

# Emotional wellbeing and work-life balance resources to keep you at your best



## In-the-moment support

Reach a licensed clinician by phone 24/7/365 for immediate assistance.



## Financial expertise

Consultation and planning with a financial counselor.



## Legal consultation

By phone or in-person with a local attorney.



## Short-term counseling



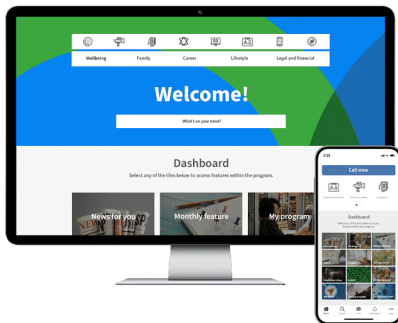
## Convenience resources

Referrals for child and elder care, home repair, housing needs, education, pet care and so much more.



## Confidentiality

Strict confidentiality standards ensure no one will know you have accessed the program without your written permission except as required by law.



## Your web portal and mobile app

- The one-stop shop for program services, information and more.
- Discover on-demand training to boost wellbeing and life balance.
- Find search engines, financial calculators and career resources.
- Explore thousands of articles, tip sheets, self-assessments and videos.

## Convenient, on-the-go support

- **Textcoach®**  
Personalized coaching with a licensed counselor on mobile or desktop.
- **Animo**  
Self-guided resources to improve focus, wellbeing and emotional fitness.
- **Virtual Support Connect**  
Moderated group support sessions on an anonymous, chat-based platform



## Start with Navigator

Take the guesswork out of your emotional fitness! Visit your web portal or mobile app to complete the short Mental Health Navigator survey. You'll immediately receive personalized guidance to access support and resources.



Download the mobile app today!



group code:

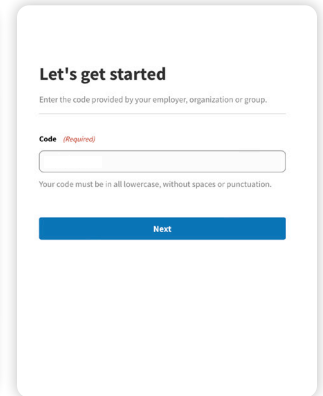
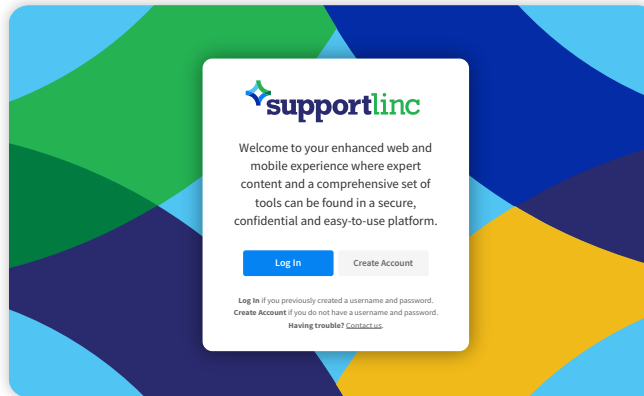
# Access Made Easy

## Enhanced Web and Mobile Platform

Accessing resources to boost your wellbeing has never been easier. You can explore all that your program has to offer with a single username and password. To get started, follow the simple steps below.

### Step 1. Visit your web or mobile platform.

Visit [supportlinc.com](http://supportlinc.com), or use the mobile app, click on Create Account and enter your group code on the next screen. You will only need your group code this one time.



### Step 2. Create your individual username and password.

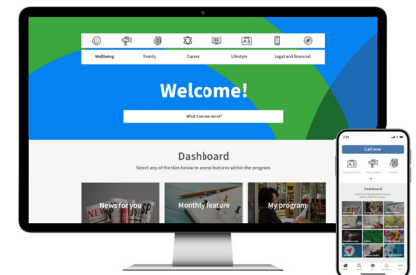
Answer a few questions - it only takes a minute!

*We securely store this confidential information to make personalized recommendations for you.*

### Step 3. You're all set!

Now with only one login, you can access all of the care modalities, valuable information and resources your program has to offer!

**Have questions?** Please see page 2 for answers to frequently asked questions.



Download the mobile app by scanning this QR code.



# Frequently Asked Questions

## Enhanced Web and Mobile Platform

**1. Q: What is ‘enhanced’ about the web and mobile platform?**

**A:** This enhancement allows you to conveniently access all of SupportLinc’s resources with a single username and password. No more remembering usernames and passwords across multiple care modalities!

**2. Q: What are the benefits of the enhanced web and mobile platform?**

**A:** By creating a single account, you can move seamlessly from one modality to another like Animo, Textcoach®, Virtual Support Connect and more. This means less hassle for you and more time spent improving your wellbeing.

**3. Q: Is all information confidential?**

**A:** The platform is secure, and information is stored in a HIPAA compliant database. Data is encrypted and will not be shared with any third party.

**4. Q: I don’t want to set-up a username or password. Does that mean you can’t help me?**

**A:** There are many ways to get the care you need from our program. It sounds like the next best step for you is to call your main program phone number. Our Care Advocates are available 24/7 to provide the support, guidance and resources that best meet your needs.

**5. Q: I am having issues setting up/accessing my account. Where can I turn for help?**

**A:** Our team is here to help. Simply send an email to [helpdesk@curalinc.com](mailto:helpdesk@curalinc.com) and a member of our team will help guide and support you.

**6. Q: Once logged in, can I freely move between Animo and Textcoach® without having to enter a username and password?**

**A:** Yes, once you are logged in, your single username and password will allow you to seamlessly switch from one modality to another.

**7. Q: I already have an Animo or Textcoach® profile set up. Will I now have to change it?**

**A:** You will be prompted to merge your existing accounts. Simply enter your login information when requested, and your accounts will be merged. You will only need to complete this step once.

**8. Q: What if I forget my username or password?**

**A:** No problem! Simply click on “lost your password,” enter your email address, click on “get new password” and you will receive a link to reset your password.

**9. Q: Will I still need my group code to enter the web portal?**

**A:** When you first set up an account, you will need to enter your group code. Once you enter your code the first time, you will no longer need it.

**10. Q: What if I have previously bookmarked the web portal? Will I still have access?**

**A:** Yes, the bookmark will still work, and from there you can create your username and password.



Support for everyday issues. Every day.