

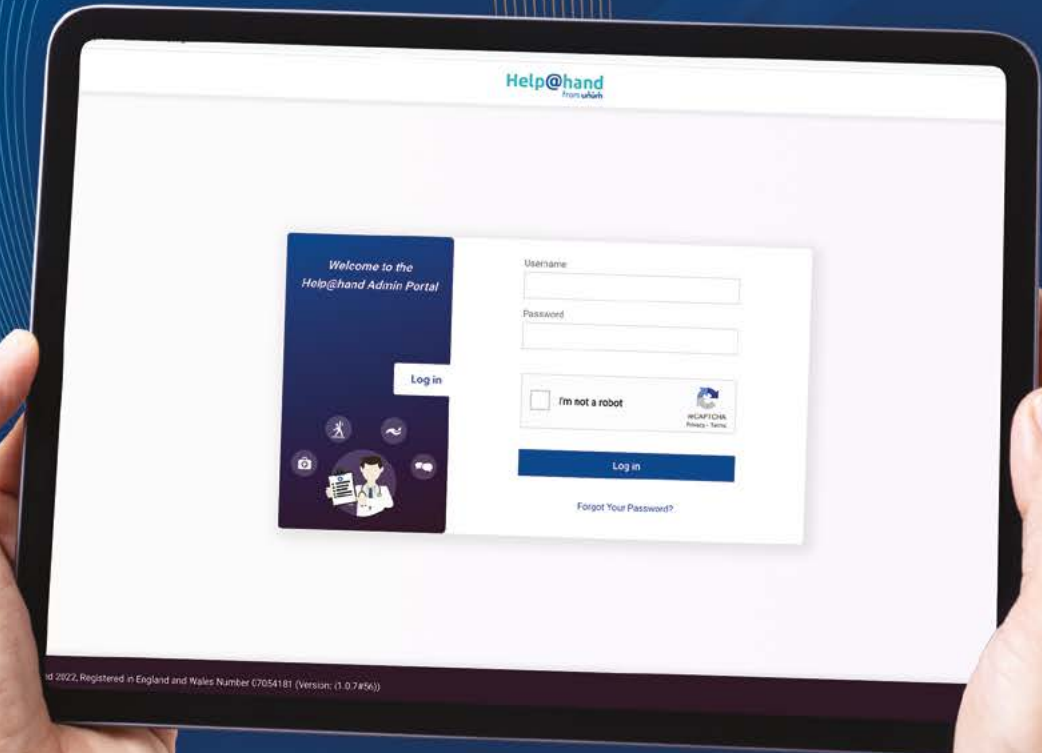
Admin Portal Guide



Thank you for registering for Help@hand. This quick guide will show you how to set up your account, upload employee details and keep your account updated.

Please note: the Help@hand Admin Portal works best using the Chrome browser.

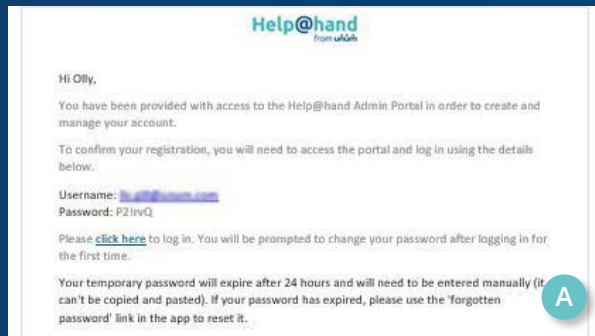
If you have any further questions, please check out our handy [Frequently Asked Questions](#) page, or email help-at-hand@unum.co.uk.



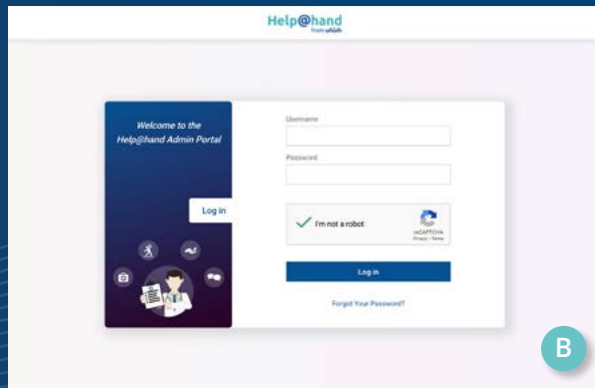
Registration

- A** Once you have registered you will receive an email with login details.

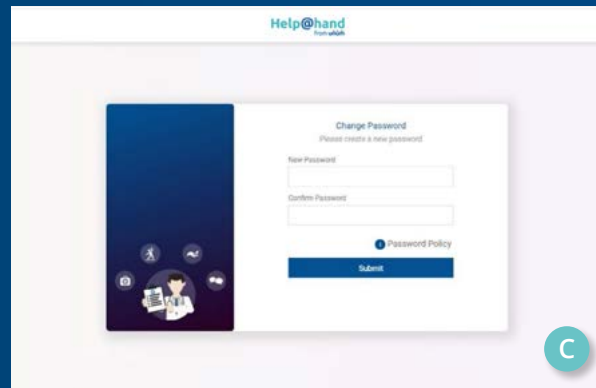
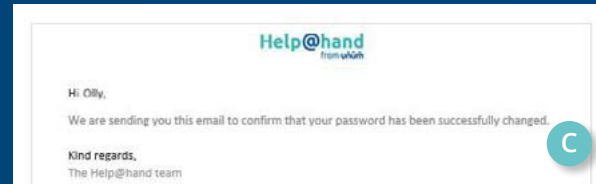
This password is valid for 24 hours – after this time you will need to reset the password to gain access.



- B** Once logged in, you will be asked to reset your password, and login again.

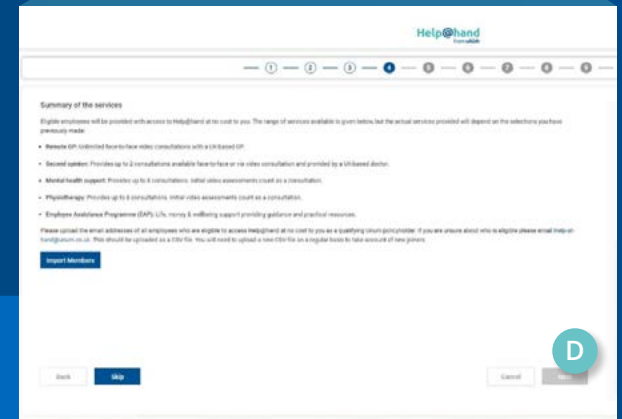
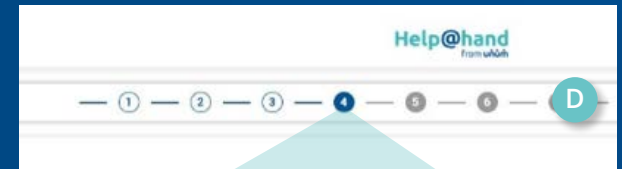


- C** The change of password will be confirmed on screen, and via email.



- D** Please then move through steps 1, 2 and 3 checking your personal information, company details, and policy details – including adding the total number of employees.

At step 4, please review the 'Summary of services', checking the services shown are correct. If a change is required, email help-at-hand@unum.co.uk to let us know.

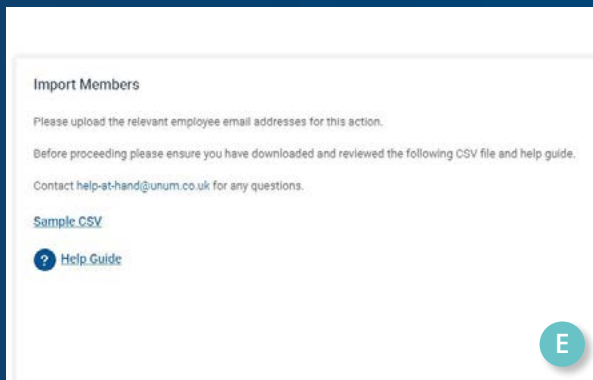


Registration (continued)

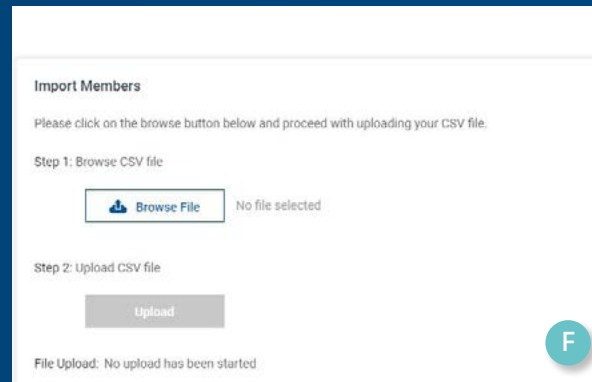
E If correct, click 'Import members' to upload employee email addresses. You will need to upload them in a csv file – you can download a sample csv file and Help Guide from the portal.

Please note: an automated email with login details will be sent to each employee within 24 hours of completing this upload process. We recommend that you let your employees know this email is on the way, so they are ready to start using the service immediately. For employee communications support, please see our [Help@hand toolkit](#).

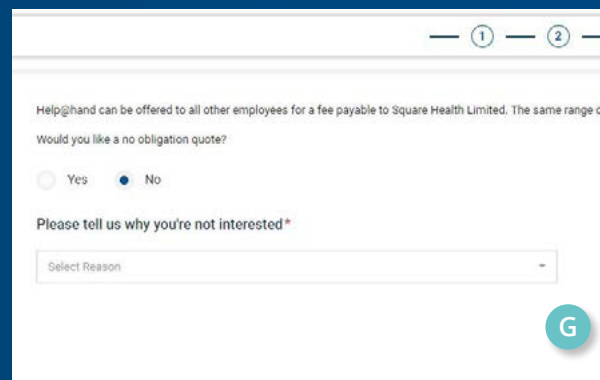
If you want more time before this email is sent, you can skip this process and upload your employees at a time that suits you.



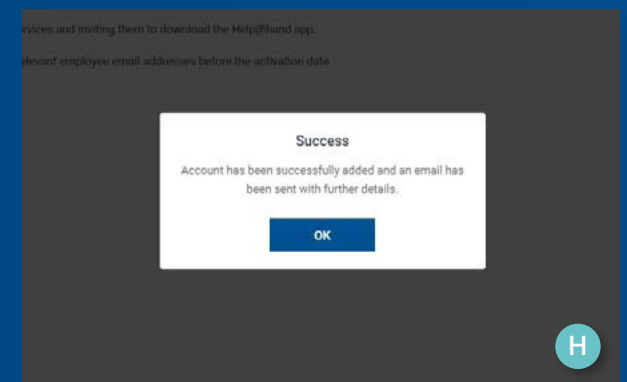
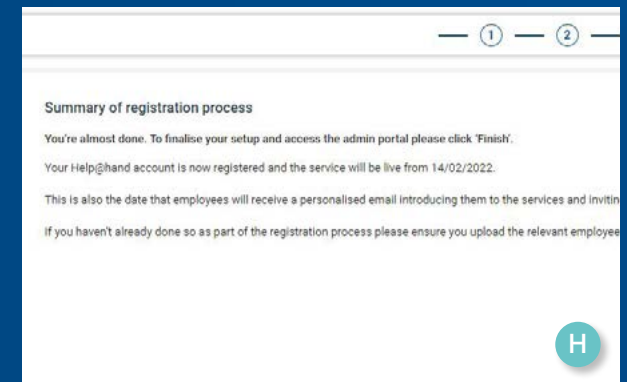
F Remember to only upload employees who are eligible to access Help@hand at no cost to you as a qualifying Unum policyholder.



G If you would like to offer Help@hand to employees who are not eligible to access the services at no cost to you, this can be provided for a fee which is payable to Square Health Limited. You can do this from step 6.



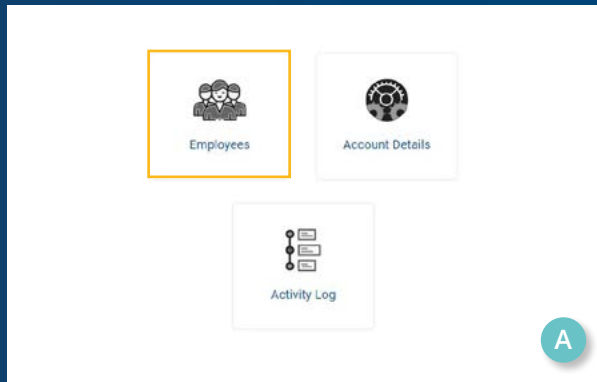
H Step 10 completes the registration process. If employee email addresses have been uploaded, they will receive an email within 24 hours of completion inviting them to the service.



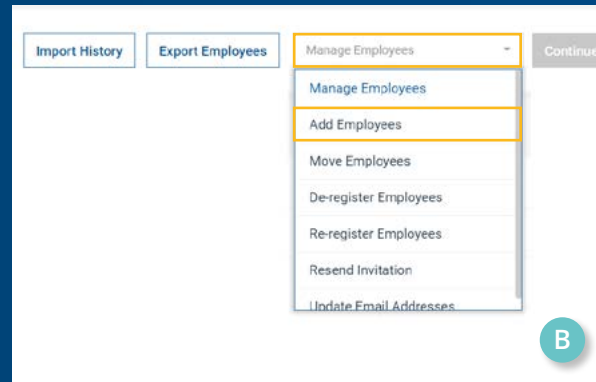
Don't worry if you haven't uploaded any employee email addresses! This can be done in the portal anytime.

Adding employees

A First, go to the 'Employees' area of the Help@hand admin portal.



B From here, you can upload employee email addresses. 'Add Employees' from the drop-down menu.



C You can then choose to add employees via csv file upload, as seen in the initial registration process, or upload manually.

Please note: a new csv upload does not overwrite a previous upload or remove access to employees who have already been uploaded into the portal.



Top tip: Once uploaded, you can sort employees by status.

Registered: Downloaded the app

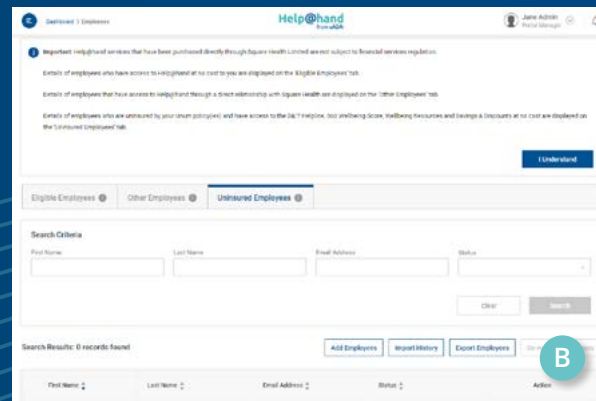
Unregistered: Welcome email sent but not downloaded the app

Active: Used at least one service

De-Registered: You have removed their details

Suspended/Dormant: Not in use

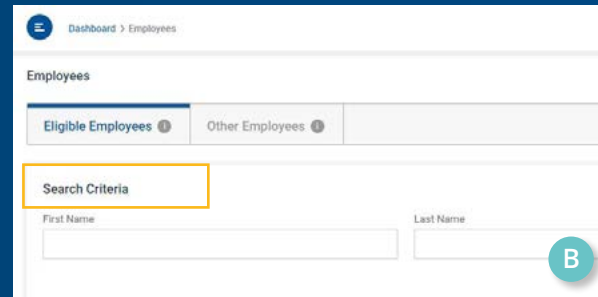
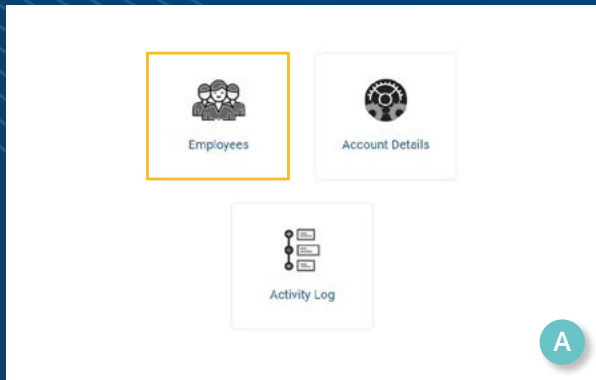
B In the 'Employees' area you can also add the email address of uninsured employees, giving them access to selected Help@hand services*



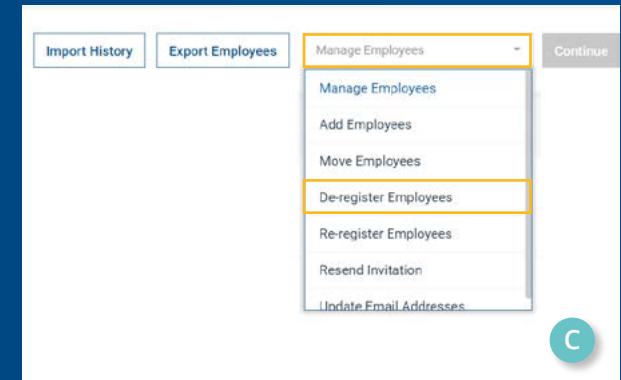
Removing employees

When an employee no longer has access to Help@hand, you need to remove them from the portal.

- A First, go to the 'Employees' area of the portal.



- B Find the employee using the search function, then under 'Action', select 'De-register'.



- C You can also de-register using a csv file, by clicking 'De-register Employees' from the drop-down menu and uploading a file of email addresses to remove access when prompted.

Please note: Employees who have been de-registered will be able to complete any consultations already booked within their allowance.

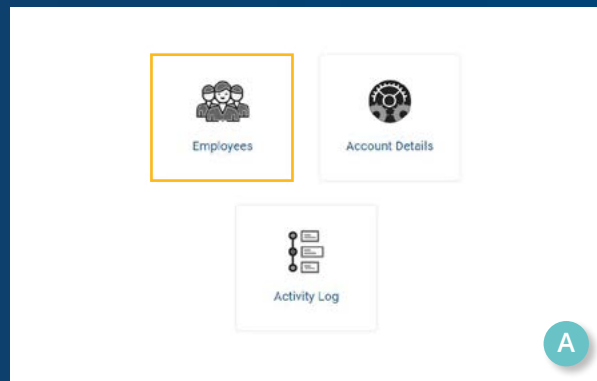


Resending invitations

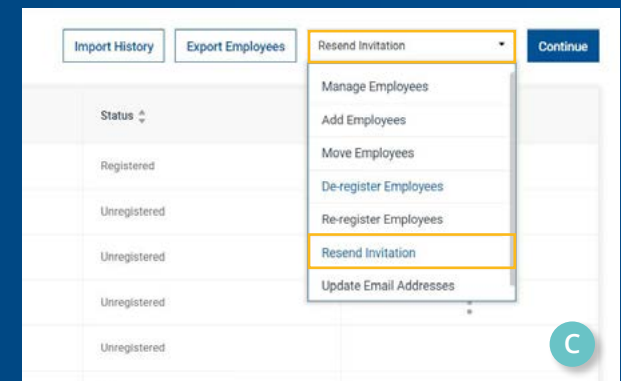
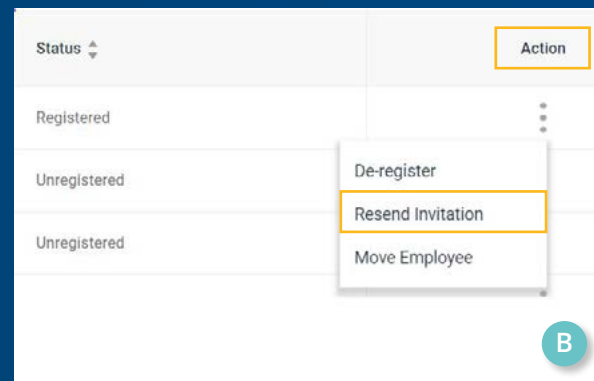
Once Help@hand is launched, you can check if employees have registered and resend the email invite to remind them to download the app at any time.



A First, go to the 'Employees' area of the portal.



B To send individual invitations to unregistered employees, select the 'Resend Invitation' from the 'Action' column

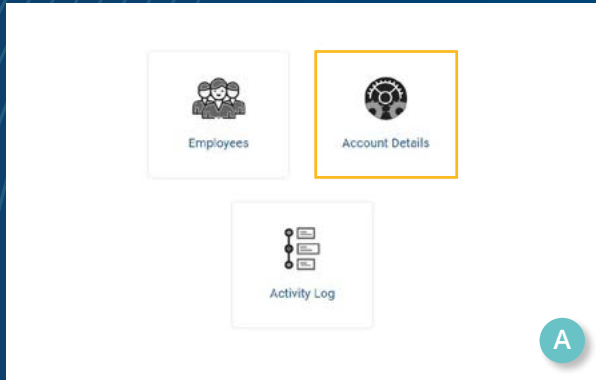


C You can also use a csv upload to send multiple invites. First, click 'Export Employees' to identify the 'Unregistered' accounts. Then select 'Resend Invitation' from the drop-down and upload a file of email addresses to send invitations.

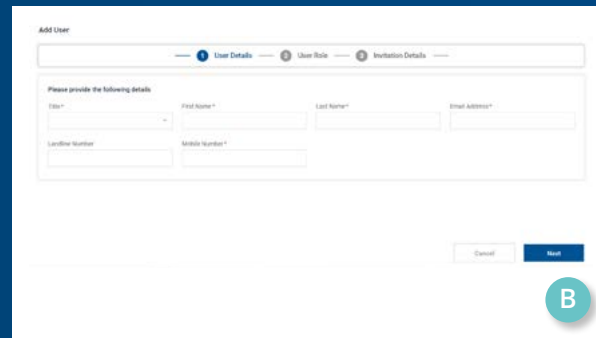
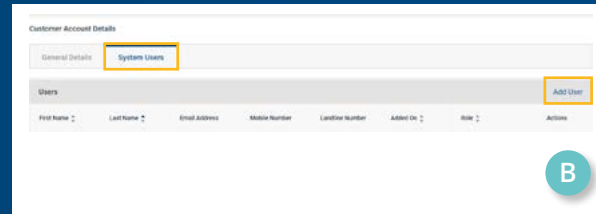


Adding another administrator

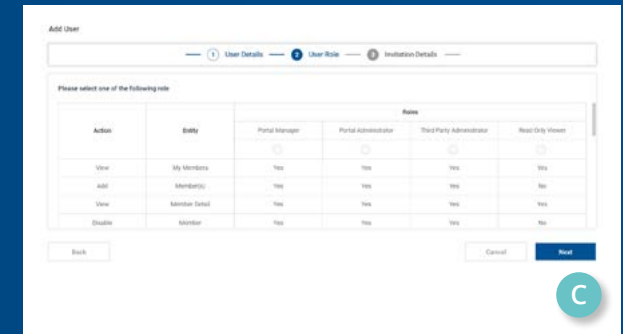
A First go to 'Account Details' on the portal.



B Go to the 'System Users' tab, and click 'Add User'.



C At this point you can add more Help@hand Portal administrators, giving them the required level of access.



It might be helpful to add a generic HR inbox as an administrator, making it easier to gain access if an individual is unavailable.



If you have any further questions or require assistance, please email help-at-hand@unum.co.uk

The Help@hand app is provided directly to customers by Square Health Limited.

unum.co.uk/employer/help-at-hand

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