

Rollout Checklist



To help you keep track of your activities and materials when launching Help@hand, we have created a handy **interactive checklist**. You can simply tick off the below and save to keep track of your progress.

Preparing for launch

Firstly, there are a few steps you'll need to take to make sure the rollout goes as smoothly as possible on the admin side once you have registered.

Allowlist Help@hand emails to ensure your e-mailing system does not block incoming emails from help-at-hand@squarehealth.com

Allowlist emails from Benefit Hub, the provider of in-app Savings & discounts:

- + Customer care: support@benefithubsupporthelp.zendesk.com
- + UK gift card: noreply@mail.runa.io
- + Newsletter (UK): hello-gb@newsletter.emailbenefithub.com
- + Newsletter (Ireland): hello-ie@newsletter.emailbenefithub.com

Download the [Admin Portal guide](#) before you get started – and you can sign up for a [Help@hand Ready session](#) for admin support and to ask questions

Once logged in using the details in your welcome email, follow the instructions to get started with creating your CSV file of employee email address for upload in the [Help@hand Admin Portal](#) – please note that once uploaded, a welcome email will be sent to all employees within 24 hours.

Line up a spokesperson for internal email communications. An initial email from a spokesperson with follow up emails from HR or an office manager can be more impactful – ensuring more of your employees engage with and benefit from Help@hand.



Help@hand Rollout Communications

We have a comprehensive toolkit of assets, to support you with the internal communications of Help@hand and help your business get the best uptake. Of course every business is different, so feel free to use and tick off what you believe will work best for your organisation.

Download pre-launch materials and start letting employees know about the upcoming changes 1-4 weeks before launch.

Download and schedule your launch day email once the employee data is uploaded onto the portal - from your nominated spokesperson in the business if relevant.

Print or share the poster and set up the screen display encouraging employees to download the app. You can keep these up from launch as an ongoing nudge.

Download and schedule your reminder email around 1-2 weeks after launch.

Don't forget ongoing communications around Help@hand post-launch, and let new starters know.

You can find the communications toolkit [here>](#)



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