

Employee Assistance Program

WELLNESS & SUPPORT

FAQ – Help Texts

- 1. Where is Help Texts available?**

We deliver text messages to people all around the world and currently have subscribers in 26 countries. As long as you have a mobile phone that can receive SMS messages, you can sign up for Help Texts. There's nothing to download. Getting support from Help Texts is literally as easy as getting a text!
- 2. Can Help Texts send text messages in different languages?**

Yes! Help Texts currently sends messages in 20 languages: English (US), English (UK), Chinese (Simplified), French, German, Hebrew, Hindi, Hmong, Italian, Japanese, Korean, Persian, Polish, Punjabi, Russian, Spanish, Tagalog, Ukrainian, Urdu, Vietnamese, Yiddish, with more languages coming soon.
- 3. Will my data be secure?**

Absolutely. Your personal data will not be sold or shared with anyone, and is very secure.
- 4. What kinds of text messages will you be sending me?**

You'll receive personalized text messages at least twice a week as well as on key dates, such as birthdays & holidays. Help Texts messages are comforting, validating, practical, educational, and non-religious, featuring a wide variety of expert wisdom and resources tailored to your unique situation.
- 5. Do I have to answer every question on the signup form?**

No. If you'd prefer not to answer every question on the signup form, you'll still receive supportive texts with expert wisdom and resources. Know that the fewer answers you provide, the more general your messages will be. The more answers you provide, the more specific your messages will be.
- 6. Can I stop my subscription if I don't want to receive the messages anymore?**

Yes. You can text STOP at any time if you'd like to stop receiving Help Texts messages. Text START when you're ready to resume messages.
- 7. Is this a way for me to get grief counseling or therapy?**

No, Help Texts is not a substitute for counseling or therapy. While we do send texts inspired by and derived from therapeutic techniques, Help Texts cannot replicate the experience of live, personalized support you receive from a therapist. If you have the option to do so, we encourage you to work one-on-one with a therapist, while also receiving our Help Texts messages.
- 8. How long does a Help Texts subscription last?**

Help Texts subscriptions last for twelve months. Renewals are available for just \$79.00 for subscribers who reach the end of their subscriptions and wish to continue receiving texts for another year. Your second year of texts will contain new content, tips & resources to support you over time.
- 9. Is there a limit to how long ago the death occurred?**

There is no statute of limitations. We recently started working with Hope Edelman who specializes in long-ago losses and the long arc of grief to really focus on adding more content specific to loss longer than 5 years.
- 10. Is it true that you'll send texts to my friends and family, as part of my single subscription?**

Yes, that's right. Research shows that receiving support from others helps people feel less alone during life's challenges, so each Help Texts subscription includes the option to add two supporters to also receive Help Texts messages. We'll send you expert tips and resources for coping with your unique situation and gently educate your supporters on how to be there for you.
- 11. Who should I add as my supporters?**

You can invite anyone you like to be your supporter, but we usually recommend friends or family members who have shown or said they would like to be there for you. Supporter messages focus on supporting you, so it's best if they have expressed an interest in helping you cope with your unique situation. For example for grief, this might be someone who is close to you but is not grieving the deceased person as deeply.

Ready to start? [Sign up now at helptexts.com/fchn.](https://helptexts.com/fchn)

