

FREQUENTLY ASKED QUESTIONS

What is a high health station?

high health stations allow you to track your blood pressure, pulse, weight, and BMI. From the moment you sit down and begin your session, friendly navigation walks you through each test offered at the station. Each unit is wheelchair accessible and offers a Spanish language translation. Download the mobile app or log in to your high account to easily access your results.

Where can I use a high health station?

Currently there are nine high health stations located at various City of San Antonio worksites (see list below). Additionally, high health stations can be found in H-E-B and Sam's Club stores throughout the City.

- Riverview Towers: 111 Soledad Street; *2nd Floor Lobby*
- Municipal Plaza Building: 114 W. Commerce Street; *Basement*
- Brooks City Base: 8039 Challenger Drive; *Public Safety Answering Point*
- Ron Darner: 5800 Enrique M. Barrera Parkway; *Community Fitness Center*
- Central Library: 600 Soledad Street; *Basement*
- Public Safety Headquarters: 315 S. Santa Rosa Street; *Hallway*
- NW Service Center: 6939 W. Loop 1604 North; *Fitness Room*
- SE Service Center: 1318 S.E. Loop 410; *Fitness Room*
- SW Service Center: 110 Callaghan Road; *Room 1.14*

How do I set up my high account?

It's easy to create an account whether you're at your computer, on your phone, or at one of the high health stations. Create an account at high.com or on the app by selecting 'Sign Up' or 'I'm new to high'; then enter your email address and create a password. You'll be asked for your name, as well as your birth date; your birth date is an important part of what helps high accurately calculate your health recommendations. You'll also have the option to link your favorite fitness tracker upon sign-up from the website.

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How do I link highi to my Virgin Pulse account?

You can connect highi to your Virgin Pulse account via the Devices & Apps page on the Virgin Pulse member website, or via the Virgin Pulse app. Once connected, this would allow your measurements to count as validated measurements on the Virgin Pulse platform.

To connect highi via the desktop VP website:

- 1) Log into your Virgin Pulse (VP) account at member.virginpulse.com/login.
- 2) Hover over your profile picture with your mouse and select "Devices & Apps".
- 3) Hover over the highi section and a "Connect" button should appear; click on "Connect".
- 4) You will be re-directed to the highi permission page where you can log into your highi account, or create a highi account in case you do not have one
- 5) Once you create your account and agree to the terms, click on "Authorize".
- 6) Once you authorize the connection between highi and VP, you will be re-directed back to your VP account after a brief moment. A chain-link in the upper right corner of the highi section will be displayed, acknowledging the connection.

To connect highi via the VP app, please make sure you have the latest version of the VP app installed, and

- 1) Log into the VP app and tap on the 3 horizontal lines in the upper left corner of the Home screen.
- 2) Tap on "Devices & Apps" from the menu.
- 3) Select "highi" from the "Devices & Apps" list and tap on "Connect".
- 4) If you already have a highi account, tap on "Log in". If you do not have a highi account yet, tap on "Create Account" and follow the steps 4-6 mentioned above.
- 5) Once your account is connected, highi will appear in the "My Connected Devices & Apps" section.

Virgin Pulse participants can earn 50 Virgin Pulse points per monthly highi check-in (up to 2 times per month, for a total of 100 points).



Click here for more info on linking to your VP account