

General

What is Vida Health?

Vida Health (Vida) is a virtual health program that offers personalized resources and live, one-on-one support from a health coach. Vida can help you manage your weight, improve your well-being and prevent chronic conditions and health problems.

With Vida, you'll have a dedicated health coach available at no cost to you to support eating better, moving more and developing habits to help you meet other health goals. You'll also have access to helpful resources like videos, tips, recipes and more. For easy progress tracking, you can connect fitness trackers or health devices. (See most common list in "3rd-Party Devices and Apps" below.)

Vida Health is available via the web or your phone's app store.

Who has access to Vida through Edward Jones?

All active U.S. associates, regardless of their medical enrollment, as well as U.S. medically enrolled spouses, domestic partners and dependents age 18+ are eligible for Vida Health at no charge.

How do I sign up for Vida?

- Starting June 1, visit vida.com/EdwardJones or download the Vida app to sign up, create an account and complete your onboarding by answering some questions about yourself* and your health.
- **We recommend utilizing your Edward Jones email address to establish your Vida account.** Using your Edward Jones email address ensures your ability to utilize Single Sign On (SSO), when accessing your account while on the Edward Jones network.
- You can also call Vida's customer support for assistance at [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 9 p.m. ET.
- Si tienes preguntas o necesitas ayuda, llama al [833-732-2242](tel:833-732-2242).

**Please enter your name as it appears with Edward Jones at time of registration.*

How does my spouse or dependent sign up for Vida Health?

Your family members (including spouses, domestic partners and dependents ages 18+) are eligible to use Vida's services at no charge, if they are enrolled in a medical plan through Edward Jones.

- To enroll, spouses, domestic partners and dependents should use their name, email and date of birth.
- If asked for Employee ID*, your spouse, domestic partner and dependents should utilize your Edward Jones Employee ID.
- If they need additional help, they can contact Vida directly at support@vida.com or call [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 9 p.m. ET.
- Si tienes preguntas o necesitas ayuda, llama al [833-732-2242](tel:833-732-2242).

**Please see Technical Issues section of this document for instructions on how to locate your Edward Jones Employee ID.*

If I have access to a well-being program through my spouse or domestic partner's benefits, can I still participate with Vida?

Yes. All active U.S. associates, regardless of medical election and access to other programs, are eligible to participate with Vida.

What kind of health coaching can I receive through Vida?

Vida's coaches can help you reach your health goals. Here are a few examples of things they can help with:

- Losing weight
- Healthy eating, including support for special diets (e.g., gluten-free, Mediterranean, paleo, vegan)
- Exercising more and getting stronger
- Lowering stress
- Improving sleep

- Preventing diabetes and other chronic health conditions

What is Vida's weight loss program like?

This program focuses on behavior change for weight loss and diabetes prevention. Members will have their own dedicated health coach working with them on eating, exercise, stress management and sleep skills. The coach will assist with goal setting, meal planning and guiding you each step of the way. Members can set up video calls with their coach, can message their coach in the app as often as they like, and can join peer support groups of like-minded people focused on similar health goals. Support groups are peer groups monitored by a coach. Health devices and apps, like fitness trackers and smart scales, connect with Vida to track progress.

Are there medical conditions that would prevent me from participating in a weight loss, nutrition or exercise program?

There may be situations in which individuals will not be able to participate in some Vida programs due to clinical reasons. However, other programs may be available to you such as stress management and sleep management. Please enroll and Vida will make the appropriate recommendations based on your health conditions and goals.

How do I choose my coach?

After you've signed up for Vida and logged into the Vida Health app (or called by phone), we'll recommend some coaches that could be a good fit for you – then the choice is up to you. Each coach has a photo, a brief bio and their appointment availability to help guide your choice.

Can I change coaches if it doesn't work out with my first coach?

Yes. To request a change:

- Go to the **Home** screen in your Vida Health app, tap the gear icon in the upper right, then tap **Switch Coach**.
- You'll answer a few questions so we can match you with a new coach that's the best fit for your style and goals.

If I'm enrolled in the Real Appeal program, do I need to enroll with Vida?

If you were enrolled with Real Appeal prior to June 1, 2025, you will continue to have support through Real Appeal for 52 weeks, following your enrollment in the program. Beginning June 1, 2025, you will also have access Vida's Weight Loss program to meet your health goals. You can contact Real Appeal at [844-344-7325](tel:844-344-7325) for any additional information on the continued support they are able to provide.

Privacy

What happens to the information I provide to Vida?

All personal information you share through the Vida Health app is confidential and securely stored in encrypted databases. Vida Health is fully HIPAA-compliant. If you wish to have your information deleted, please [contact privacy@vida.com](mailto:contact_privacy@vida.com).

What type of information will Edward Jones receive?

Vida and Edward Jones take your personal health information very seriously. Vida will NOT share your individual participation, results, or personally identifiable health information with Edward Jones. Edward Jones will only receive aggregated data from Vida.

3rd Party Devices and Apps

Can I connect health and fitness devices or apps to my Vida account?

You can! Connecting your fitness-tracking apps and devices to Vida is a great way to stay on track toward your health goals. We support integration with 100+ apps and devices, including:

- Fitbit
- Garmin
- Health
- Jawbone
- Runkeeper
- Strava
- Withings/Nokia Health

- Apple Health

How do I connect multiple devices to my Vida account?

When you log into Vida for the first time, you'll see a task on the **Home** screen that says **Connect Devices & Apps**. Tapping this will guide you through the device setup process. If you decide to add or change a connected device/app later, follow these steps:

1. Make sure the device/app you'd like to connect is set up and data tracking is working correctly.
2. Log into the Vida app.
3. Go to the **Home** screen, tap the gear icon in the upper right, then tap **Connect Devices & Apps**.
4. Select the device/app you'd like to connect and follow the on-screen instructions.
5. If you need to connect additional devices or apps, repeat these steps.

Why isn't my device or app syncing to Vida?

- First, please make sure your device is properly connected. (See previous FAQ: "How do I connect multiple devices to my Vida account?")
- If you've checked this and are still having problems, please email us at support@vida.com or call [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 9 p.m. ET.

Technical Issues

Vida is asking me for my Employee ID, where can I find that?

To locate your Edward Jones Employee ID navigate to: [Gateway](#) > Benefits > Your Current Benefits. Your Employee ID is the 7-digit numerical value reflected in the upper left-hand corner of the screen, right beneath your name.

What happens if I forget my password?

Open the Vida app and tap **Login**. On the login screen, tap **Forgot your password?** and enter the email address associated with your account. We'll send you an email with instructions for changing your password.

Didn't receive an email? You can reach out to us directly at support@vida.com or by calling [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 9 p.m. ET.

How do I change my password?

To change your password, go to the **Home** screen in your Vida app, tap the gear icon in the upper right, then tap **Change Password**. From there, follow the on-screen instructions.

How do I change the email address associated with my Vida account?

Please email us at support@vida.com or call Vida support at [833-732-2242](tel:833-732-2242) to change your email address.