



FAQs

We created a summary of our most popular questions to help you make the most of Wellbeats. You can find a full list of all questions and video tutorials on our website [here](#). Let's dive in!



1. How do I create a Wellbeats account?

If Wellbeats is offered to you as a virtual wellness benefit through an employer, health plan, multifamily community, or other affiliated facility – an account has already been created for you! You do not need to create an account.

2. How can I find out if I have an account?

If you believe you have a Wellbeats account but haven't received login credentials through a welcome email from Wellbeats, please contact your sponsoring organization for guidance.

Examples of sponsoring organizations include:

- Employer
- Health Plan
- Multifamily Community
- Health, Fitness, or Community Facility
- University or College

3. I tried resetting my password but did not receive an account verification email. What should I do?

After selecting "Forgot Password", you should receive an account verification email. If 30 minutes have passed and you still have not

received an email, you may not have a Wellbeats account associated with that email address. Alternatively, your sponsoring organization may not use emails when creating member accounts.

For additional support, contact Member Support at support@wellbeats.com.

4. How can I access Wellbeats?

The Wellbeats app is available for download via [iOS](#) and [Android](#). You may also access Wellbeats on a computer via the web portal: portal.wellbeats.com.

5. Can I cast or mirror Wellbeats to a larger screen?

Yes! Download [this guide](#) to learn how to stream Wellbeats on a TV.



portal.wellbeats.com
support@wellbeats.com