Frequently Asked Questions

Personify Health Wellness Portal

What is Personify Health?
Personify Health (formerly known as Virgin Pulse) designs technology that cultivates good lifestyle habits. The Personify Health portal integrates scientifically backed tools to help you be more active, make healthier decisions, and help you live your best life!

How do I register for the Personify Health wellness portal?
Go to gundersenhealth.org/mim. If you are a community member registering for Minutes in Motion, click on 'community members'. If you are a Gundersen employee, click on ''Gundersen employees'. Fill in the registration information that it prompts you to complete. Accept the privacy policy and membership agreement.

How do I log in to my account after registering?
After registering, you can simply go to https://login.personifyhealth.com/ to login to your platform. You can also use the Personify Health app!

Is there a Personify Health app that I can download on my smartphone?
Yes. The Personify Health app is available on both Apple and Android smartphones. It can be downloaded to your personal smartphone through the Apple App Store or Google Play.

Experiencing technology or synching issues?
Check out Personify Health Member Services for more information and useful tips. Still experiencing issues? Please call Personify Health member services team at 888-671-9395 or live chat with them on the site. They're happy to help!

Where can I go for more information or help?
You can contact Personify Health by phone, email or live chat with customer service. Within the Personify Health site, you can select "Contact Us" at the bottom of the page and click on "Support Page" in the box that pops up, or click on the "Chat" tab located on the right side to live chat with a Personify Health representative (via home computer). **You can also call Personify Health via their U.S. customer service line 866-852-6898 or go to support@personifyhealth.com**

What are the Personify Health Support hours?
Webchat and email are covered Monday through Friday from 2am – 9pm EST. Phone coverage is Monday - Friday 8am – 9pm EST. The general turnaround time for email is 48 hours on weekdays.

How do I know my information is secure on the Personify Health site?
The Personify Health platform has strong data and system security measures in place, and Gundersen Health has taken steps to ensure compliance and data integrity. The platform is a SaaS/cloud-based software solution that is accessed via a browser and/ or native iOS and Android apps. Communication between your device and the platform is secured using TLS 128-bit encryption. Databases are encrypted using 256-bit encryption, while multiple layers of firewalls protect servers from internet traffic.