



FOR CUSTOMER ADMINS

Administrator's Guide

Your quick guide to launching & running Lollipop

A practical handbook for the admin and champion at your organization — what to expect, the few things we need from you, and how to keep your program running, including adding and removing employees.

For	Customer Admin & Champion
Version	1.1 · Condensed
Updated	June 10, 2026



1 What Lollipop is & what to expect

Lollipop sends each employee one quick check-in — “How are you feeling today?” — by SMS, email, Slack, or WhatsApp, with a 1–5 mood and optional comment. A low score or comment instantly alerts that person's supervisor, who reaches out: **check-in → alert → connect**.

Your part is light

Our Customer Success team handles all technical setup — account, roster, configuration, go-live. Once we have your spreadsheet and schedule, launch is typically **24–48 hours** away, with no app or login for employees. From you: the five inputs below, help introducing it, and supervisors who respond to alerts.

2 What we need from you — the 5 inputs

- 1 **An employee spreadsheet.** Your people by team — name, mobile and/or email, supervisor. We send a template; you fill it, we upload it.
- 2 **Your check-in schedule.** Day(s), time(s), and time zone(s). Twice-weekly drives the highest participation; weekly is a fine start.
- 3 **Your administrators.** Who should have admin access — a primary champion **and a backup**.
- 4 **Your resources & links.** Your EAP, crisis lines, and internal well-being resources to show employees and managers.
- 5 **Monthly report recipients.** Who should receive the monthly engagement report.

The champion is the single biggest driver of success — always name a backup. (One customer's participation collapsed to 17% without one.)

3 What we handle for you

Everything below is on us — you never touch setup or configuration.

Creating your account and **uploading and validating your roster** from the spreadsheet you send.

Setting up teams and mapping supervisors to their people for alert routing.

Configuring channels, alert thresholds, trigger words, follow-ups, and the delivery schedule (including time zones and international SMS).

Activating the account at go-live, confirming the first round delivers, and sending your first monthly report.

One small IT step

So nothing lands in spam, ask IT to whitelist our sending domains: **@lollipopco.co** and **@trylollipop.com**.

4 Keeping your roster current

As people join and leave, keep your roster current. Two easy options:

Option A — send us a spreadsheet. Email an updated list of new and departed employees and we'll make the changes. If you'd rather not manage it in the app, this is all you do.

Option B — do it in the app. Add one person under Employees → **Add Employee**; for five or more, re-run the upload (it adds rows without deleting anyone). To remove someone, move them to the **Inactive List** — check-ins stop, history is kept, and they can be reactivated.

We'll remind you every month

Each month we automatically email your admin to send us anyone who has **departed** and any **new employees and their supervisor** — so your roster and alert routing stay accurate.

5 Introducing Lollipop to your team

How you introduce Lollipop sets the tone. A brief in-person mention at a team meeting helps. Cover four things:

Why — well-being check-ins so everyone feels seen and heard.

How — a quick check-in by text, email, Slack, or WhatsApp; a low response alerts their manager.

Confidential — shared only with their manager and HR; never used for discipline or evaluations.

Optional — "you're never obligated to share, but if you do, it's seen and it matters."



Employee Introduction Letter

We provide it — customize and send before launch.

[English](#)

[Spanish](#)

6 Your dashboard at a glance

You get a live read on how your organization is feeling — we'll walk you through it at kickoff:

Engagement

The share of employees checking in. Low engagement with a healthy mood means a participation nudge — not that something's wrong.

Average Mood & Distribution

The 1–5 team average (below 3.5 / 5 warrants a look) and the spread across Terrible → Great.

By Team & Trends

Teams side by side, mood over time, and individual responses with follow-ups.

Set the date filter to the current month, or the numbers reflect a different range.

7 Confidentiality & what goes to HR

Trust is the foundation of the program. Responses are shared only with the employee's supervisor and select HR / People Ops contacts; they are **never** used for discipline, evaluation, promotion, or monitoring; and participation is voluntary — employees may opt out at any time.

Route these to HR — not Lollipop

Medical details, and concerns about pay, benefits, policy, harassment, discrimination, or injury should go directly to your named HR contact.

The one exception

If someone may harm themselves or others, the supervisor asks directly and immediately notifies HR or the General Manager, following your protocols.

8 Billing & support

Billing. Your subscription is billed through Stripe, per employee (or per location) depending on your plan. Choose monthly or annual (annual invoiced up front); your first invoice issues at go-live. We'll send your checkout link and apply any agreed promotion.

Support. For questions or technical issues, use the in-platform help or email support@trylollipop.com — we respond within one business day. Your Customer Success contact is your go-to for anything onboarding- or program-related.

That's it. Send the five inputs, introduce it to your team, and respond to alerts with care. We'll handle the rest and check in after launch and each month.