

ACCESSING THE LIFEWORKS ONLINE PORTAL & APP

LifeWorks, our Employee and Family Assistance Program (EFAP) provider is available to all employees and their families. LifeWorks provides free and confidential counselling services to **all employees** (permanent/provisional/temporary/probationary) and their immediate family members/dependants.

[LifeWorks](#) has an online portal and mobile application that offers you access to supports and resources about family, health, life, money and work, well-being assessments, personalized health and wellness content, and access to a counsellor via phone or live chat.

Logging on for the first time:

With LifeWorks, there's no need to sign up for a new account. The log-in process uses your City of Edmonton email address and the City Portal to get you connected to LifeWorks in a few seconds. The instructions on how to log on to desktop and mobile devices can be found below:

Desktop/Personal Computer:

To log on to the LifeWorks online platform for the first time, please follow the instructions below.

- In your browser, go to coe.lifeworks.com. Make sure you are at the **"Log in"** page, **you do not need to sign up for an account.**
- Type in your City of Edmonton email address and click "Next".
- A new screen will appear and you will be redirected to the City of Edmonton portal. If you are not redirected to the portal in 5 seconds, click the "Let's Go" button at the bottom of the page.
- Log into the City of Edmonton portal using your City credentials*.
- Once logged on, you will be automatically redirected to the LifeWorks online platform.

**If you were already logged onto the City of Edmonton portal, you may skip this step.*

Mobile device:

To log on to the LifeWorks online platform for the first time via the mobile app, please follow the instructions below.

- Go to your phone's app store (Apple App Store or Google Play Store) and search for "LifeWorks".
- Download the application and open it once installed.
- Click the **"Log in"** button at the bottom of the screen. **You do not need to sign up for an account.**
- Type in your City of Edmonton email address and click "Next".
- A new screen will appear and you will be redirected to the City of Edmonton portal. If you are not redirected to the portal in 5 seconds, click the "Let's Go" button at the bottom of the page.
- Log into the City of Edmonton portal using your City credentials.
- Once logged on, you will be automatically redirected to the LifeWorks online platform.

Online Platform & App Features

The LifeWorks online portal grants you access to a personalized news feed where you can choose topics to personalize your daily well-being content. Once filled out, you will receive daily snack-sized messages on the well-being topics you chose. These topics are personalized for you and only you will see this content. You have the ability to change and update your topics at any time. In addition to the daily updates, your organization can post updates on important news or resources available to you.

Assessments

LifeWorks offers a Total Well-being Assessment tool that asks questions around topics such as work, social, physical, mental, and financial well-being. Once you complete the assessment, you will be given a total health score and a summary of your well-being. Based on your summary, LifeWorks will develop personalized recommendations on what you can do to improve your well-being.

CareNow Programs

Whether you're feeling stressed or want additional tools to cope with depression or anxiety, LifeWorks has a program to support you. CareNow programs offer resources, assessments and modules on topics such as grief, anxiety, coping, substance abuse and more. You can choose the program you're interested in and work on it at your own pace to reach your goal.

First Chat

First Chat is LifeWork's online chat service where you can connect with a counsellor online. To access First Chat from your computer browser:

- Click on "Support & Resources" in the top banner,
- On the new page, scroll down to "Quick Links", there you will find a link to First Chat.
 - Click the link to navigate to the chat service.

On the mobile app:

- navigate to to the "Life" tab on the bottom of the screen
- From the new page scroll down to "Quick Links" and click on "View more"
- As the full list of quick links are populated, you will see First Chat
 - Click the First Chat button and open the link to the First Chat service.

More Information

Do my family members have access to the LifeWorks online resources and mobile app?

Yes, family members of City of Edmonton employees can access these same resources. Once logged on, employees can add up to 5 family members to the platform and app to give them access. To add family members, go to "Profile" at the top right corner and then navigate to the "Settings" menu. On the left of the page you will see a button that says "Family" which is where you can add members. Once a family member is

added, they have their own access and other family members would not be able to see their personalized activity.

Is my information kept confidential on this platform and app?

Yes, in the context of LifeWorks, the City only uses the COE portal to act as an authentication point for the application. Once the COE portal verifies you are a valid user, all data is handled through LifeWorks. No one but you will see which resources you have accessed, the results of your health assessments, and other activities. The City will receive group aggregate usage reports only with no personal information linked to this information.

If you have any additional questions or are experiencing difficulty in accessing these supports and tools please contact Jessica Culling 780-508-9272 or John Dowds at 780-496-7863.