



Available effective 1/1/26

# CCBT (Koa Care 360): Frequently Asked Questions for Employees

The following FAQ covers questions that tend to come up around the app and how it works.

## Will the organization or my manager be able see my data?

The app does not share any personal information about you with your employer or any other data controllers. Aggregated information such as downloads and app use may be shared with organizations in order to understand engagement and inform organizational well-being offerings moving forward. For more detailed information, please see the [privacy policy](#).

## Is the app free?

The Koa Care 360 app is free for all employees and their household members ages 16 and over. There are no costs and no in-app purchases.

## How do I sign up for Koa Care 360?

Log on to GuidanceResources® Online or the GuidanceNow<sup>SM</sup> app. Click on "Connect Me" or "Browse All", then click on the "Digital Self-Care Tools" tile, complete your profile, and click "Start".

## Can my family members use the app?

Yes. Once you have registered on the site, you will be able to send an invitation to household family members ages 16 and over to use the app. To do so, open the Koa Care 360 app and navigate to "Invite a family member" under the settings menu. Choose the relationship (spouse or child) and fill in the personal email address of the family member(s) to be added.

## I'm having technical difficulties. Who do I contact?

If you're having difficulties accessing the app, or have concerns or general feedback when using the app, please contact Koa Health at [care@koahealth.com](mailto:care@koahealth.com).

## Who's behind Koa Care 360?

The app was created by Koa Health, which has partnered with ComPsych® GuidanceResources® in providing the platform to Employee Assistance Program users. Through an international team of behavioral scientists, developers, designers and health innovation leaders, Koa Health aims to deliver effective, accessible mental health support for all. You can find out more about Koa on the [Koa Health website](#).

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## 24/7 Live Assistance

**Call:** 888.327.9573 | **TRS:** Dial 711

**Online:** [guidanceresources.com](https://guidanceresources.com) | **App:** GuidanceNow<sup>SM</sup> & Koa Care 360 | **Web ID:** Symetra

