

Employee email template

Adding eligible family members

You can use this copy template to help you write communications to employees regarding Help@hand from Unum. Adding eligible family members is a great way to drive app engagement and supports not just your employee, but their

Subject: Did you know you can register your partner for Help@hand?

Help@hand from Unum is the total health and wellbeing app, there to support you every day. But did you know you can also extend access to eligible family members? *

Haven't registered for Help@hand yet?



If you haven't downloaded or registered for Help@hand yet, the temporary password in your initial welcome email (from help-at-hand@squarehealth.com) will have expired.

To access the app, download it from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen.

Add family members

*Eligible family members are:

- your partner
- children aged up to 18 (or up to 24 if in full-time education).

Please note that eligibility may vary on services. Check your employee guide for details or download the app to explore.

How do I add an eligible family member?

- Once you've logged in to the app, go to the menu on the left-hand side.
- Click 'My Family'.
- Click 'Add Member' and fill out the form with their details.
- If the person is over 18, they will receive an email with details on how to download the app and set up an account. Children under the age of 18 can access the appropriate services via your app account.

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