



# Vivo Companion Frequently asked questions

## In this FAQs:

Eligibility and suitability	2
Managing your account	2
Tracking your activity	3
Understanding your Health Score	4
Your data and privacy	5
Rewards, giveaways and prizes	6

## Eligibility and suitability

### If you need more support

If you can't find the answers you need, reach out to your Acenda case consultant or email the Vivo team at [support@vivowellbeing.com.au](mailto:support@vivowellbeing.com.au)

### Who can access Vivo Companion?

To access and use the Vivo Companion app, you must be insured under an eligible and active Acenda Insurance policy. You may be suitable if you're thinking about lodging a claim, have recently lodged a claim or have an accepted claim.

This applies to claims for Income Protection and Group Salary Continuance covers.

### How long will I have access to Vivo Companion?

Once granted access, you will have ongoing access to Vivo Companion to help you achieve ongoing health and fitness goals. You will also still be able to enter the giveaways and contests for your chance to win prizes. T&Cs apply.

### What is Vivo Virtual Care and how can I access it?

Vivo Virtual Care offers Acenda customers and their children, partner, parents, and partner's parents access to confidential opinions and support from health and medical professionals at no cost.

Vivo Virtual Care services include:

- Nutrition Consult
- Fitness Consult
- Expert Medical Opinion
- Mental Health Navigator

You can access these services through the Vivo Companion app, via [vivovirtualcare.com.au](http://vivovirtualcare.com.au), or by calling 1300 163 053.

## Managing your account

### How do I reset my password?

1. Tap the **"Forgot Your Password?"** link on the login screen.
2. You will be redirected to a web page where you will be asked to enter the email address you used to sign up for Vivo Companion.
3. Vivo Companion will send a message to the

email you provided which will include a link to tap on. Check your spam folder for this email if you don't see it in your inbox.

4. When you tap the link, you will be redirected to a web page where you can set a new password. Confirm by tapping on the **"Reset password"** button.
5. Return to the login page and log in with your email address and your new password to access the Vivo Companion platform.

### What happens if I accidentally delete the app?

Simply re-download the app from the app store and use your original email address and password to log back in to your profile. All your data and progress will be saved.

### Can I delete my account and personal data?

Yes, you can delete your account by following these steps:

- Me > Settings > Terms & Privacy > Membership > Scroll down and tap on **"Delete Your Account"**.

You will need to enter your password to confirm the deletion of your account. Once confirmed, your account will be deactivated immediately.

Vivo Companion will keep your data for 30 days in case you change your mind and would like to reactivate your account. After 30 days, your data will be permanently deleted.

### How do I reactivate my account?

You will need to email [support@vivowellbeing.com.au](mailto:support@vivowellbeing.com.au) to request manual activation of your account. This must occur within 30 days to avoid permanent deletion of your data.

### How do I change my phone number?

For safety and security reasons, Vivo Companion users will not be able to manually change or alter their phone number once the authentication checks have been completed during registration.

To request a change to your phone number, please send an email to [support@vivowellbeing.com.au](mailto:support@vivowellbeing.com.au) with the subject line **"Phone Number Change Request"**.

The email must include the following details:

- Your full name
- Old phone number
- New phone number
- Your unique pass phrase for claims (if applicable)

The Vivo Companion support team will review your request and verify the provided information. You may be contacted for additional information or clarification if needed.

Once verified, the support team will update your phone number in the system. A confirmation email will be sent to notify you of the successful change.

The support team seek to action all requests within 48 hours.

For security reasons, we recommended you do not share your verification codes or passwords with anyone. Acenda will never ask for your password or verification code.

## Tracking your activity

### What wearables and health apps are supported by Vivo Companion?

Vivo Companion supports a wide range of popular wearables, devices and apps which you can use to monitor your progress and ensure you're on track for your goals.

Some gadgets and devices that use the Bluetooth Low Energy (BLE) technology are also able to connect and sync to Vivo Companion. In such cases, functionality may be limited by the device, the software and its configuration.

We recommend that you only connect one fitness device or app to Vivo Companion at a time.

You can easily connect your device or app by going to Track > Tracking Devices/Apps.

### Activity trackers and smart watches:

**Garmin:** Data which can be synced includes physical activity, workout or activity geolocation, workout heart rate, steps, weight and sleep data.

**Fitbit:** Data which can be synced includes physical activity, workout or activity geolocation, workout heart rate, steps, distance, calories burned, weight and sleep data.

**Polar:** Compatible devices can allow syncing of steps, workout or activity geolocation and heart rate.

### Apps:

**Garmin:** Data which can be synced includes physical activity, workout or activity geolocation, workout heart rate, steps, weight and sleep data.

**Fitbit:** Data which can be synced includes physical activity, workout or activity geolocation, workout heart rate, steps, weight and sleep data.

**Google Fit:** Data which can be synced includes physical activity, steps and sleep data.

**Strava:** Data which can be shared includes physical activity, workout or activity geolocation, and workout heart rate.

### How do I manually add data (for activity, body values or sleep) to Vivo Companion?

If you don't have a compatible device or app, you can manually add fitness activities and sleep data. You cannot manually add steps.

#### To manually add a fitness activity:

- Tap **Add Activity Manually**.
- Search for the desired activity tap to select it.
- Enter the required data points, such as date, time, duration, and possibly also distance, elevation and heart rate (if available).
- You can add a photo to the workout if you wish.
- Tap **Send**. This button will only become active (by switching colour from grey to blue) if there is enough data to save the activity.

#### To manually add sleep data:

- Tap **Add Sleep**.
- Enter the required data points - date, duration in bed, duration asleep (the duration asleep needs to be lower than or equal to the duration in bed), and number of times awoken. These four data points are needed as a minimum to activate the **Save** button (by switching colour from grey to blue).
- Tap **Save** and the manual entry will be logged and visible in the sleep journal on Me, Lifestyle, Sleep.

#### To manually add body values:

- Tap **Add Body Values**. You will be redirected to the Physical Health section of the **Me** screen.
- Tap the value you would like to change, and by doing so the data entry wheel will open to make it clear that data should be entered.

### Why is my Tracker/App not syncing with Vivo Companion?

Connected third-party devices and apps transfer their data on their own cycle. Some of these external devices and apps transfer data to Vivo Companion multiple times a day. Other devices only provide Vivo Companion with one daily transfer of data.

Because of this, at certain times of day your Vivo Companion may appear to have fewer steps than your tracker or app. We recommend you wait up to 24 hours for syncing to occur.

Please do not disconnect your tracker as doing so will cause any information that has yet to be sent over to be lost and cannot be retrieved.

### Can the Vivo Companion app detect double counting of workouts and activities?

Yes, Vivo Companion can detect double counting of workouts, and will remove duplicate workouts.

### Can I connect historical data from third party devices/apps with Vivo Companion?

If your device or app does allow the integration of historical data, Vivo Companion will integrate it. For the majority of third-party devices and apps, Vivo Companion imports your data from the moment that you connect your device or app to Vivo Companion.

### Why is the activity data that I recorded with wearables, devices or apps from third parties sometimes different on Vivo Companion?

Vivo Companion integrates raw data such as steps and heart rate from third party devices and apps. These devices and apps all use slightly different energy models, which can lead to differences between their data and the data you see on Vivo Companion.

Vivo Companion re-calculates calories burned when your data is imported from other devices or apps, in line with our own energy model. This keeps activities logged in Vivo Companion consistent and maintains the integrity of the Health Score as well as challenges.

### How can I delete a recorded and saved workout or activity?

You can delete your recorded workout or activity by following the steps below:

- Me > Lifestyle > Activities > Tap on the specific workout in **"My Workouts"** and then on the **rubbish bin** icon or delete button.

## Understanding your Health Score

### Is the Health Score a diagnostic tool?

No. Vivo Companion is not a medical tool.

Please consult and seek advice from a medical professional regarding any treatment and care in relation to your health and wellbeing.

Please also consult and seek advice from a medical professional in relation to all pre-existing medical, physical and psychological conditions prior to participating in any activity or program in or contemplated by Vivo Companion.

You must immediately cease any exercise, training program, coaching, consultation, diet plan, activity, events or challenge that you learn about or participate in through using Vivo Companion, where you experience or develop any health problems or issues.

### Why is the Health Score relevant?

The Health Score is a scientific way to measure your health in one easy-to-understand single metric. You can then make small lifestyle changes to improve it over time. Even small positive lifestyle changes can have wide-ranging health and wellbeing benefits, and you'll see this reflected in your Health Score.

When you track your Health Score over time, it offers a good indication of how your health and wellbeing is evolving.

### How accurate is the Health Score?

To get a baseline Health Score, you need to simply enter your age, sex at birth, weight and height. The more health data you provide over time, the more accurate your Health Score will become, offering you a personalised health and wellbeing experience.

## What changes my Health Score?

Your Health Score is based on the information you provide about your body, mind and lifestyle. There are plenty of ways that you can improve your Health Score, such as tracking your exercise and becoming more active, eating healthily when you can, and getting sufficient sleep.

The health benefits of physical activity are determined by sustained activity over time, not by a single workout. For this reason, Vivo Companion uses an averaging procedure (called exponentially weighted moving average) that looks back at your level of activity over the past 60 days. If a workout you do today uses less energy than your current average, your Health Score will decrease.

## What does MET mean?

MET is a measure for estimating the energy cost of physical activity, defined as 1 kcal/kg/h. Known as "normalized energy," it was introduced by Stanford University and has been utilised globally for over 30 years. The MET values on Vivo Companion are based on the Compendium of Physical Activities from Stanford University.

## What is the scientific basis of the nutrition model?

Vivo Companion's nutrition engine is based on the Mediterranean Diet (MD), which emphasises fresh, seasonal, minimally processed foods, and a plant-based approach. There is strong scientific evidence supporting the MD's health benefits, including reduced morbidity and mortality from chronic diseases like cardiovascular issues, cancer, and diabetes.

Additionally, the MD improves risk factors such as insulin resistance and high blood pressure. Not only is the MD healthy, but it is also tasty and varied, making it an ideal choice for a healthy lifestyle.

## Your data and privacy

### Your data privacy

Once you create your account on Vivo Companion, you can control what workout and activity data you wish to share and what to keep private. Please be aware that your profile on the app displays your real name and profile picture (if you have chosen to add one). However, this information is not accessible to other users on the platform.

The Vivo Companion app is built with customer privacy in mind. For all other data points, you control and decide what data is to be accessible to others. You can change the privacy settings of your account at any time.

You may choose to send and share your progress in the app to friends who are not on the app. You can only share certain types of data, such as the Health Score, workouts and earned achievements. Other Vivo Companion users cannot access this information at all.

Sensitive personal data such as your weight, age or blood pressure is not accessible to other users and can't be shared with anyone.

If you'd like to learn more about how and why we use your personal data, please read the [Privacy Notice](#)

### Is Vivo Companion confidential?

We will not use any of the personal information that you input into the Vivo Companion app for any claims assessment, claim decision making, claims payment or underwriting purposes, for any of your existing or any new life insurance policies that you may apply for in the future.

With your prior consent, we may use some of this personal information for claims rehabilitation purposes, for example claim-related recovery planning in collaboration with you and your Acenda case consultant and recovery specialist.

No information will ever be collected from the app and used to make a claim decision.

### How will my data be handled?

Your Vivo Companion data will be handled in accordance with our privacy notice, which outlines how we collect, use, and protect your information. You can view the privacy notice at [vivowellbeing.com.au/vivo-companion#privacy](https://vivowellbeing.com.au/vivo-companion#privacy)

With your prior consent, we may use some of your personal information for claims rehabilitation purposes, for example claim-related recovery planning in collaboration with you and your Acenda case consultant and recovery specialist.

### **What happens when I recover and return to health?**

You still have ongoing access to Vivo Companion to help you achieve ongoing health and fitness goals. You will also still be able to enter the giveaways and contests for your chance to win prizes. T&Cs apply.

We will not use any of the personal information that you input into the Vivo Companion app for any claims assessment, claim decision making, claims payment or underwriting purposes, for any of your existing or any new life insurance policies that you may apply for in the future.

For more details, visit [vivowellbeing.com.au/vivo-companion](https://vivowellbeing.com.au/vivo-companion)

### **Does Acenda have access to my geolocation data?**

No. Acenda does not have access to this data. The geolocation data is used for calculation of the Health Score.

Your Vivo Companion data will be handled in accordance with our privacy notification, which outlines how we collect, use, and protect your information. You can view the privacy notice at [vivowellbeing.com.au/vivo-companion](https://vivowellbeing.com.au/vivo-companion)

### **How do I change my privacy settings?**

The only types of data that may be shared externally are the following: Health Score, workouts and earned achievements. Other Vivo Companion users cannot access this information at all.

Sensitive personal data such as your weight, age or blood pressure, etc. is not accessible to other users and can't be shared with anyone.

You can change your privacy settings with the following steps:

- Tap on **"Me"**, then on the gear icon in the upper right corner to access Settings.
- Select **"Platform Settings"**, then **"Privacy and Security Settings"** to change your privacy settings.

## **Rewards, giveaways and prizes**

### **What are Vivo Companion Giveaways and Prizes?**

By completing certain health actions in the app, you can enter competitions for your chance to win prizes. Vivo Companion rewards you for actions that support your health and recovery. T&Cs apply.

For more details, visit [vivowellbeing.com.au/vivo-companion](https://vivowellbeing.com.au/vivo-companion)