



# 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 register to create a Wellbeats account?

If an organization you're affiliated with is offering Wellbeats as a service, your account will automatically be created for you. Once your account has been created, Wellbeats will send you an email with login credentials that you can use when you log in to the app.

## 2. I haven't received login information. How can I find out if I have an account?

Wellbeats Welcome emails are automated and may end up in your spam or junk folder. If you can't locate your Welcome email in your spam or junk folders, we recommend going to the login page on either our mobile app or website portal. From there, enter your company or personal email address, and select "Forgot My Password".

## 3. Why am I not receiving password reset emails?

Password reset emails are automated and may also end up in your spam or junk folder. If not there, please contact Wellbeats Support at [support@wellbeats.com](mailto:support@wellbeats.com) for further troubleshooting.

## 4. Can my family members make their own accounts?

Family members may create their own account if your employer or facility arrange for it. If you aren't sure, please contact the HR or Wellness contact for your company or facility.

## 5. How can I log into Wellbeats and play classes?

You can log into your Wellbeats account via our mobile app (available on iOS and Android) or website portal: <https://portal.wellbeats.com>. For our website portal we recommend Google Chrome, Safari, or Microsoft Edge.

## 6. Can I download Wellbeats on my Smart TV?

Wellbeats is currently only available on Apple TV, though we have TV casting guides available in the Resources section of our website.

## 7. My company has an incentive program. How do I know if I met their requirements?

You can view your class play minutes and history on your dashboard, when logged into your account. Please contact your HR or Wellness coordinator to check what the incentive requirements are.