

FAQs

TELUS Health One & Our Rebrand

**Will BeneHub be decommissioned?**

As we rebrand from Benestar to TELUS Health we will be decommissioning BeneHub. All existing Benestar customers will be transitioned to TELUS Health One before BeneHub can be decommissioned. closer to the rebrand date which is the 30th of November you may see minor aesthetic changes to BeneHub and [www.benestar.com](http://www.benestar.com) to support Benestar’s rebrand to TELUS Health One. Changes to the colour palette and company logo update can be expected however there will be no change to the functionality.

**Will TELUS Health One be included as part of our standard contract?**

TELUS Health One is included as part of your core contract and there will be no additional charge to use the app.

**Will we be contacted to work through the build of the TELUS Health One portal for our individual businesses?**

There will be supporting documentation, guides, and videos emailed to each customer as part of our communication to help support you in setting up the portal to suit your business needs.

**Who can support us through this change?**

Should you have any questions or require additional support in addition to the guides and videos you can reach out to your account manager will be available to support you during this transition.

**Will there be any changes to the other services we have access to?**

No, all other services will continue to be available as we transition to TELUS Health one and we will even have additional services, flu vaccinations, skin checks and health assessments.

**Will we receive suggestions on how to communicate the TELUS Health One app to our employees?**

A website has been made available (<https://resources.benestar.com/telus-health-one-app>)which includes everything from marketing collateral to email templates that can be used to promote TELUS Health One.

**Will users need to create new login accounts, or will they transfer across from BeneHub?**

All new users will be provided a generic username and password to login to TELUS Health One for the first time. Once in the app, the user will be prompted to update their sensitive information.

**How many Admins in an organisation can there be in the app?**

We recommend two to three admins per network.

You can expect to receive a set-up guide with dummy usernames and passwords shortly. Once you have access to the network you will be able to set-up two to three admins for the network.

**Can the admin see metrics of which topics or pages are being accessed and will admins have visibility of how many users are registered or being active in the portal?**

You can’t view user activity via the admin panel, we offer reporting which explores different high-level user metrics.

The EAP annual report won’t be changing in frequency and will be provided to you once a year as it currently is.

**Will employees be able to change their preferred language settings?**

Yes, as their personal account is customisable, the user can change the language to whatever they’d prefer via the settings function.