



PULSE GENERATOR

FAQ

WHAT IS A PROXIMA CARD/SWIPE CARD?

AHS - PROXIMA CARD IS THE WHITE CARD BETWEEN YOUR PICTURE ID AND CODES CARD IN YOUR AHS SECURITY PACKAGE.

COVENANT – YOUR PICTURE ID IS YOUR PROXIMA CARD.

ALL SITES, EXCEPT GLENROSE, ARE USING AHS/COVENANT SWIPE CARDS FOR ACCESS.

WHERE DO I PICK UP A FOB OR ACCESS CARD?

ALL LOCATIONS (EXCEPT GLENROSE) USE AHS/COVENANT SWIPE CARDS. PLEASE ALLOW 2-3 BUSINESS DAYS FOR ACCESS TO BE ADDED. FOR GLENROSE MEMBERS, INSTRUCTIONS ON OBTAINING YOUR MEMBERSHIP CARD WILL BE EMAILED TO YOU AFTER MEMBERSHIP PURCHASE.

THE NUMBER ON THE PROXIMA CARD IS LONG. DO I ENTER ALL THE NUMBERS?

WE ONLY NEED THE FIRST STRING OF NUMBERS, AND THEY ARE USUALLY ONLY 5-7 DIGITS LONG.

HOW DO I REMOVE MYSELF FROM YOUR MAILING LIST?

TO CHANGE YOUR NOTIFICATION SETTINGS LOG ONTO YOUR WELLNESS LIVING ACCOUNT. CLICK ON MY PROFILE AND SCROLL TO NOTIFICATIONS AND CLICK. CHANGE THE NOTIFICATIONS BY TURNING THE TOGGLE ON AND OFF.

HOW CAN I BOOK THE EQUIPMENT?

BOOK CARDIO EQUIPMENT BY VISITING OUR WEBSITE AT WWW.PULSEGENERATOR.CA AND CLICKING ON ONLINE BOOKINGS.

WHAT HOURS ARE THE PULSE GENERATORS AVAILABLE FOR USE?

PULSE GENERATOR MEMBERS HAVE ACCESS 24/7.

CAN I HAVE ACCESS TO ALL PULSE GENERATOR SITES?

TO REQUEST ADDITIONAL SITE ACCESS EMAIL PULSEGEN@AHS.CA

I AM NOT ABLE TO CREATE MY PROFILE

WE SUGGEST USING A DESKTOP TO CREATE YOUR PROFILE AS SOMETIMES THERE ARE GLITCHES ON MOBILE DEVICES. IF YOU ARE ON A DESK TOP, TRY CHANGING BROWSERS. WE SUGGEST USING FIREFOX OR CHROME. FOR A QUICK VISUAL ON SETTING UP YOUR PROFILE WATCH THE VIDEO AT [HTTPS://VIMEO.COM/540298922/ED65689109](https://vimeo.com/540298922/ED65689109)

I CLICK ON ELECTRONIC SIGNATURE BUT IT IS NOT ACCEPTING IT?

IF YOU ARE ON A TOUCH SCREEN YOU WILL NEED TO USE YOUR FINGER OR STYLUS TO SIGN. OTHER DEVICES YOU WILL NEED TO USE YOUR MOUSE TO SIGN IN THE SIGNATURE FIELD. FOR ADDITIONAL ASSISTANCE WATCH THE VIDEO AT [HTTPS://VIMEO.COM/540298922/ED65689109](https://vimeo.com/540298922/ED65689109)

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I DO NOT REMEMBER MY PASSWORD

GO TO [HTTPS://WWW.WELLNESSLIVING.COM/LOGIN/PULSE_GENERATOR-EDMONTON](https://www.wellnessliving.com/login/pulse_generator-edmonton). CLICK ON FORGOT PASSWORD AND A RESET EMAIL WILL BE SENT TO YOU.

HOW DO I ACCESS THE VIDEOS

IF YOU ARE A PG FOTG OR A ONSITE MEMBER YOU HAVE ACCESS TO OUR VIDEO LIBRARY. THIS CAN BE ACCESSED BY SIGNING ONTO YOUR WELLNESSLIVING ACCOUNT. [HTTPS://WWW.WELLNESSLIVING.COM/LOGIN/PULSE_GENERATOR-EDMONTON](https://www.wellnessliving.com/login/pulse_generator-edmonton) THERE IS A TAB AT THE TOP THAT SAYS VIDEO.

CAN I SET UP MY MEMBERSHIP SO THAT IT COMES OFF OF MY PAYCHECK?

PAYROLL DEDUCTION IS NOW AVAILABLE!

PLEASE NOTE THAT PAYROLL DEDUCTION IS ONLY AVAILABLE TO PERMANENT STATUS FULL OR PART TIME EMPLOYEES. YOUR E-PEOPLE NUMBER SHOULD HAVE ONLY 8 NUMBERS INCLUDING THE ZERO(S) AT THE BEGINNING - I.E. 01234567

CURRENT PULSE GENERATOR MEMBERS PLEASE EMAIL [PULSEGEN@AHS.CA](mailto:pulsegen@ahs.ca) IF YOU WISH TO CONVERT YOUR MEMBERSHIP TO PAYROLL DEDUCTION. NEW MEMBERS VISIT THE MEMBERSHIP TAB FOR REGISTRATION OPTIONS.

HOW DO I CANCEL MY MEMBERSHIP?

THE CANCELLATION FORM IS AVAILABLE ON OUR WEBSITE [PULSEGENERATOR.CA](http://pulsegenerator.ca) UNDER MEMBERSHIPS.

HOW TO CHANGE BILLING INFORMATION

LOG INTO WELLNESS LIVING ACCOUNT
CLICK ON MY PROFILE
CLICK ON BILLING
SCROLL DOWN TO ADD A NEW CARD

HOW TO ADD SWIPE CARD/ E PEOPLE NUMBER

LOG INTO WELLNESS LIVING
CLICK ON MY PROFILE
CLICK ON PROFILE DETAILS
SCROLL DOWN AND ENTER CARD NUMBER

www.pulsegenerator.ca