


# Help@hand

from unum

## 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.**

Whitelist Help@hand emails to ensure your e-mailing system does not block incoming emails from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)

Create a CSV file containing the email address of every employee who will receive access to Help@hand.

If you have some employees covered under a Group Income Protection (GIP) policy and some not covered, their email addresses need to be in separate CSV files.

Upload the CSV file of employee email address on your [Help@hand Admin Portal](#) – there are separate upload areas for the two CSV files. Please note that once you upload the CSV file 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 can benefit from our health and wellbeing services.

# Help@hand Rollout Communications

Secondly but equally as important is the launch of Help@hand to your employees, so they have all the information to understand and take advantage of the many health and wellbeing services you're providing them with access to. Of course, every business is different, so feel free to use (and tick off) the activities that you believe will work best for your company.

Download the **pre-launch email templates** and identify the ones you would like to use. Schedule these in for 1 to 4 weeks before launch

Download the **'coming soon' screensaver** for your communal screens or employee's desktops to raise awareness in advance of the launch

Print the **'coming soon' poster** for your workplace if needed

Download and send the **'launch email'** on the day your Help@hand services are made available on the invite email date, encouraging employees to download the app and register

Download the **'launch' screensaver** for your communal screens or employee's desktops to encourage people to download the app and schedule for the launch date

Print the **'launch' poster** if needed

Download and schedule the **reminder email** to be sent approximately 1 to 2 weeks after launching Help@hand

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If you have any questions about setting up Help@hand or the rollout to your employees, please get in contact with your Sales Consultant or email [help-at-hand@unum.co.uk](mailto:help-at-hand@unum.co.uk).