [healthpartners.com](https://healthpartners.com)
3. Go to the Living Well tab and select "Go to your Well-being program". You will be directed to your HealthPartners Well-Being account.
4. Locate the Wellbeats activity card and click "Get Started". You may be prompted to open the Wellbeats app or be signed into the Wellbeats app.
5. For first-time users, follow the steps to complete your Wellbeats profile.

*Note: Next time you use Wellbeats, you may log in directly via the Wellbeats app. If you ever encounter an issue, please log in from healthpartners.com following steps 2-4 above.*

#### **For health and well-being participants on a computer:**

1. Log on to your Well-being account at [healthpartners.com/wellbeing](https://healthpartners.com/wellbeing)

2. Complete the health assessment to unlock Wellbeats and other well-being activities
3. Locate the Wellbeats activity card and click "Get started". You will automatically be redirected and signed into Wellbeats!
4. For first-time users, follow the steps to complete your Wellbeats profile.

*Note: Next time you use Wellbeats, please follow steps 1 and 3.*

### **For health and well-being participants on a mobile device:**

1. Download the Wellbeats app in the App Store or Google Play Store.

*Do NOT log on or create an account directly in the Wellbeats app. Once the app is downloaded on your device, continue to step 2.*

2. Log on to your HealthPartners account at [healthpartners.com/wellbeing](https://healthpartners.com/wellbeing)
3. Complete the health assessment to unlock Wellbeats and other well-being activities
4. Locate the Wellbeats activity card and click "Get Started". You may be prompted to open the Wellbeats app or be signed into the Wellbeats app.
5. For first-time users, follow the steps to complete your Wellbeats profile.

*Note: Next time you use Wellbeats, you may log in directly via the Wellbeats app. If you ever encounter an issue, please log in from healthpartners.com following steps 2-4 above.*

## **2. Who do I contact for questions on Wellbeats?**

### **For health plan members:**

Call HealthPartners Member Services. The phone number is listed on the back of your ID card.

### **For Health and Well-being participants:**

Contact Customer Service using the "Contact Us" link at the top of your well-being home page.

## **3. I don't know my log on credentials to access Wellbeats. What do I do?**

### **For health plan members:**

Call HealthPartners Member Services. The phone number is listed on the back of your ID card.

**For Health and Well-being participants:**

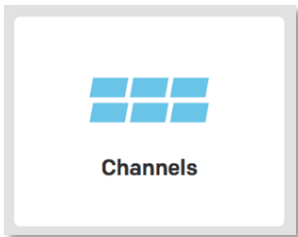
Contact Customer Service using the "Contact Us" link at the top of your well-being home page.

**4. How do I find a class?**

There are 4 different ways you can find a class on Wellbeats:

- Finding a Class by Channel
- Finding a Class by Class Filter
- Finding a Class by Search Bar
- Finding a Class by Recommendations

**1. Finding a Class by Channel**



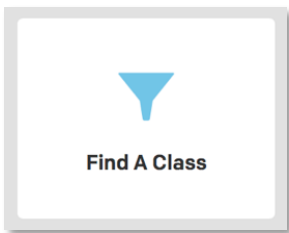
Wellbeats classes are grouped into Channels based on style of class. For example, look for:

- Fusion (for yoga and Pilates)
- Rev (for cycling)
- TKO (for kickboxing)
- Strides (for running and walking)
- Definitions (for lean sculpting)
- Circuits (for strength and conditioning)
- Express (for toning)

- Sports Ready (for preparation and performance)
- Kinetics (for high intensity interval training)
- Bar Strong (for barbell training)
- Time Savers (for 15 min or less workouts)
- Kettle Power (for kettlebell training)
- Office Breaks (for short exercises at work)
- Recovery (for stretching)
- Stomp (for step)
- Vibe (for dance)

Most channels include tutorial and basic-level classes for beginners. If you're new to a certain style of class, we recommend starting with those options, or a shorter duration so you can build over time.

## 2. Finding a Class by Class Filter



You can use the custom class filter option to find a class(es) based on your own personal preferences.

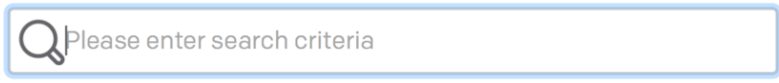
Filter options include:

- **Class Type** – the style of class(es) you'd like, such as: jogging, running, walking, cardio – steady aerobic, cardio – high intensity, cardio and strength, toning and sculpting, core training, mindfulness, channel tutorials, channel basics, strength training (total body), strength training (upper body), strength training (lower body), bodyweight – no equipment, Pilates, yoga/Pilates blend, cycle, kickboxing, dance, stretch and recovery, office exercises, travel/on-the-go, barre, and mindful eating
- **Duration** - # of class minutes you'd prefer, such as: <5, 5-15, 20-25, 30-35, 40+
- **Equipment** – what equipment (if any) you have available, such as: no equipment, barbell setup, BOSU, dumbbell, foam roller, indoor cycle bike, kettlebell, resistance band, stability ball, step and risers, towel

- **Age** – classes recommended by age groups, such as: 3-5, 6-8, 9-11, 12-14, 18+, 45+, 65+
- **Channel** – channel(s) you'd prefer, such as: Bar Strong, Definitions, Express, Fusion, Kettle Power, Kinetics, Time Savers, Strides, Circuits, Office Breaks, Pregnancy Express, Recovery, Rev, Stomp, TKO, Transitions, Vibe, Managing Anxiety, Mindful Eating, Mindfulness at Work, BOSU, Silver&Fit, Zumba, Purposeful Play, Generation Fit, Sports Ready, MOVE ME!, BOSU Sports Kids
- **Instructor** – instructor(s) you'd prefer, such as: Alex M., Baron C., Caesar R., Carrie T., Cathleen C., Christy B., Dani B., Dawn D., Dawn S., Elizabeth S., Erin P., Gea M., Heather C., Ilyse B., Jackie B., Jen T., Jill H., Jodee T., Jodi S., Joy F., Kim W., Kirk J., Leah P., Libby L., Mac G., Mark K., Ryan M., Sara H., Sara J., Scooby R., Sean L., Suan S., Tahneetra C., Tina M., Tricia V., Vanessa J.

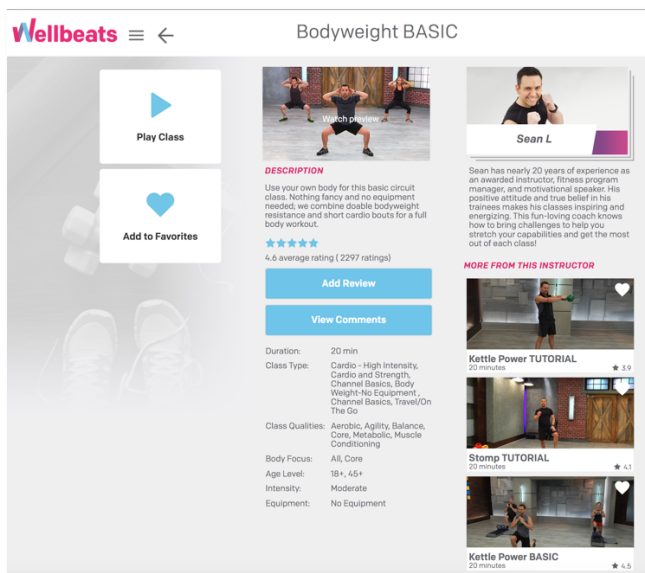
You can add as many filters as you'd like. When you have your custom filters ready, select "Apply" to find classes based on your preferences. If you'd like to edit your preferences, select "Refine". You can also select any of the applied filters to clear. If you'd like to completely start over, select "Clear".

### 3. Finding a Class by Search Bar



You can use the search bar located at the upper righthand corner to search for a class, such as:

- By class name, such as: Pilates Core, Fighter Circuit, Yoga Basic, Fat Burn Cycle, Neck Stretch
- By class quality keywords, such as: muscle conditioning, power, coordination, flexibility, speed, resilience, mobility, and agility
- By intensity level, such as: light (beginner), moderate (intermediate), moderate to vigorous (intermediate-advanced), vigorous (advanced), and all (any level)
- By equipment availability, such as: no equipment, treadmill, dumbbell – light, dumbbell – medium, dumbbell – heavy, resistance band – light, resistance band – medium, resistance band – heavy, yoga mat, yoga block, yoga strap, barbell – light, barbell – medium, barbell – heavy, step and risers, kettlebell – light, kettlebell – medium, kettlebell – heavy, weight plate, BOSU, stability ball, medicine ball, chair, foam roller, towel, indoor cycle bike, full water bottle, and tennis ball



## Class Details

Before playing a class, you will be directed to a “Class Details” page. This will show you everything you need to know prior to taking a class, including:

- **Description** – a brief summary of what the class entails
- **Average Class Rating and Comments** – class rating (out of 5 stars) and feedback from our Wellbeats community
- **Duration** – total # of class minutes
- **Class Type** – the style of class, such as: walking, running, cardio, cardio and strength, resistance training, toning and sculpting, mindfulness, yoga, Pilates, kickboxing, cycle, stretch and recovery, and dance
- **Class Qualities** – keywords to describe the class, such as: muscle conditioning, power, coordination, flexibility, speed, resilience, mobility, and agility
- **Body Focus** – muscle group(s) being worked, such as: core, lower, upper, or all (total body)
- **Age Level** – recommended age group(s), such as: 3-5, 6-8, 9-11, 12-14, 18+, 45+, and 60+
- **Intensity** – the class level, such as: light (beginner), moderate (intermediate), moderate to vigorous (intermediate-advanced), vigorous (advanced), and all (any level)
- **Equipment** – what equipment (if any) you will need for the class, such as: no equipment, treadmill, dumbbell – light, dumbbell – medium, dumbbell – heavy, resistance band – light, resistance band – medium, resistance band – heavy, yoga mat, yoga block, yoga strap, barbell – light, barbell – medium, barbell – heavy, step and risers, kettlebell – light, kettlebell – medium, kettlebell – heavy, weight plate, BOSU, stability ball, medicine ball, chair, foam roller, towel, indoor cycle bike, full water bottle, and tennis ball

#### 4. Finding a Class by Recommendations

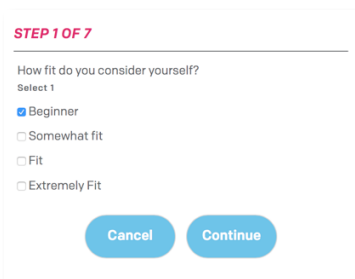
You can find a class by searching Wellbeats' recommendations for you. Recommendations are found on the home-screen for desktop or by selecting "Recommended Classes" for mobile devices. The order display includes:

- Recommended Classes – classes recommended to you according to your user information and fitness profile preferences.
- Recently Added – new classes that have been added to the Wellbeats platform.
- Top Rated – classes that have the highest average star rating on a 1-5 scale, with 5 being the best.
- Top Played – classes that have the highest # of class plays.
- Trending Channels – channels that have spiked in popularity in the recent weeks.
- Trending Instructors – instructors whose classes have spiked in popularity in the recent weeks.

#### 5. How does Wellbeats recommend classes and challenges for me?

Wellbeats recommends classes and challenges based on your personal preferences. When logging in for the first time, you will be prompted to complete a 7-question "Fitness Profile" questionnaire. This will include questions about your preferred types of classes and workout durations, when and where you like to work out, what types of equipment you have access to (if any), where you like to work out, and your fitness goals. You can also find the Fitness Profile questionnaire by selecting "Edit Profile" in the dropdown menu, then "Edit Fitness Profile".

The responses in the Fitness Profile questionnaire are used to personalize your experience with Wellbeats. Wellbeats will change the way content is displayed for you and recommend classes and challenges that you may enjoy based on your goals.



**STEP 1 OF 7**

How fit do you consider yourself?  
Select 1

Beginner

Somewhat fit

Fit

Extremely Fit

Cancel Continue

#### 6. How do I customize my profile?

There are several features to customize your user profile, including:

##### Profile Photo

To upload or change a profile picture, select the circle to the left of “My Workout Goal”. You can also select “Edit Profile” in the main menu or underneath your name on the homepage, then select the “Edit Profile Photos” button.

Next, select the pencil icon to upload or change a picture from your computer’s library or camera roll. Select the “Save” button to save your image.

You can only crop your profile image when logged into the Wellbeats Web Portal. To do this, upload a photo from your computer’s library. To move the cropped portion of the image, click and drag the middle arrow icons in the circle. To expand or shrink the cropped portion of the image, click and drag the outer arrow icon outwards or inwards. Select the “Save” button to save your image.

### **Cover Photo**

To change your cover photo, select “Edit Profile” in the main menu, then select the “Edit Profile Photos” button.

Select from the 12 prepopulated cover photo images and the “Save” button to save your image.

### **Workout Goal**

To add a workout goal, select “Edit Profile” in the main menu. Next, select the textbox to the right of “Workout Goal” to add your goal. Select the “Save” button to save your workout goal.

## **7. What are the statistics displayed on my homepage?**

### **Mobile Device**

On a mobile device, the statistics appear on your home-screen underneath your workout goal. These statistics include your total # of class minutes and plays in the current month and the average # of class minutes and plays in the current month according to your demographic average and global average.

### **Desktop**

On a desktop, the statistics appear on the homepage to the right of your workout goal. The statistics include your total # of class minutes and plays in the current month and the average # of class minutes in the current month according to your demographic average and global average.

Please Note: the demographic average results are based on the age and gender you include in your profile. If you did not add this information, the demographic average results will not appear. The demographic and global statistics are updated daily, and your personal statistics are updated in real time. All statistics will automatically reset each month.

## **8. How can I track my workout progress?**

To view your personal statistics, select “My Results” in the main menu.



## Class Statistics

The “Class Statistics” graph displays your average # of class minutes and plays in the last 6 months, along with the average # of class minutes and plays according to your demographic average and global average.

To view a different time period, select the toggle menu and choose the month your preferred start month.

## Fit Test Results

The “Fit Test Results” graph displays your average Fit Test scores according to the date it was completed. To view a different fit test, select the toggle menu and choose from the following Wellbeats Fit Tests: Fit Test Basic, Fit Test 1, or Fit Test 2. To view your statistics based on fit test exercise, select the Fit Test Score toggle-bar and choose an exercise.

If you need to edit your Fit Test Results, select “List” from the toggle-bar, choose a fit test you would like to change, and select the “Edit” button.

If do not see any results, you have not taken a fit test yet. To complete a test, select the “Take a Fit Test” button and choose from any of the 3 Wellbeats Fit Tests: Fit Test Basic, Fit Test 1, or Fit Test 2. Once completed, you can go back to “My Results”, select the “Record Results” button, and record your results. The results graph will automatically update to display your current statistics.

## Login History

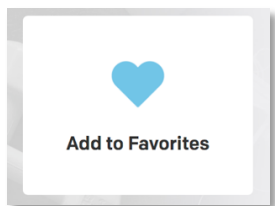
You can track your total # of logins by selecting the “Login History” button.

## Class Play History

You can track your total # of class minutes and class play history by selecting the “Class Play History” button.

## 9. How can I save a workout?

To save a workout, select “Add to Favorites” in the Class Details. You can save the class in the “My Favorite Classes” list or by adding a list of your own. To view all favorited workouts, select “My Favorites” in the main menu.

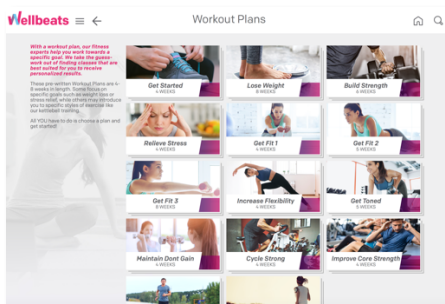


## 10. How can I stay motivated to work out?

If you need some help staying motivated, we encourage you to sign up for one of our Wellbeats challenges. Plans include a day-by-day schedule of classes to keep you on track according to your goals. Options include:

- Get Started (4 weeks)
- Lose Weight (8 weeks)
- Build Strength (6 weeks)
- Relieve Stress (4 weeks)
- Get Fit 1 (4 weeks)
- Get Fit 2 (5 weeks)
- Get Fit 3 (8 weeks)
- Increase Flexibility (4 weeks)
- Get Toned (5 weeks)
- Maintain Don't Gain (4 weeks)
- Cycle Strong (4 weeks)
- Improve Core Strength (4 weeks)
- Train Your Way to a 5K (5 weeks)
- Train for a 10K (8 weeks)
- Move with Heart (4 weeks)

To sign up for a plan, select “Challenges” in the main menu. Select a plan, then select “Enroll”. When you’re ready to begin the challenge, select “Start Challenge” for your day-by-day schedule. When you’re ready to begin a class, select “Details”, then “Play Class”. When you finish a class, it will be marked as “Completed” in your challenge schedule.



To download PDF versions of Wellbeats challenge, please visit our website here:  
<https://wellbeats.com/our-product/challenges/>

For more information on how to navigate Wellbeats, please watch this 5-minute video tutorial: [Wellbeats Navigation Tour](#). Please note: the video describes a different way to log in to Wellbeats. Please follow the log in steps at the top of this FAQ document to access Wellbeats.