

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.

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.

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
support@wellbeats.com

How to Access Wellbeats Guide

Wellbeats *Wellness*, a product of LifeSpeak Inc., is your virtual wellness offering to help you live a healthier life. This guide will help you learn how to access Wellbeats *Wellness* on your personal devices.

How to Access Wellbeats on a Laptop



How to Access Wellbeats on a Phone or Tablet



How to Access Wellbeats on a TV



How to Access Wellbeats on a Laptop

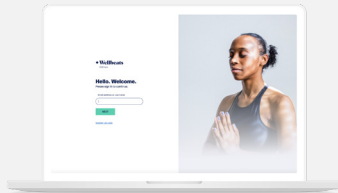
Wellbeats *Wellness* is your virtual wellness offering to help you live a healthier life. Access 1,200+ fitness, nutrition, and mindfulness classes for all ages, levels, abilities, and interests - right from your laptop!



HERE IS HOW TO PLAY WELLBEATS *WELLNESS* CLASSES ON YOUR LAPTOP

1

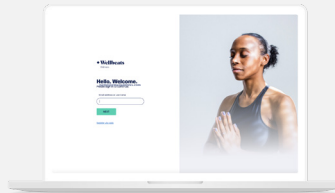
Visit portal.wellbeats.com on your preferred web browser.



2

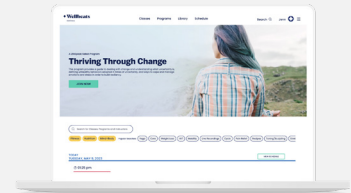
Enter your username and password.

(If you received an invitation or promo code, select "Register via code" instead and enter your code)



3

Once signed in, you can start playing classes!



RECOMMENDED WEB BROWSERS:



Google Chrome



Mozilla Firefox



Apple Safari



Edge

To ensure highest performance and security, please ensure your preferred browser is up-to-date.

If you experience any trouble, please try the following:

- Clear your web browser's cache
- Restart your web browser
- Disable extensions in your web browser
- Try a different web browser

Need additional help?

Contact Wellbeats *Wellness* Support at support@wellbeats.com

How to Access Wellbeats on a Phone or Tablet

Wellbeats *Wellness* is your virtual wellness offering to help you live a healthier life. Access 1,200+ fitness, nutrition, and mindfulness classes for all ages, levels, abilities, and interests - right from your phone or tablet!



HERE IS HOW TO PLAY WELLBEATS WELLNESS CLASSES ON YOUR PHONE OR TABLET

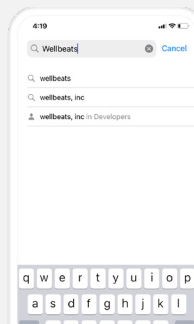
1

Locate and select the App Store icon on your phone or tablet.

iOS Android

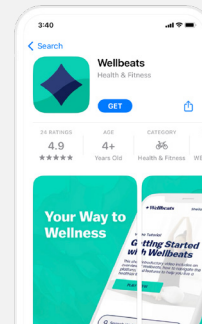
2

In the search bar, type in Wellbeats



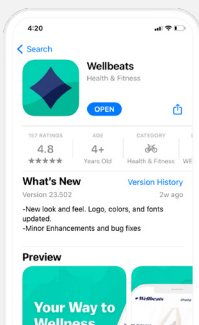
3

Select Wellbeats, then select Install or Get



4

Once the app is downloaded, select Open



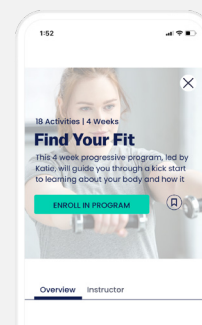
5

Enter your username and password.

(If you received an invitation or promo code, select "Register via code" instead and enter your code)

6

Once signed in, you can start playing classes!



User experience and navigation may vary according to the type and version of your device.

If you experience any trouble with your login credentials or need tech support, please contact our support team at support@wellbeats.com.

How to Access Wellbeats on a TV

Wellbeats *Wellness* is your virtual wellness offering to help you live a healthier life. Access 1,200+ fitness, nutrition, and mindfulness classes for all ages, levels, abilities, and interests - right on your TV!

Here are 4 ways to stream Wellbeats *Wellness* classes on a TV.



1. CONNECT YOUR LAPTOP, TABLET, OR MOBILE DEVICE TO ANY TV WITH AN HDMI CABLE

Display Wellbeats *Wellness* on any TV by connecting to your laptop, tablet, or mobile device with your own HDMI cable.

Steps to connect via HDMI cable:

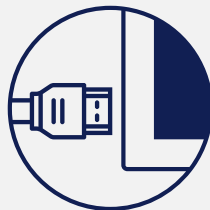
1

Locate an available HDMI port on your TV.



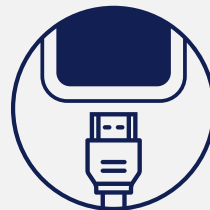
2

Connect one end of your HDMI cable to the HDMI port on your TV.



3

Connect the other end of the HDMI cable to your laptop, tablet, or mobile device*.



4

Switch to the HDMI source on your TV.

For more details on connecting via an HDMI cable, [click here](#).

*Some devices (including tablets and phones) may require an adapter.

2. DOWNLOAD THE WELLBEATS APP ON APPLE TV

Wellbeats *Wellness* is available for download on Apple TV (4th generation Apple TVs and up).

Steps to download Wellbeats *Wellness* on Apple TV

Apple only

1

Visit the App Store on your Apple TV.



2

Download the Wellbeats app.



3

Login using your account credentials.

For more details on downloading apps on Apple TV, [click here](#).

3. USE GOOGLE CHROMECAST TO WIRELESSLY STREAM WELLBEATS WELLNESS FROM YOUR APPLE OR ANDROID DEVICE TO A TV

Google Chromecast is a streaming media adapter that connects to your TV's HDMI port and allows you to play Wellbeats *Wellness* on a TV. There are two ways to play Wellbeats *Wellness* via Google Chromecast: video casting and screen mirroring. Video casting allows you to see only the video screen of a class on your Chromecast-enabled TV. Screen mirroring allows you to see your entire Android or Apple device's screen on your Chromecast-enabled TV.



Steps to wirelessly stream via video casting

Apple

1

Connect your Apple device to the same Wi-Fi network as your Chromecast-enabled TV.



2

Login to Wellbeats on your Apple device and select the class you'd like to play, and begin the class.



3

Tap the  icon and select your Chromecast-enabled TV.

For more details on connecting via Google Chromecast, [click here](#).

Steps to wirelessly stream via video casting

Android

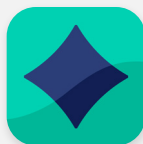
1

Connect your Android device to the same Wi-Fi network as your Chromecast-enabled TV.



2

Login to Wellbeats on your Android device and select the class you'd like to play, and begin the class.



3

Tap the  icon and select your Chromecast-enabled TV.

For more details on connecting via Google Chromecast, [click here](#).

Steps to wirelessly stream via screen mirroring

Apple

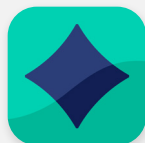
1

Connect your Apple device to the same Wi-Fi network as your Chromecast-enabled TV.



2

Login to Wellbeats on your Apple device and select the class you'd like to play.



3

Open the Control Center on your Apple device.



4

Tap the  Screen Mirroring icon and select your Chromecast-enabled TV.

For more details on connecting via Google Chromecast, [click here](#).

4. USE VIDEO CASTING ON YOUR ANDROID DEVICE TO ROKU ON YOUR TV

Roku is a streaming media adapter that connects to your TV's HDMI port and allows you to play Wellbeats *Wellness* on a TV. There are two ways to play Wellbeats *Wellness* via Roku: video casting or screen mirroring. Video casting allows you to see only the video screen of a class on your TV. Screen mirroring allows you to see your entire device's screen on your TV.



Steps to wirelessly stream via video casting

Android

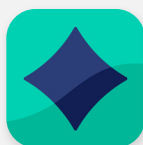
1

Connect your Android device to the same Wi-Fi network as your Roku TV.



2

Login to Wellbeats on your Android device and select the class you'd like to play, and begin the class.



3

Tap the  icon and select your Roku TV.

For more details on connecting via Roku, [click here](#).

For any questions, please contact Wellbeats *Wellness* at **855-520-7500** or support@wellbeats.com

Available streaming options, user experience, and navigation may vary according to the type and version of your device.