

Welcome to LifeWorks



Navigating the User Guide is easy. You can read through the entire guide for an overview of the LifeWorks platform, or, you can jump directly to a specific section by clicking on any of the links below.

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What is LifeWorks?

LifeWorks is the Wellbeing Solution that employees love to use. LifeWorks supports your mental, physical, financial and social wellbeing to help you be your best and most productive self.

What's more, LifeWorks includes access to a confidential Employee Assistance Program (EAP), and wellbeing tools you need to motivate, energize and inspire you to be healthy and happy.

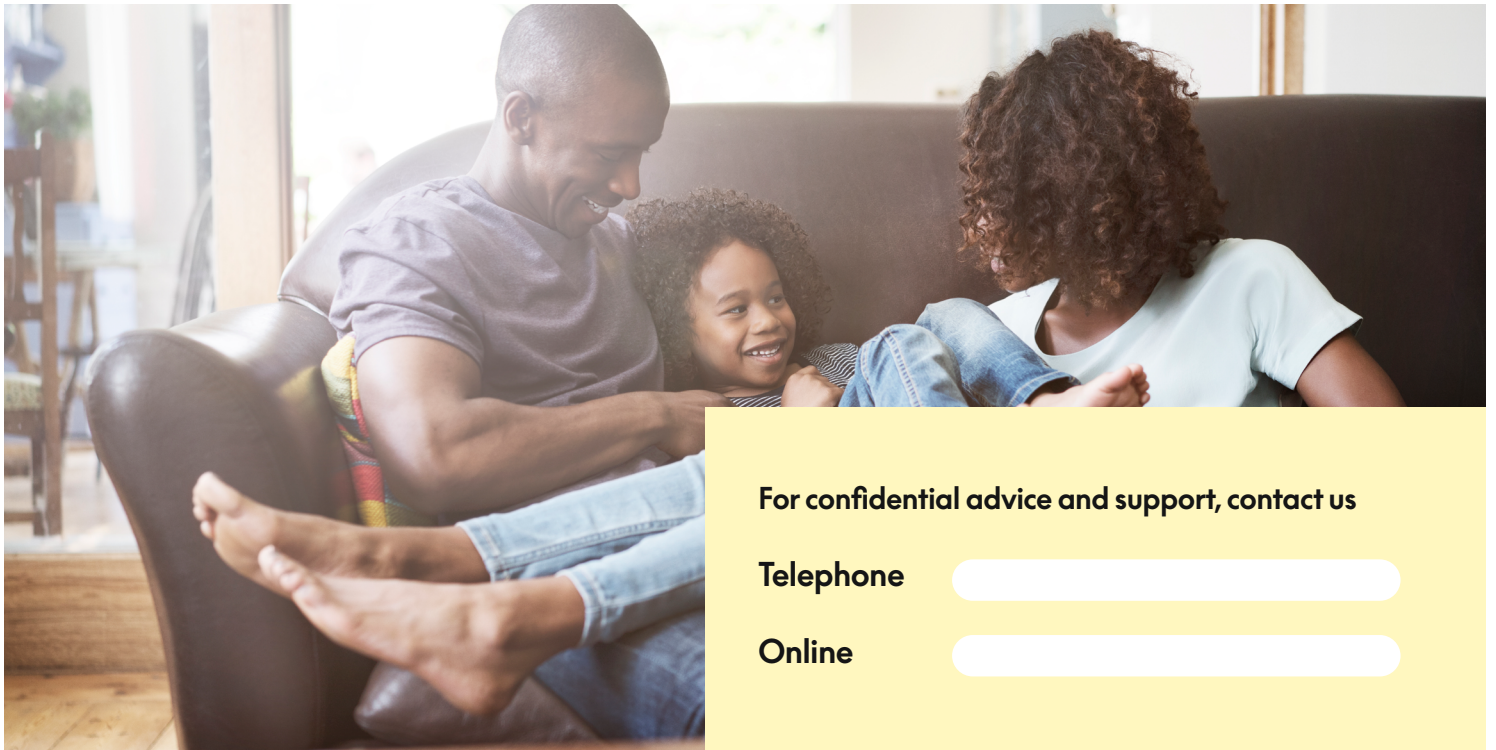
How do I access LifeWorks?

By shared login: All users in your organization log in using the same username and password.

Username

Password





For confidential advice and support, contact us

Telephone

Online

Employee Assistance Program (EAP)

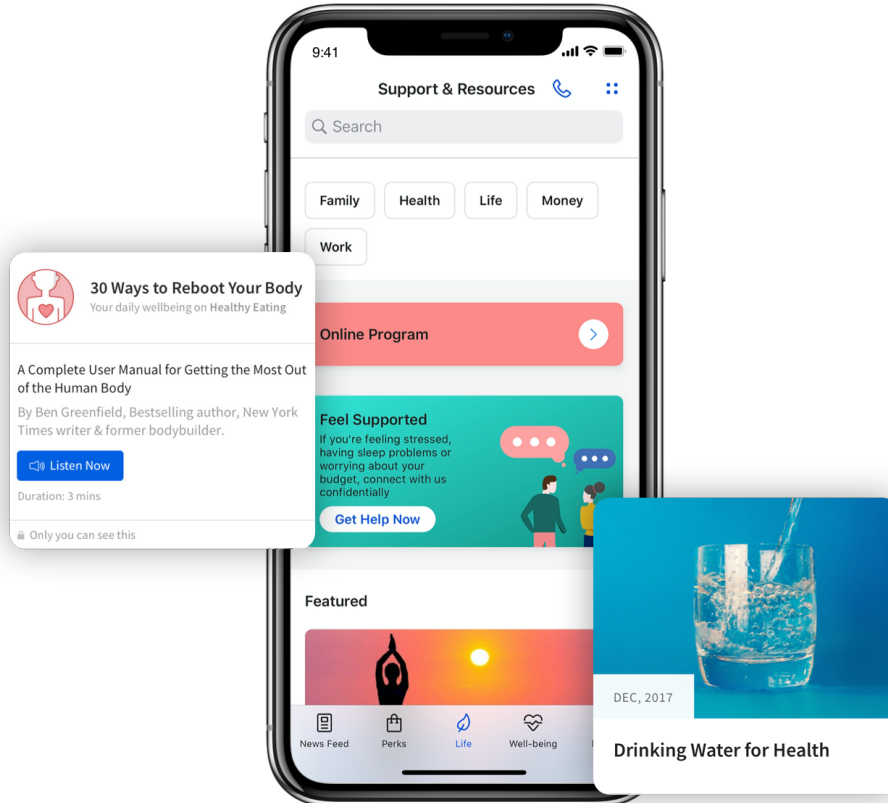
Bounce back from whatever life throws at you.

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to LifeWorks for a confidential service you can trust.

How can we help?

- **Any time, anywhere, any way:** LifeWorks is available, 24/7, by phone, online by browser and by mobile app.
- 24/7 access to **professional advisors** for advice, work-life support, and referrals.
- 24/7 access to **counselling by phone** for immediate, short-term support.
- 24/7 access by the mobile app (iOS and Android) and online to **hundreds of articles, recordings, quizzes, e-books, self-assessments, and more.**

- **Referrals to in-person counselling**, as well as other modalities to fit your schedule and comfort level.
- **Best-in-class clinical programs** that offer help and support for work, health and life challenges.
- **Connections to organizations and agencies** in your community to help you address specific needs.



Online wellbeing resources to support you.

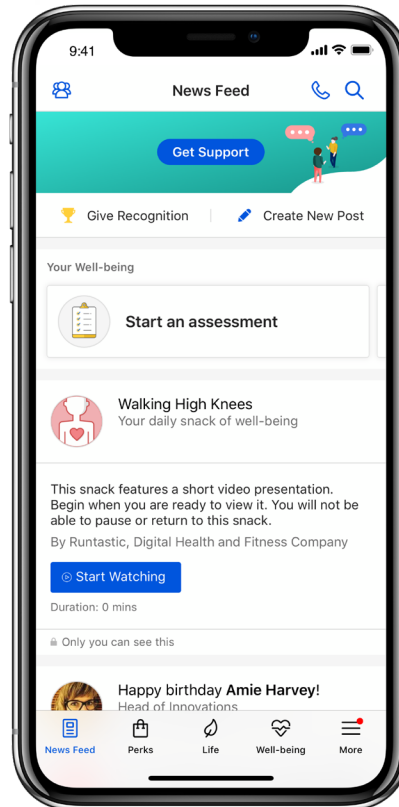
Find answers, fast. We make it easy to look for answers to tough questions. **Browse hundreds of articles, toolkits, audio recordings and more**, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to **Family, Health, Life, Money and Work**.

Simply log in to LifeWorks and visit the **"Life"** section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.



News Feed

The News Feed is your destination for news and updates, as well as wellbeing content.

Discover wellbeing content from a library of thousands of articles, podcasts, tip sheets, infographics and more.

Total Wellbeing Assessment

The Total Wellbeing Assessment is a tool to help you understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. You're given one simple score for a snapshot of your overall health.

CareNow

CareNow is a short-term digital clinical program that enables you to self-help resources for personal issues that you may be facing.



CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

The LifeWorks CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, Stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:

- **Web app:** Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

- **Mobile app:** Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.

Personal user accounts must be created through the web app.



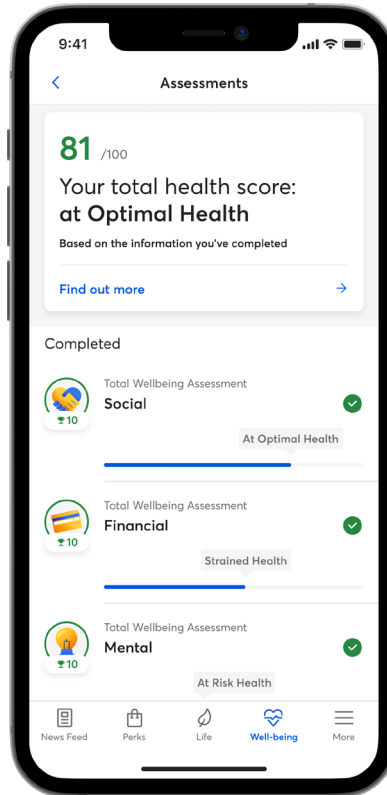
Total Wellbeing Assessment

What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial

How does it work?

1. **Understand your current state of health across all 4 pillars** with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see “What you are doing well”, “Areas for improvement” and “Suggested resources”.
2. **Improve your health with personalized wellbeing content**, tips and snackable content based on the results of your assessment - whether you’re thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. **View your total health score.** After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. **Make improvements** based on personalized wellbeing content and re-take assessments at any time for an updated score.



Total Wellbeing Assessment (Continued)

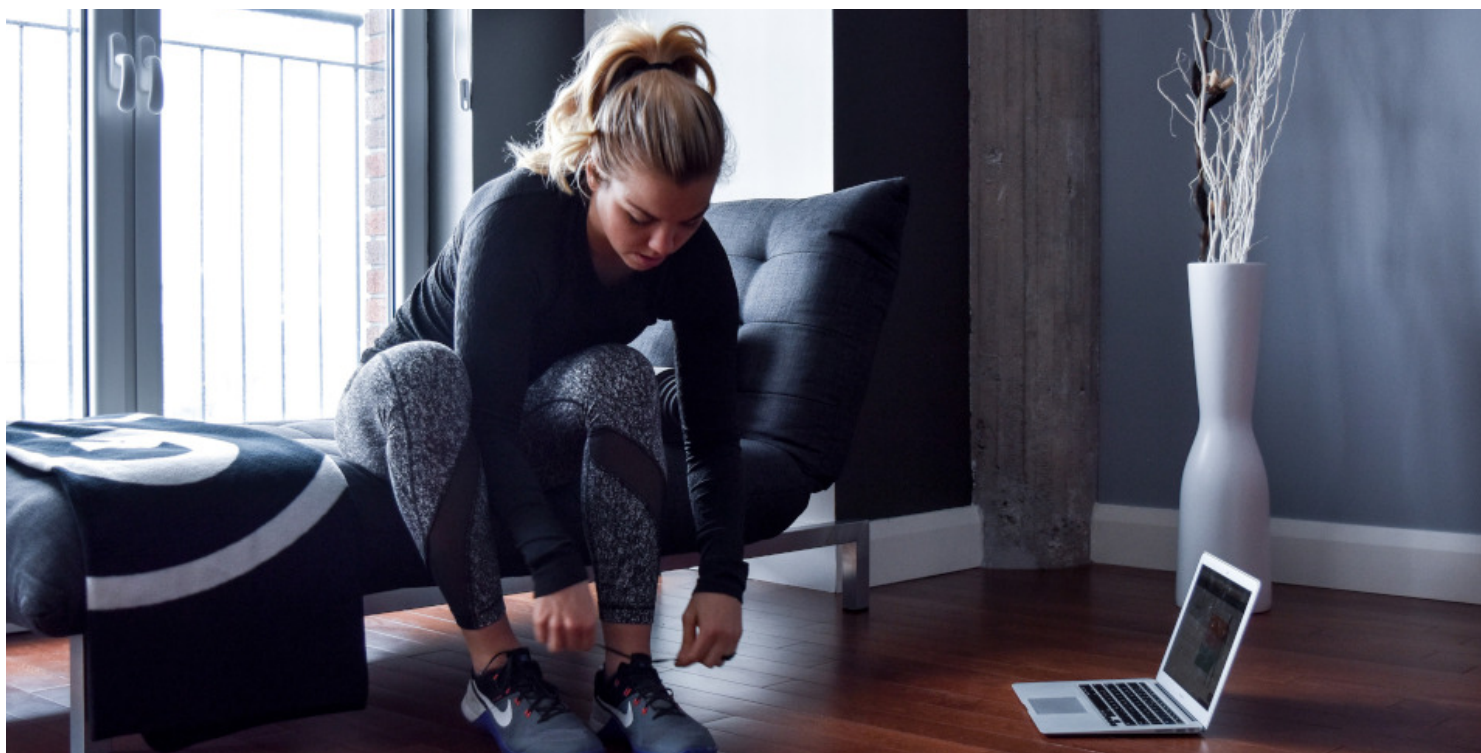
How to access Total Wellbeing Assessment:

- Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments.”
- By mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments.”

You may have the option to create a personal user account when accessing the Total Wellbeing Assessment. Personal user accounts must be created in the web app.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account then your results and progress will automatically be saved.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.



LIFT Session Fitness

LIFT provides a full suite of fitness offerings that make working out exciting, easy and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

Automated journeys

These programs are built specifically for your goals and fitness level.

Get started with LifeWorks!

Access your Employee Assistance Program (EAP) 24/7 for confidential help with sensitive issues.