



WorkLife Concierge

Building Pathways to Well Being

About WorkLife Concierge & FAQ

Q: What is WorkLife Concierge?

A: WorkLife Concierge, formerly known as WorkLife Assistant, is an all-purpose, virtual assistant offering the personal attention and first-class service you typically only receive at a five-star resort. Your time is valuable, and WorkLife Concierge can help you make the most of it by managing every day and special occasion tasks for you and your family.

Available anytime, WorkLife Concierge includes more convenience, accessibility, white-glove services and dedicated WorkLife Concierge representatives to provide the best experience possible.

Access your WorkLife Concierge by phone, email, online (including chat) or fax.

Q: What can I use WorkLife Concierge for?

A: All sorts of things! WorkLife Concierge was designed for busy medical professionals and their immediate families. You can complete tasks in just a few minutes by working with a WorkLife Concierge representative, freeing up more of your valuable time for what matters most to you. WorkLife Concierge lets you take advantage of their program discounts and can help you with the following:

- Personal Services
- Home Services
- Travel Arrangements
- Referrals/Recommendations
- Shopping & Returns/Exchanges
- Errand Services
- Party & Event Planning
- Appointment Scheduling
- Business Support Services
- Entertainment & Leisure
- Touring Services
- Medical Concierge Services
- Problem Solving
- Auto Services
- Domestic/International Relocation
- Reminder Service
- Senior/Elder Care Services
- Gift Certificates

Q: Why is my organization providing us with WorkLife Concierge?

A: Your organization cares about your well being and realizes one thing everyone working in healthcare needs is more time. WorkLife Concierge gives you back your time. Your virtual concierge service is available anytime and allows you to delegate tasks you just don't have time to do, such as entertainment, dining or travel planning, personal errands, event planning, household maintenance and much more.

Q: Why the change from WorkLife Assistant to WorkLife Concierge?

A: We believe the word "Concierge" better reflects the resources, ease of access and exceptional level of service WorkLife Concierge provides. It's beyond assistance, it's an elite resource for our valued clients.

Q: How do I access my WorkLife Concierge?

A: The first time you use your WorkLife Concierge you will need to register using a preferred email address and access code. This account will be custom to you and will enable more convenience and speed of service in the future.

Once you've registered, there are multiple ways to access your WorkLife Concierge resources.

- **Phone:** Call **888.316.6616** to speak with a dedicated WorkLife Concierge representative directly
- **Online:** Visit VITALWorkLifeConcierge.com to browse our comprehensive menu of services, send a general message or live chat with a WorkLife Concierge representative
- **Email:** Service@VITALWorkLifeConcierge.com
- **Fax:** 888.993.0600
- **VITAL WorkLife Mobile App:** Connect directly to the WorkLife Concierge site to make requests

Access Code: **vitalworklife**

PLEASE NOTE: When you request a service through any of these channels, you may be contacted by a WorkLife Concierge representative if questions arise.

Q: What do I do if I want to make changes to my account?

A: If you would like to update your account with a different email address, mobile number or make an update to your name or address, contact WorkLife Concierge directly by email at Service@VITALWorkLifeConcierge.com or by phone at 888.316.6616 and you will be assisted in making any updates.

Q: Who do I contact if I am having technical difficulties?

A: If you are having technical difficulties, call VITAL WorkLife at 877.731.3949 and push "0" to speak with a VITAL WorkLife representative directly.

Q: Why is my WorkLife Concierge access code different from the regular work-life website?

A: Access to the VITAL WorkLife site is "generic" in that one global username and password is used for the entire organization. VITAL WorkLife tracks engagement and utilization of this platform but does not track usage down to the individual to adhere to our privacy and confidentiality standards.

Q: Can I change or create my own access code?

A: For WorkLife Concierge, you cannot change your access code from "vitalworklife" or create your own. During your one-time registration, you will need to create your own profile, so it is unique to you. You can use your preferred email address during this one-time registration.

In any of the ways you can access WorkLife Concierge, the email address you used during registration will always be needed to identify your account and further pre-populate the service requests.

Q: Why do I have to register for the WorkLife Concierge website?

A: Every account is unique, and the upside to this is having the service request pre-populated for each subsequent request. Furthermore, for all future requests our WorkLife Concierge representatives can identify you when you contact our dedicated WorkLife Concierge phone number directly—which is 888 316.6616. This is an enhanced white glove greeting and service commitment to you. In other words, the service will be more customized and streamlined to quickly assist medical professionals like you.

Q: What is the most optimal browser needed for registering on my desktop or laptop?

A: When accessing WorkLife Concierge, using Google Chrome as your web browser or calling 888.316.6616 will provide you with the best user experience. However, our team has run numerous tests on the functionality of the site (VITALWorkLifeConcierge.com) and experience no delays in logging or registering on other browsers.

However, if you happen to have an issue, when reporting any technical issues to our team at 877.731.3949, please provide the following information so we can help correctly diagnose the issue:

- (1) Your operating system platform (Mac or PC)
- (2) Your Internet browser (Safari, Firefox, Chrome)
- (3) Your browser version
- (4) Your Internet connection type (Wi-Fi or hardwired system)

Q: If WorkLife Concierge shops for me, purchases tickets for me, etc., will they look at several different sites to provide me the best price?

A: You will never pay more for directing your request through WorkLife Concierge. Tickets for events are a fluctuating commodity driven by supply and demand, and when available we will always attempt to get face value tickets. However, each user has different priorities and needs when acquiring tickets. The WorkLife Concierge team will always work within your identified budget and specific requirements for the request, and present at least three options based on availability within your price range.

Q: Are there runners available to pick up my dry cleaning, mail packages or do food shopping for me?

A: Runners and errand services are available! The price will be determined by the type of errand being performed, the prevailing rates of the selected service provided, vendor availability in your area and timing. In addition, we most certainly can organize a regular pick up/drop off service for you. Again, the rate will be determined by the service, regularity of service and the vendor.

You will be given a few options on pricing which will be determined by your need, urgency and vendors available in your area. WorkLife Concierge does not markup goods or services. The user will pay prevailing rates, and because of our buying power you may pay less for a service. If you would like to set up a regular dry-cleaning pick-up and/or drop-off service, this can be scheduled for an individual, for an entire team or practice group as well.

Q: Can I access WorkLife Concierge through the VITAL WorkLife Mobile App?

A: Our mobile app currently includes a “link” to access the WorkLife Concierge website. We created a modified, temporary solution until our enhanced VITAL WorkLife Mobile App is fully functional and integrated with our WorkLife Concierge service. Our estimated timeframe for a fully enhanced Mobile App experience is April 2019.