

# FAQs

**We created a summary of our most popular questions to help you make the most of Wellbeats *Wellness*, a product of LifeSpeak Inc. 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 *WELLNESS* ACCOUNT?

If Wellbeats *Wellness* 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 *Wellness* account but haven't received login credentials through a welcome email from Wellbeats *Wellness*, 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. HOW CAN I ACCESS WELLBEATS *WELLNESS*?

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

## 4. 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 *Wellness* 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](mailto:support@wellbeats.com).

## 5. CAN I CAST OR MIRROR WELLBEATS *WELLNESS* TO A LARGER SCREEN?

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

## 6. CAN I TURN ON CLOSED CAPTIONING?

Yes, closed captioning is available to display a text version of what is being said on screen. Closed captioning is available in English, Spanish, and French for most classes.



[portal.wellbeats.com](https://portal.wellbeats.com)  
[support@wellbeats.com](mailto:support@wellbeats.com)