

## Work Safe at Home Video Coaching

### Frequently Asked Questions

#### ■ How should I introduce this to employees?

We recommend that you formally introduce **Work Safe at Home** Video Coaching for all participants before the launch ([sample](#)). Your employees need to know the goals and expectations of the online coaching video subscription. Be sure to communicate to them prior to the arrival of the initial email. You can inform them that this is a tool/resource that is being provided to employees to help them create a work environment at home that will help them and their families stay healthy, safe and comfortable.

#### ■ Can users watch as many videos as they want?

Recipients begin their subscription with 100 available views. The number of views remaining can be found on the navigation bar above the video player and it counts down each time a video is viewed. This lets the users know how many views remain in their subscriptions.

#### ■ Can I do any customization to the emails, videos or the video page?

In a basic subscription you are unable to alter the information in the emails or change the branding of the video page. We do offer “custom” packages for organizations that want to customize the email content and the branding of the video page. We also offer packages that allow customers to insert existing videos they would like added to the subscription. This can range from a personal introduction from someone at the organization, to information about the organization’s health, safety or wellness programs. We also have the capability to create custom video content for clients. This includes all aspects of video production, including scripting, filming and editing. Contact us to learn more about our custom offerings.

#### ■ Can I increase the number of recipients in our subscription?

You can purchase “packages” of additional subscriptions at any time. Once the purchase is complete an organization can immediately begin adding new recipients.

#### ■ How can we make sure that employees are getting the most out of this subscription?

We encourage organizations to integrate discussion about the **Work Safe at Home** content into regularly scheduled meetings/events. In addition, your company administrator can see who is opening emails and viewing videos. This provides an opportunity to reach out and thank those who are taking full advantage of the platform and find out from those with low usage what keeps them from being more engaged.

#### ■ Can a person watch the same video multiple times?

A recipient can view any video as many times as desired until they reach their total allotment of views. Contact us if you find that the initial allotment of views is not sufficient for your users. For a nominal fee we can increase the total number of views available for each user.

#### ■ What does an employee do if they lose or accidentally delete an email?

If an email/link is accidentally deleted or lost, the recipient can simply go to [www.reachout365.com](http://www.reachout365.com) and click on resend email/link. A new link will be sent immediately.

■ **Does a recipient have to remember a username or password to access the system?**

There is no username or password required to access the video platform. The user is authenticated through the link in the email. The link in each email expires after the link is clicked 10 times. This limits the use by unauthorized users if the authenticated user forwards it to others. Once a link has expired an authenticated user can request a new link when the existing link expires. A non-authenticated user is unable to request a new link. We recommend that users be reminded that if they forward the email to others, these video views will count against the total allotment of views.

■ **What is the average length of a video on the platform?**

Most videos in the library range in length from 90 seconds to just over 3 minutes. There are a handful of full-length injury prevention training videos that average approximately 15 minutes.

■ **Can I delete recipients that are no longer with the organization? Can I replace them with a new recipient?**

The company administrator at your organization can easily delete an employee who is no longer with the organization by logging in to their dashboard, going to the list of recipients, highlighting the employee (or employees) they wish to remove and clicking on “delete”. It is also easy to add new recipients by either uploading groups of recipients using an excel file or one at a time. There is an [Administrator Quick Start Guide](#) that accompanies the subscription and walks them through this process. A new recipient can replace a recipient that has deleted. However, you cannot exceed the maximum number of recipients that were purchased on the contract. See “Can I increase the number of recipients in our subscription” answer above if you need more.

■ **Is new content ever added to the video library?**

We are continuously adding new content to the platform. We will highlight new content as it is added so that it is easy to find. If you or someone in your organization has an idea for new content we invite you to drop us a note at [RiskControl@willistowerswatson.com](mailto:RiskControl@willistowerswatson.com)

■ **How many videos are on the platform?**

There are currently 115 videos available on the platform. The current email list for the annual campaign is available [here](#).

■ **What are the different categories/topics that are covered in the videos?**

The current categories include the following: (categories with the words “Quick Tips” contain videos that are only 90 seconds in length)

- ✓ Back Injury Prevention
- ✓ Back Injury Prevention – Quick Tips
- ✓ Health and Wellness – Quick Tips
- ✓ Injury Prevention Training Videos
- ✓ Managing Back Pain – Household Activities
- ✓ Office Ergonomics
- ✓ Stretching – Quick Tip
- ✓ Work from Home Ergonomics
- ✓ Work from Home Self-Help

■ **Can a recipient watch videos any time they want?**

Recipients can access the video content 24/7/365

■ **What devices can be used for accessing the emails and watching the videos?**

Video content can be accessed and viewed via any computer, tablet and smartphone with internet access.

■ **What is the length of a subscription?**

The subscription sends out weekly emails for a full year. Because we are regularly adding new content, we recommend that organizations renew the content prior to the 1-year anniversary to avoid disruptions in their communications.

■ **Why do you recommend weekly videos?**

Many studies show that people learn best through a steady-drip of communications to help educate and motivate the desired behaviors. We add new content routinely.

■ **For further questions, please email:**

[RiskControl@willistowerswatson.com](mailto:RiskControl@willistowerswatson.com)