

SilverCloud Health Team Member FAQs

Q: What is SilverCloud Health?

A: SilverCloud Health is a clinically-proven, online platform that helps you navigate stressful, overwhelming or anxiety-inducing situations through self-guided behavioral health programs and activities.

Q: Can I access SilverCloud on my mobile device?

A: Yes, you can access the programs on your desktop, cell phone or tablet. SilverCloud can be launched on a cell phone or tablet through the web browser or by downloading the mobile app, which is available in the [Apple App Store](#) and [Google Play Store](#).

Q: Does it cost anything to use SilverCloud?

A: No, SilverCloud Health is free for UnityPoint Health team members and their adult family members to use at this time. The programs are designed for those over 18.

Q: Will the way I interact with SilverCloud be shared with UnityPoint Health?

A: No, SilverCloud is private and secure. Nothing about your mental wellbeing will be shared back to UnityPoint Health.

Q: What programs are available?

A: Because of the nature of the COVID-19 situation, we are offering three programs to UnityPoint Health team members: Resilience, Sleep Issues & Insomnia and Stress. Programs are built on modules. Each program has around seven modules to complete.

Q: How do I get started?

A: Head to care.silvercloudhealth.com/signup and [follow these instructions for signing up](#). This [“How it Works”](#) page has a lot of helpful tips as well.

Q: Should I use my personal or UnityPoint Health email to sign up?

A: Please use your personal email address when signing up to use SilverCloud.

Q: How often should I be using SilverCloud?

A: For best results, SilverCloud recommends completing one module per week, which may take up to an hour. This can be spread out over multiple days and sessions. Users may choose to complete more within a week they'd like. Simply complete exercises when you have time and step away when you need to. When you return, the program will pick up right where you left off.

Q: How do I log back in later after I create an account?

A: Once you've signed up and you need to log in at a later time, head to <https://care.silvercloudhealth.com/> and use your email and password to sign in.

Q: Can I participate in more than one program?

A: We strongly recommend you complete one program at a time. Once you complete a program all the way through, you can sign up for another module by creating a new username using your same email account.

Q: Who do I go to with questions?

A: Meriter team members should direct navigational questions to [Lori Wassing](#) and/or [Kathy Woerth](#). All other team members should reach out to AskHR with navigational questions about this new benefit. Reach them by opening a case in Lawson or by calling (888) 543-2275. All team members with technical issues should email technicalassistance@silvercloudhealth.com.

