



Frequently Asked Questions

- 1. I am having trouble logging in for the first time.**
 - Please call or email support at support@gopivotsolutions.com
 - For password resets, please call (888) 949-1001. Password resets cannot be done via email
- 2. I am having trouble logging on for the first time on the app.**
 - Try logging in on computer or the website on your phone first. Then try to get into the app
 - If you still can't login, contact customer support at support@gopivotsolutions.com.
- 3. What points are awarded immediately?**
 - Watching the launch video
 - Watching the monthly video
 - Completing your profile registration
 - Syncing a tracking device
 - Taking a FitIn
- 4. How many points should I have if I do all the onboarding activities?**
 - 3,000 points!
- 5. When will I get points for exercise, exams, and quarterly points?**
 - Points are posted monthly. You will be notified by email when points are posted.
- 6. How long does it take for my points to show up for exams and coaching with the clinic?**
 - It can take up to 6 to 8 weeks for us to receive the data and points to be posted.
- 7. I am not on City of Albany insurance, how do I get points for exams?**
 - Please fax your Explanation of Benefits (EOBs), or documentation of the exam type, your name and date of service to our secure fax # (404) 923-8034.
- 8. What devices can be used to sync to the platform?**
 - You can sync FitBits and Android devices via Google Fit.
 - You can also sync an iPhone or smartphone that has step tracking capabilities via FitBit.com. The instructions can be found on the program guide tab at the bottom of the file.
 - Apple Health is coming soon to connect with an Apple Watch.
- 9. I have an Apple Watch; how do I connect it?**
 - You will need the Apple Health Kit, coming soon.
 - In the meantime, you can self-report or connect a smart phone via a FitBit and switch when the Apple Health Kit becomes available.
- 10. Is my personal information secure?**
 - Yes, everyone at GoPivot is HIPAA certified.
 - The data comes to our secured network via a secured data transfer directly from the providers.
 - Human Resources will not have access to any of your personal medical information.