



Aviva DigiCare+ Workplace

Customer Portal FAQs

What is Aviva DigiCare+ Workplace?

Aviva DigiCare+ Workplace is an app designed to give you the guidance and care needed to help detect, manage and prevent physical and mental health problems.

Provided by Square Health, the Aviva DigiCare+ Workplace app gives access to a range of health and wellbeing services at your fingertips.

Once registered, you can book online appointments with a digital GP, nutritional consultant or a mental health consultant. It also includes bereavement services. You can request a self-administered Health Check kit, which includes a follow-up GP consultation to discuss your results. It also offers a UK-based second medical opinion service. Should you wish to, you can switch off any of these services - but in order to register your employees you must have a minimum of one service switched on.

The app is available as part of the extensive clinical wellbeing services Aviva provides to corporate customers insured under an Aviva Group Protection policy.

Accessing Aviva DigiCare+ Workplace

Q Who is Square Health?

A Square Health are a provider for medical experts. They've been operating for over 25 years. The company works with over 5,000 UK based doctors, who are all highly experienced and registered with the General Medical Council and Care Quality Commission.

All doctors available through the Digital GP service are members of the Royal College of General Practitioners (CQC) and are registered with the General Medical Council (GMC).



Read the latest full report at: www.cqc.org.uk/provider/1-1622181917/services



You can find more information about Square Health at: www.squarehealth.com

Customer Portal

Q What is the Customer Portal?

A The Customer Portal allows Customer Managers to add and invite employees and maintain their information. It also allows the Customer Manager to view and edit account information and add and maintain users of Aviva DigiCare+ Workplace. The Customer Portal Manager/Administrator can also check the activity log for all its users.

Not only that, the Customer Portal gives a portal user access to trigger invitation emails, alongside giving you easy to use engagement materials to promote usage with your employees. Such as posters, flyers, brochures, intranet copy, information sheets for team meetings and videos. A Customer Portal Manager/Administrator will be able to pull some MI so numbers of employees who have registered and those who are active users (those who have utilised a service)

The Customer Portal needs to be accessed through a browser, so basic hardware requirements that can accommodate a browser are needed.

Q How do I get access to the Customer Portal?

A Either speak to your financial adviser or if you're a direct customer contact:

 **digicare@aviva.com**. They will need the following details to set you up in the Customer Portal:

- 1 Company name
- 2 Companies house number
- 3 Business address
- 4 Contact name for Customer Manager (the administrator at your company)
- 5 Email address for Customer Manager
- 6 Phone number for Customer Manager

Q What do I need to do to get started on the Customer Portal?

A After registration, the first time you log into the Customer Portal you will be walked through a Wizard showing you the number of licenses available for you to issue and an easy upload process to send invitations to members of your Aviva Group Protection policy(s)

All you need to add your members is their email address. Please refer to the Customer Portal User Guide for details of how to register your employees.

Q As a Customer Portal Manager, how do I gain access to the app?

A When a Customer Portal user's email address is also included as an uploaded employee, they will be able to download the app and register. The log in details for the app will be the same as the log in details for the Customer Portal.

Q Is the Customer Portal available via the mobile application?

A No, but it is accessible through mobile browsers.

Q What web browsers is the Customer Portal accessible through?

- A
- Chrome 55, 56, 57
 - Safari 9, 10 (Mac only)
 - IE 11 (Windows only)
 - Firefox 52, 53, 54
 - Edge 14 (Chromium version Windows only)
 - Chrome Mobile - Latest version
 - Safari Mobile - Latest version
 - Samsung Mobile - Latest version
 - Chrome v49-53
 - Safari 8 (Mac only)
 - IE 10 (Windows only)
 - Firefox 45-51

Registration

Q What do you need from me to register my policy?

A We will need the contact details of who is going to manage your policies:

- 1 Company name
- 2 Companies house number
- 3 Business address
- 4 Contact name for Customer Manager (the administrator at your company)
- 5 Email address for Customer Manager
- 6 Phone number for Customer Manager

For Brokers, we will need:

- 1 Contact name for Customer Manager (the administrator at the brokers)
- 2 Email address for Customer Manager
- 3 Phone number for Customer Manager

We'll also need the preferred date of activation if you don't want this to happen immediately.

 Please send this information to digicare@aviva.com

Q What information is needed to register my employees?

A An employee email address is needed for registration. If you choose to, you can add your employee reference numbers, however this is not mandatory for the employee upload.

Q Do I need to register my employees with a work email address?

A Initially yes, but users can change their email addresses to a personal one within the app later if they wish. If your employees don't have corporate email addresses, you can still register them with their personal email addresses.

If an employee changes their email address from their corporate address to their personal address, we do propose you utilise the addition of the employee reference number. This will enable easy identification of employees.

Q What is my activation date?

A You can find your activation date for all products under Account Details. This is the earliest date that any uploaded employees will receive an invitation email to the app. **If you load data after your activation date, the Customer Portal will trigger the emails immediately, however it can take up to 24-hours for them to be received.**

Q Can I change my activation date?

A No, it's not possible to change your activation date. Please ensure that you are clear at the point of registration when you would like your activation date to be set. If not advised, it will be set to the day of registration.

Q What happens if my data upload fails?

A If there is a problem with the format of the data you have uploaded this will be highlighted. You can review this via the import history within the Customer Portal, which will show the status of previous uploads. You'll also be able to re-download the file to see commentary on individual members. The data can be amended and re-uploaded. If you continue to have problems you will need to contact Square Health:

 digicarehelp@squarehealth.com

Q Can I bulk resend invites to my employees?

A Yes, please refer to the Customer Portal User Guide to find out how to complete this.

Q When are my employee launch emails sent out?

A Once we hit your activation date, any employee you have uploaded will receive an invitation email to the app straight away. If it is already beyond your activation date, invitation emails will be sent when the CSV file has been successfully processed. Invite emails will be sent out within 24-hours.

Q What happens if an employee verification link expires?

A The employee verification link for registration is only valid for 24-hours. If the link expires then the forgotten password route can be followed.

Q My activation date has passed but my employees still haven't received their invites within 24-hours, what should I do?

A Ensure you have completed the 5-step set-up process. Once complete they will send automatically.

Q How do I resend an invitation to an employee?


A As a Portal Manager, you have the ability to resend invitation emails to employees when necessary and are able to manage this yourself. To resend an invitation email for an individual employee, click on the three dots positioned next to a user, then click on 'Resend Invitation'. If you wish to send multiple invitations you can follow the bulk resend steps, which can be found within the Customer Portal User Guide.

Q What if there's no option to resend the invitation?

A This means they've already successfully verified their email address and they should follow the forgot password route via the app to successfully log in.

Q What if my employee is not receiving the forgot password email when selecting via the app?

A Ask them to check that their temporary password email hasn't been directed to their junk mail folder. Also check that they have downloaded the correct app from the App Store or Google Play - it should be the Aviva DigiCare Workplace app. If they are still not receiving the emails, they should get in touch with Square Health's technical team who will be able to help further.

 Call them on **0333 023 2730**
Lines are open Monday to Friday between 9am and 5pm.
Calls are monitored and recorded. Local call charges apply.

 Email them on digicarehelp@squarehealth.com

Q How long do employees have to action their temporary password?

A On receipt of their temporary password email, employees will have 24-hours to create a new password using the email they've been sent.

Q How do I know my employee has received their invite?

A You can tell by looking at their status, which will be labelled as one of the following:

- **Active** – the user has registered and consumed at least one consultation service
- **Unregistered** – the invitation has been sent, but the user has not logged into the app yet
- **Registered** – the user has registered in app
- **De-registered** – you have removed this user's access to the app

Q What happens at my renewal date if we have new eligible employees?

A On your renewal date Aviva will increase your number of available licenses if your policy has grown. You will receive a notification email when your licenses have changed and you are then able to add your new eligible employees.

Q How do I remove employees who are no longer eligible?

A Each employee can be individually de-registered from the Customer Portal. Or if you have multiple employees to de-register, you can upload a CSV file containing your leavers information. As a Portal Manager, you can do this via the 'Bulk De-Register' button. Please refer to the Customer Portal User Guide for more information.

Q How does a Customer Portal Manager/Admin/Read Only gain access to the app?


A When a Customer Portal user's email address is also included as an uploaded employee, they will be able to download the app and register. To download the app go to the App Store or Google Play and search for 'Aviva DigiCare+ Workplace'. The log in details for the app will be the same as the log in details for the Customer Portal

Q How many admin users can I have on my Customer Portal?

A There is no limit.

Q Who can I contact for registration support or assistance?

A Technical support for the Customer Portal is provided by Square Health, who can be contacted at:

 **digicarehelp@squarehealth.com**. If you have any questions about the number of licenses available, please contact Aviva directly at **digicare@aviva.com**

Q How do I buy more licences for my uninsured population?

A You can do this through the Customer Portal under your account using the 'Buy' feature.

Q Can I buy more allowances for my employees (e.g. increasing appointment allowances for my employees)?

A The allowances set within the app cannot be changed and are per person, per policy year. You can cover additional people, but you cannot change their number of allowances. Just to remind you, the allowances are per insured life, which they can then share with their eligible immediate family members.

Q Can an employee purchase additional allowances for appointments?

A It's not possible to purchase additional Health Check kits. However employees can purchase additional Digital GP, Mental Health and Nutritional appointments directly from Square Health, these are charged at £55 per consultation.

Q When are my allowances restored?

A Your allowances will be restored on the policy renewal date. Details of this can be found under 'Account Details'.

Q What options will I see on my account dashboard?

- Home
- Customers
- Users
- Activity Log
- My Profile
- MI Reports

Data Security

Q Where can I find the Privacy Policy for the mobile app?

A You can view the Privacy Policy here:



http://cms.squarehealth.com/aviva_group/privacy_policy.html

Q Where can I find the terms and conditions for the mobile app?

A The terms and conditions are viewable at each consultation booking and at point of registration on the mobile app. You can also view them here:



http://cms.squarehealth.com/aviva_group/terms_conditions.html

Q How is data retained for a leaver?

A Data is retained securely and in accordance with Square Health's Privacy Policy.

If a user wants to request their data held in Aviva DigiCare+ Workplace they can do this within the app for 12 months after the day their account has been de-activated or de-registered.

Q Where is the Customer Portal data stored?

A Customer Portal data is stored on secure cloud servers, within the European Union.

Q Do you store, manage and/or access personal identifiable information?

A Yes, all details are fully encrypted and stored electronically.

Only authorised Square Health staff can access the personal data and information stored from previous appointments.

Square Health won't share any medical information with Aviva, the employer, or any other third party, unless the employee consents for them to do so. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so.

If the employee closes their account, Square Health holds their details in line with their Privacy Policy.

Q How do you keep the Customer Portal data secure?

A All confidential information is stored and communicated securely using industry leading, AES 256 end-to-end encryption. All access is controlled and audited through Square Health's internal systems.

Q Where is the data held and who has access to my data?

A For more information about how Square Health processes personal data, please read the Privacy Policy:



http://cms.squarehealth.com/aviva_group/privacy_policy.html

Cancellation

Q What happens if I cancel my policy with Aviva?

A If you cancel your policy with Aviva, you will no longer have access to the app services. Any appointments you booked prior to cancellation can still be used.

Employee Services & Communications

Q Where can I find details of the services for my employee communications?

A You can access these from your Account Dashboard within the Customer Portal. They are all available through the Promotional Materials tab.

Performance Data

Q What performance data will be available?

A The employer will have the capability to track their own employee data from the employer portal including registrations and active and non-active users.


Glossary of Terms

Term	Definition
Policy Inception Date	The date an insurance policy starts
Policy Renewal Date	The date the policy starts subsequent annual cycles
Product Activation Date	The date the product for the employees goes live
Product Renewal Date	The date the product starts subsequent annual cycles and service allowances are reset
Account Activation Date	The date the employer Square Health account is marked as 'Active'
Pre-registered	When the invitation is sent to the Customer Portal Administrator
Pending	When Customer Portal Administrator completed registration
Active	Either 1) when the date matches entered account activation date Or 2) account is manually activated by user
Suspended	When the administrator suspends an account
Cancelled	When the administrator cancels an account
Terminated	When the administrator cancels an account and information is deleted.
Product – Active	When the product is currently active. This is only applicable when the product activation date has passed.
Product – Inactive	When the referrer administrator would like to manually inactivate the product after the product has become active. This is only applicable when the product activation date has passed.
Alert threshold	The point at which the Aviva admin users will receive an alert email informing them that the number of licences issued has exceeded the insured employee base.
Pending customer	An employer who has completed the account registration process for the Employee Services Platform.
Registered User	An employee who has registered an account with the Square Health mobile application.
Active User	A Registered User who has actively engaged with Square Health services (e.g. GP consultation) and has used any allowance of the sessions available to them.
Unregistered user	An employee to whom an invitation was sent but has not registered an account so is not consuming a licence.
De-registered user	An employee who has previously registered an account with Square Health, is subsequently no longer an employee, but has consumed an issued licence.
Sessions	A unit of one of the Square Health services that can be consumed by a registered user.
Client Code	The unique number directly associated with a Customer alongside their group of policies/products.

Need this in a different format?

Please get in touch if you'd prefer this Frequently Asked Questions document (GR06345) in large font, braille, or as audio:

How to contact us:

 0800 068 6800

 contactus@aviva.com

 [MyAviva.co.uk](https://www.myaviva.co.uk)

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