

Frequently Asked Questions

Below are some FAQs that you might find helpful. These will be reviewed regularly and updated.

What changes are happening on April 14th 2026?

From 14th April, the HSI Skillko brand will transition to HSI Doneseafe. This will bring our workforce competency and compliance capabilities together under one connected EHS management platform.

These are branding-only changes. The existing Skillko branding on the platform will be updated to the HSI logo and it will be renamed as our Workforce Competency Management (WCM) solution. You will notice that the brand colours changed from green to blue.

Will anything look or feel different in my Skillko account?

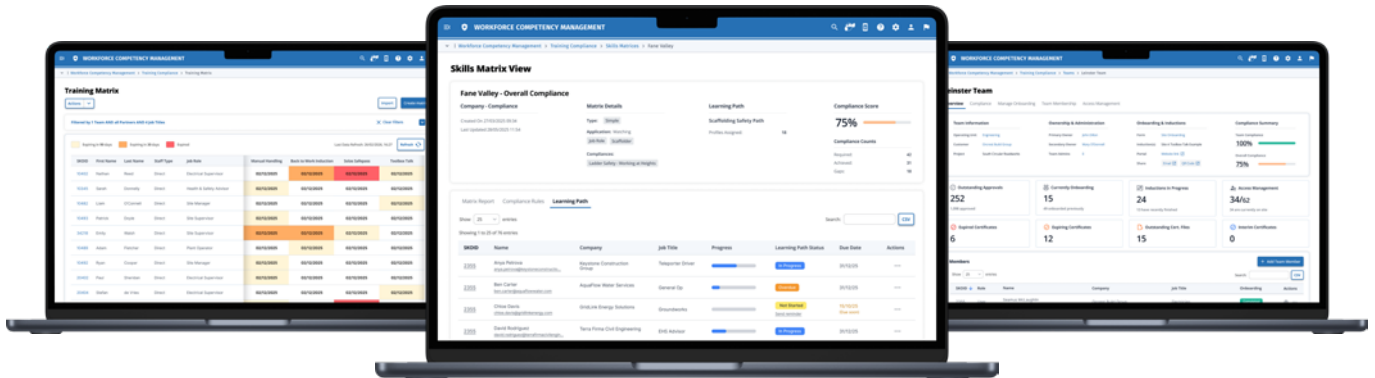
Only branding will change. Features, processes, and workflows remain the same.

What will the rebranded platform look like?

- All existing functionality in the HSI Skillko platform will remain the same
- The HSI Skillko logo will be replaced with the HSI logo
- The platform will be renamed as our Workforce Competency Management solution
- Brand colours will be updated



Below are some screenshots to show what the updated platform will look when it goes live on 14th April 2026.



Is the Skillko mobile app changing?

No. The Skillko mobile app is not changing. It will remain fully intact. A future rebrand may be reviewed later, but nothing is changing right now.

Will my Skillko login link change?

No. Customers will continue using the same Skillko login page: <https://skillko.com/home/#/app/login>

Will this impact how my users use the platform?

No, there is no disruption or impact expected.

Will all the live QR codes / onboarding links still work?

Yes, these will continue to work as usual. There is no disruption or impact expected.

What should I communicate to my teams?

Each organisation will have their own processes in how they communicate updates like this to their team. We would recommend that teams are aware of the upcoming brand and naming changes so they are expected when they log in from 14th April.

The URLs to the updated Help Centre and Support Inbox (see on next page) should also be shared with the relevant individuals or teams.

Are there any materials that I can share internally to help communicate these changes?

Yes. We have developed some helpful information resources that can be shared with your internal teams. These can be found here:

<https://info.skillko.com/customer-support-resources>

We will update these on the current Help Centre for ease of access. You can access them here:

<https://intercom.help/WCM/en/collections/19253044-hsi-skillko-is-becoming-hsi-donesafe>

Where will I find the Help Centre from 14th April?

The Help Centre will be rebranded and will be able to be accessed here:

<https://intercom.help/WCM/en/>

A redirect will be in place from the existing Help Centre to help ensure minimal disruption.

Is the support team email address changing?

Yes. From 14th April, the new support inbox email address will be:

WCMSupport@hsi.com

Any emails sent to the existing email address will forward automatically.

Is how we access help via the support team changing?

No. Support processes remain the same.

What is happening to the website - www.skillko.com?

From 14th April 2026, the website www.skillko.com will redirect to www.donesafe.com/uk/workforce-competency-management-wcm/, with login, reset password, and Help Centre links available.