



TELUS Health Community frequently asked questions.

How can I access TELUS Health Community?

You can access TELUS Health Community via TELUS Health One under the support and resources tab.

Click on the TELUS Health Community tile, and you will be redirected to the TELUS Health Community platform, powered by TalkLife, to create an individual anonymous account.

Accounts can be created on the TELUS Health Community using work email or shared login. To access via work email, create an account using your personalized work email. For shared login, use voucher code TELUS4U and choose your company from the drop-down menu. Health Community is an online global peer support platform where your people can anonymously give and get support for the ups and downs of life. Life isn't easy and talking to like-minded people can help. TELUS Health Community is full of people sharing openly and authentically about how they are really doing. Users of the platform can ask for help, support others or simply read what others are sharing. Seeing you are not alone can be powerful.

What happens if personal information like company name, manager or colleague is mentioned?

Users can create their own groups, but Community wouldn't allow a group about a company for example. Groups enable people to come together around a certain topic. For example, a group might exist for new parents or caregivers. Users can create their own groups, however, as per the community guidelines, these cannot identify users or mention place of work. A company could not create their own company group. Part of the reason people feel safe using community is because it is anonymous and global.

Are posts in groups monitored?

Yes, posts in groups are subject to moderation. Users can also flag any content themselves for immediate review by an administrator.

What happens if someone posts inappropriately in a private message or group?

The same moderation rules apply wherever someone is interacting on the platform. Administrators work in real time and will take action on inappropriate content. This may be the content is removed and can result in a suspension or ban.



Where is data stored?

All TELUS Health Community data is stored securely using AWS (Amazon Web Services). The service is hosted in Dublin, Ireland within the AWS EU-West-1 Region. AWS supports more security standards and compliance certifications than any other offering, including PCI-DSS, HIPAA/HITECH, FedRAMP, GDPR, FIPS 140-2, and NIST 800-171, helping customers satisfy compliance requirements for virtually every regulatory agency around the globe.

What type of personal information is collected?

TELUS Health Community captures users' email and IP Address when they register for the service. Email addresses are required for authentication whilst IP addresses are used for moderation purposes and in the event of escalation.

The user has control over additional information they share on the platform. Users may also provide us with their date of birth, username, password, profile image and any additional photos which they upload to the platform.

Is the private message monitored?

Private messages are between the two users however if the messaging becomes inappropriate or one of the users flags the message then the moderation team will intervene. There are also numerous built in features that keep private messages safe using machine learning. Users can choose to turn messaging off or restrict messaging to certain users.

How can eligible dependents be invited?

1. Create an account as the primary account holder
2. Go into your account and click on settings
3. Within settings, navigate to invite
4. Click on invite & input an email for your dependent
5. An email will be sent to your dependent to create an account