



Cleo Frequently Asked Questions

What is Cleo? Cleo is a global family support benefit for current and future caregivers. As an employee of your company, you can access Cleo for self-care and caring for others — from the time you are family planning, through raising a teen and caregiving for an adult loved one. When you sign up, you are matched with a Cleo Guide who will provide 1:1 personalized virtual support and guidance at every step along the way.

Who does Cleo support? Cleo provides support and guidance for all employees, regardless of caregiving status. Whether you're caring for yourself, a child, an aging parent, or another adult family member, Cleo's caregiving support focuses on helping you confidently navigate the changing needs of caring for yourself and/or your loved ones.

How will Cleo support me and my family? Cleo combines expert guidance and information to provide personalized support through various seasons of life. Cleo can help you navigate balancing work and home life, parenting, managing mental health, finding support for chronic illnesses or cancer, getting help for life stages like menopause, working through grief and loss, and so much more. In addition to your dedicated Cleo Guide, you'll access content via the Cleo app, receive 1:1 support in specialist sessions, and get answers on a range of topics through virtual classes.

What is a Cleo Guide? When you enroll in Cleo, you're assigned a Cleo Guide (a real person) who is dedicated to supporting you. You can message or set up phone or video calls with your Cleo Guide at any time with questions or anything you would like to discuss. All Cleo Guides have extensive experience working with individuals and families to address needs like yours, and they are specialists in the issues and challenges you may face.

What sorts of questions can Cleo address? Anything, really! Your Guide and Cleo's network of experts and specialists will help answer questions around balancing work and life, coordinating family support, prioritizing self-care, planning for your parent's aging, caregiving at a distance, navigating an unexpected diagnosis, and much more.

Can my partner or additional family support member use Cleo? Yes! Cleo supports both you and an additional family support partner. As an employee, you will need to activate your account first, and then you will have the option to add a partner during enrollment. If you are already enrolled in Cleo, you can add a family support person by navigating to your profile on the bottom right toolbar, and selecting the + symbol.

What information will Cleo share? Cleo is committed to protecting all privacy and personal data. Any individual information you share is strictly confidential and only accessible to your Cleo Guide and Cleo business administrators. Cleo provides only aggregated, anonymized data to employers, such as overall usage and feedback.

Is there a cost for me to sign up for Cleo? There is no cost to sign up or take advantage of services and resources from Cleo. The service is fully paid for by your employer as part of your employment benefits.

How do you sign up for Cleo? Easy! Download Cleo from the app store by searching for "Cleo for families" or scan the QR code at the bottom of this page. From there, you'll create your login and profile to get started.

Download the Cleo app and
talk to your Guide today

