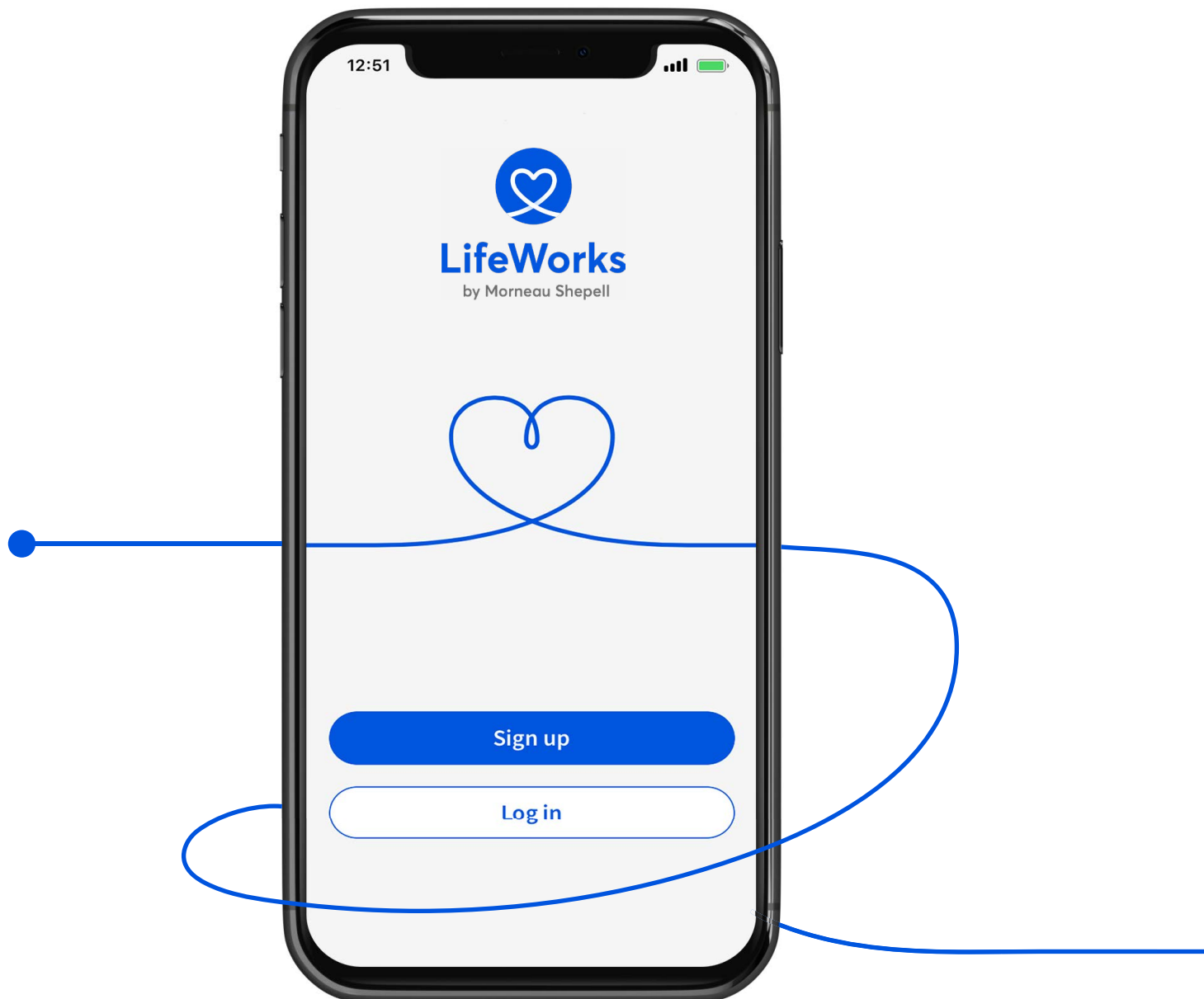


# Welcome to Well-being



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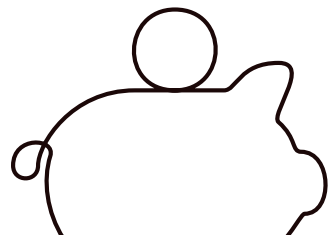
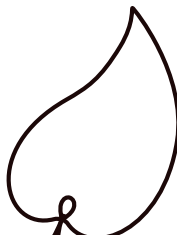
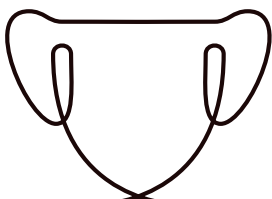
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- Discounted Digital Gift Cards

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## What is LifeWorks?

**LifeWorks is an exciting and innovative well-being solution that employees everywhere love to use! LifeWorks supports your mental, physical, social, and financial well-being to help you be your best and most productive self.**

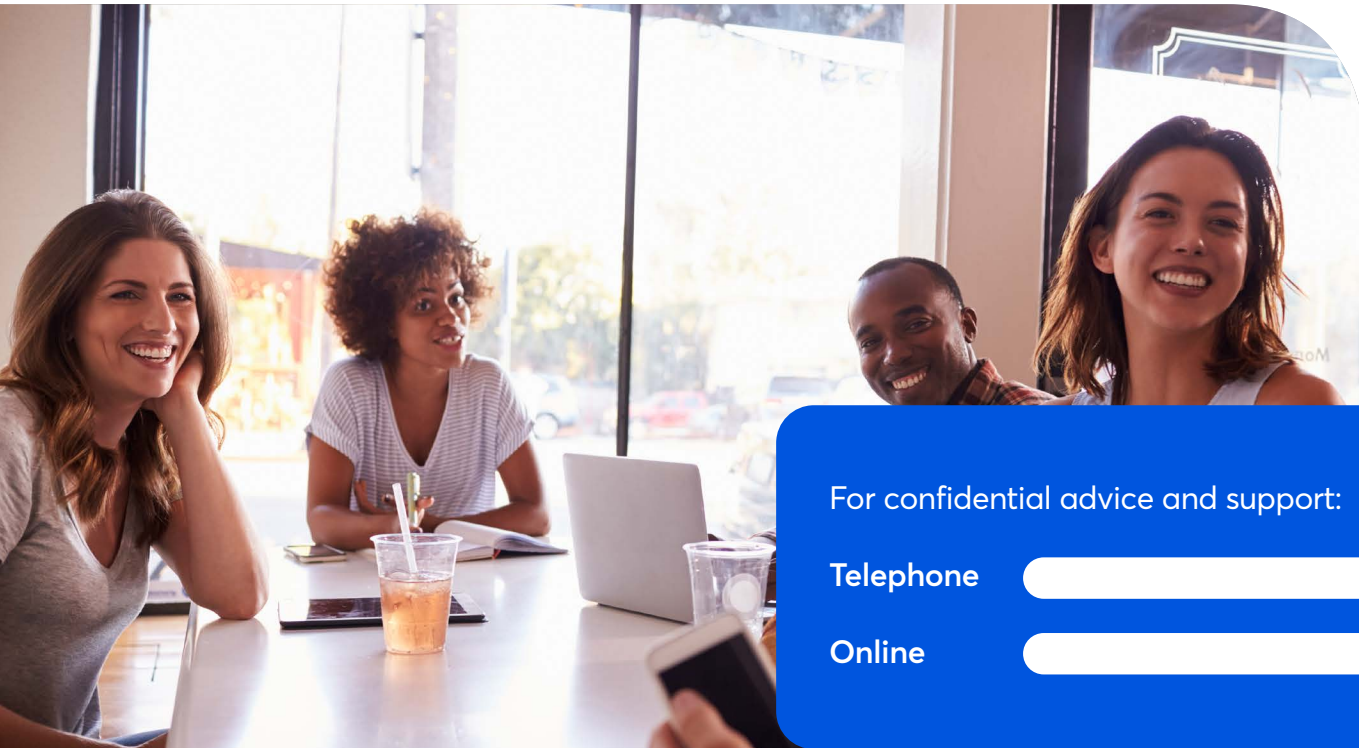
LifeWorks includes 24/7 access to a confidential employee assistance program (EAP), connections to your workplace community with communication and recognition tools, and exclusive perks and savings. LifeWorks is everything you need to support your well-being -- at work and at home.

### How do I access LifeWorks?

Your administrator will send you instructions about the sign-up process. Signing up to LifeWorks will be via one of the following methods:

- **By email invitation:** Keep an eye on your inbox for an invitation email from LifeWorks with your unique code to sign up and just follow the steps in the email.
- **By self-sign up:** Either access [login.lifeworks.com](https://login.lifeworks.com) or download the app from the App Store or Google Play (search for "LifeWorks"). Click on the "Sign up" button and enter your unique employee identifier.
- **By single sign-on:** Single sign-on allows for a more unified account process. Your LifeWorks account details will be linked to an existing core platform determined by your administrator. (For example, this could be an intranet or your benefits platform.) To access LifeWorks, simply log in with your existing core platform credentials.





For confidential advice and support:

Telephone

Online

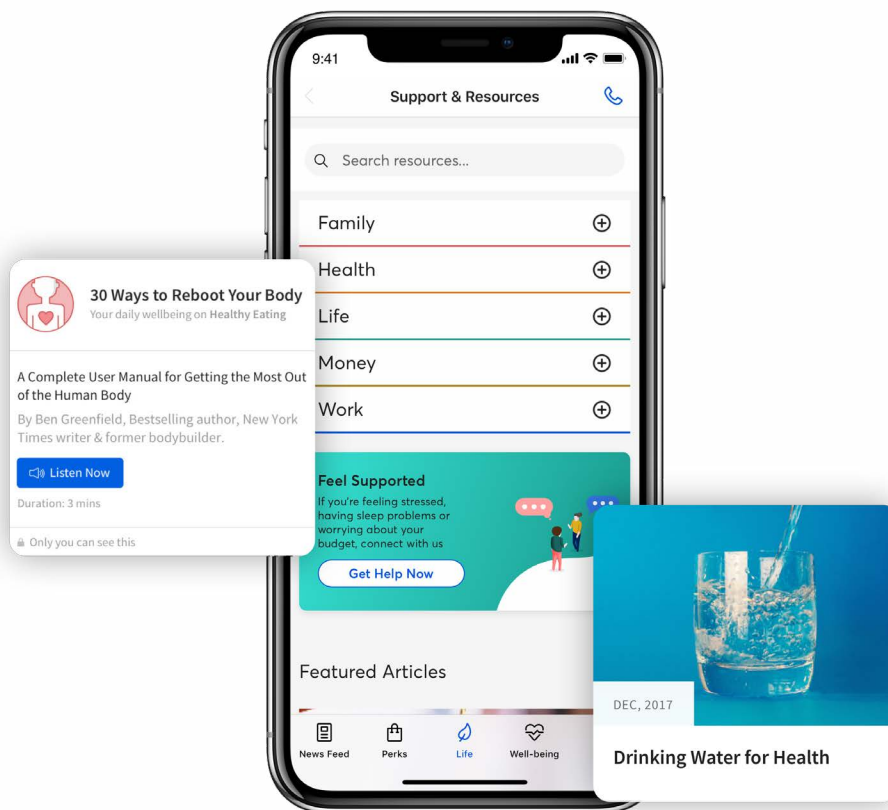
## Employee Assistance Program (EAP)

**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?

- **LifeWorks is available 24/7.** Access 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 well-being resources to support you.

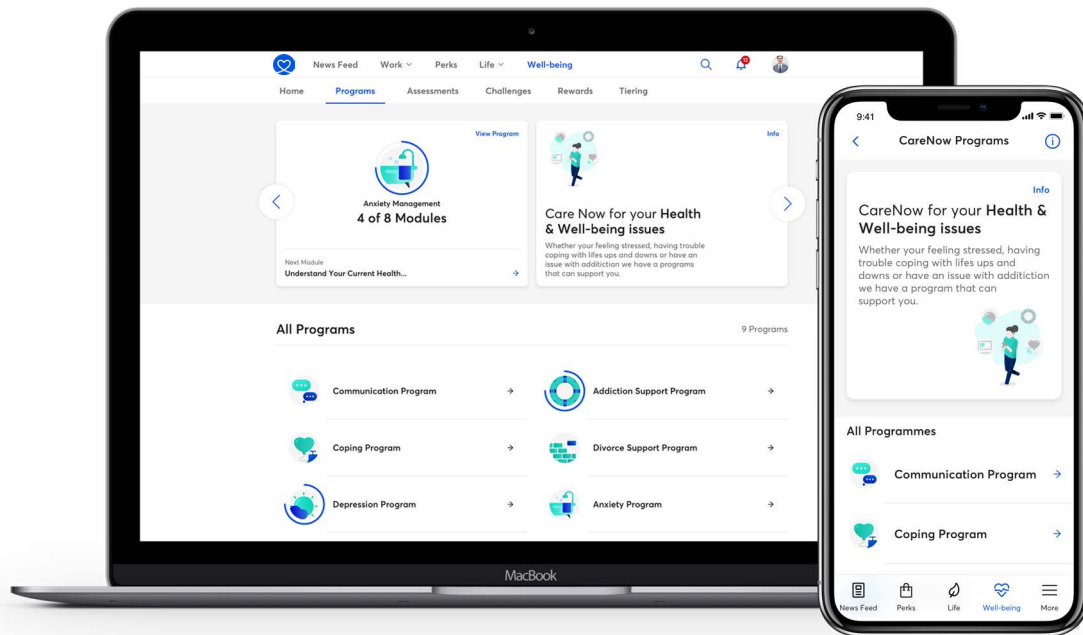
**Find answers, fast.** We make it easy to look for answers to tough questions. **Browse hundreds of articles, toolkits, audio recordings and more,** based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of well-being 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.



## 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.

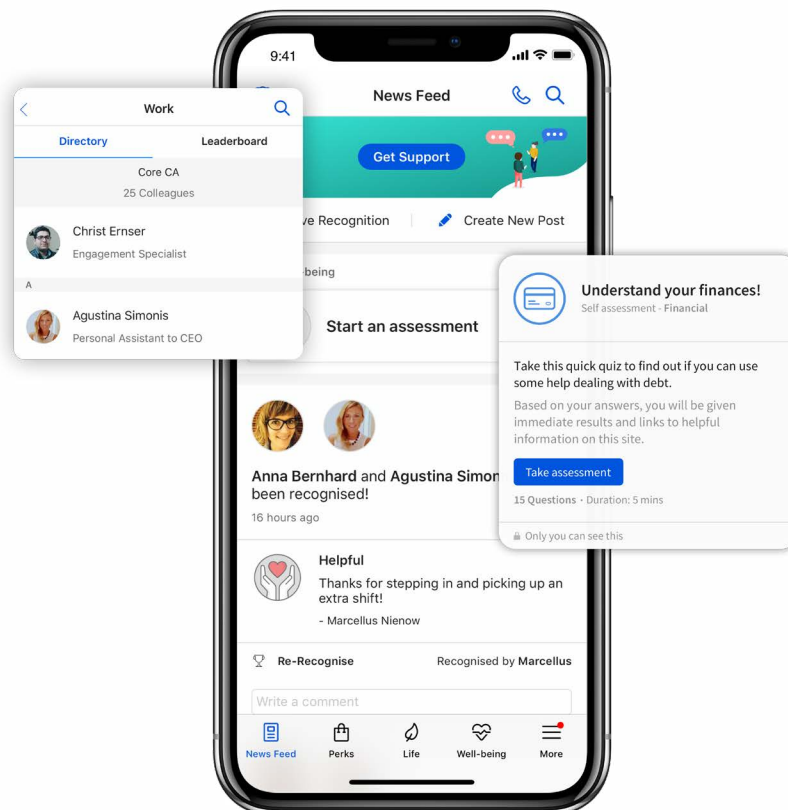
The LifeWorks CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, and Stress. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:

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





## News Feed

The News Feed is your destination for celebrating great work, recognizing peers for a job well done and learning from personalized, "snackable" well-being content.

### **Celebrate moments of success.**

Check your News Feed regularly for corporate posts with company news and updates from your CEO, management and HR.

### **Recognize great work.**

Give well-deserved recognition to colleagues, re-recognize, like comments and posts, and more.

**Discover well-being content that fits your lifestyle.** Choose topics (**Body, Mind, Personal Finances, Relationships and Work**) to receive personalized, bite-sized content such as blogs, articles, book excerpts, and more, written by leading wellness industry experts and bestselling authors.



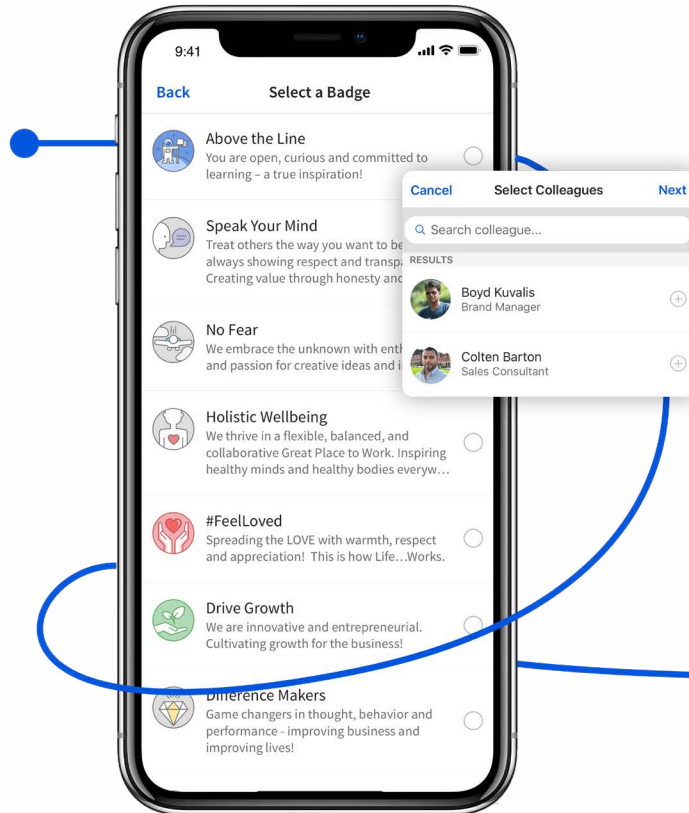
**Tip:** To find your colleagues or to track who's leading the recognitions, check "Colleague Directory" and "Leaderboard" under "Work" at the bottom right of the app screen.

### **Directory.**

Access your and your colleagues' profiles, including roles and contact details, and text, email or call each other directly.

### **Leaderboard.**

See who's leading by example in your work community around team- and company-wide initiatives.



## Recognition

Make everyone aware of the great job your teammates are doing! Recognition is all about acknowledging the hard work and accomplishments of your team, your colleagues and your managers.

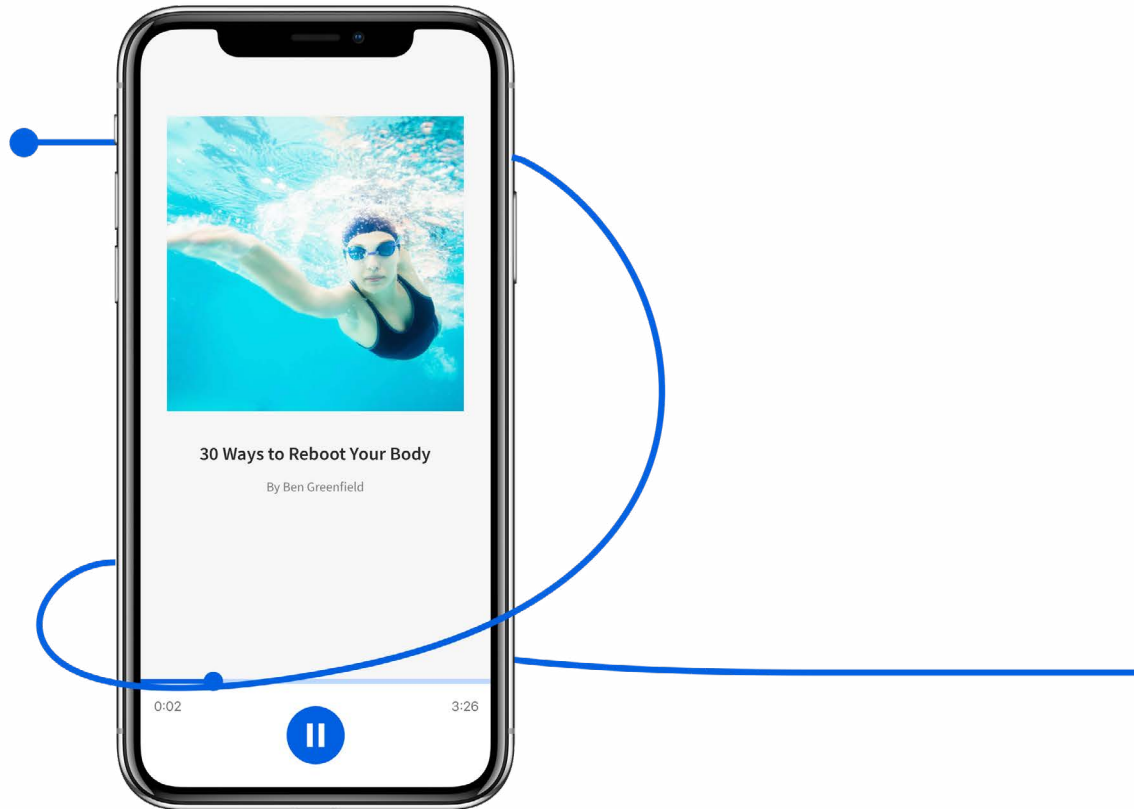


**Tip:** You can see all the recognition you have received when you go on your Profile.

### How does Recognition work?

1. **Select the colleague (or colleagues)** you want to recognize directly from the News Feed by name, or by selecting them in the Colleague Directory.
2. **Pick the best badge** for your recognition and add your message. The badges represent your organization's core values.
3. **Want to be a bit creative?** Select "Add image" and go GIF-crazy!
4. **Hit "Post"** and see the recognition celebrated on the News Feed.





## Snackable Well-being

Personalized “bite-sized” content that takes just minutes to read! Delivered directly through the News Feed, Snackable Well-being is our unique way of sharing trusted content from experts across **Body, Mind, Personal Finances, Relationships, and Work**. Your Snackable Well-being topics are confidential and visible only to you.

### How do I choose my Snackable Well-being topics?

You will be asked to customize your well-being during the first time you sign up.

### To change your topics:

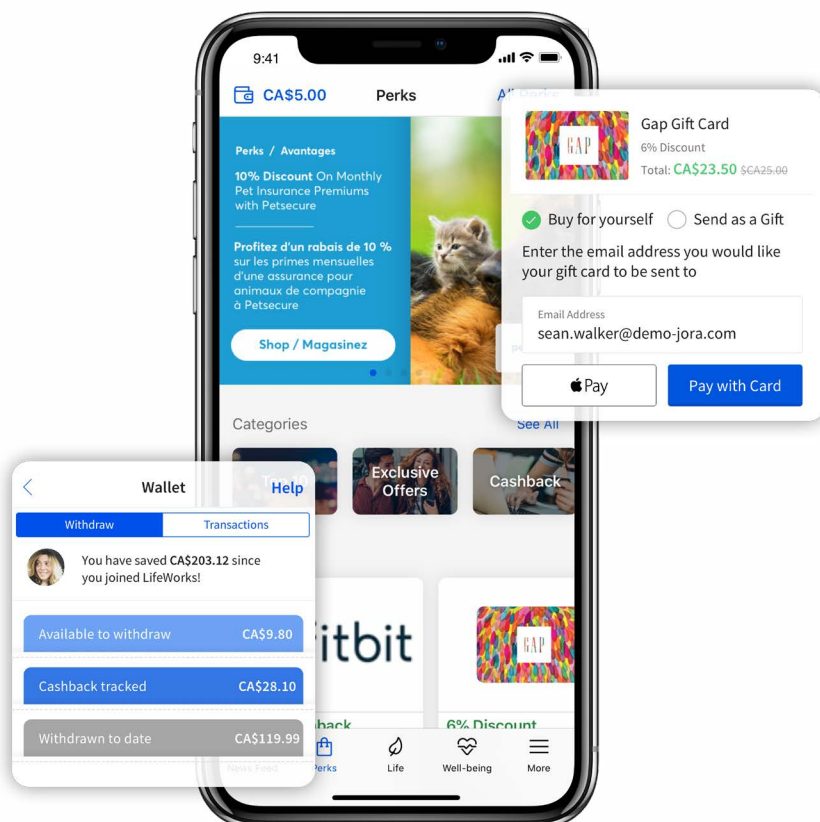
**Desktop:** Go into “Settings” at the top right of the screen, then scroll to “Snackable Well-being” to access topics.

**Mobile:** Select “More” at the bottom right of the screen, and then the Cog icon in the top right to access “Settings.” Scroll to “Well-being,” then select “Snackable Topics” to quickly and easily change main topic areas and subcategories.



### Tip:

Every time you consume a “content snack,” you can let us know if you found the session helpful. If you loved it, press **Thumbs Up**; if you didn’t like it, press **Thumbs Down**.



## Perks & Savings

### Make your money go further!

Save on everyday purchases and luxury items from 100s of top brands and retailers -- on-line and in-store! You can even earn valuable cashback just for shopping online through LifeWorks.

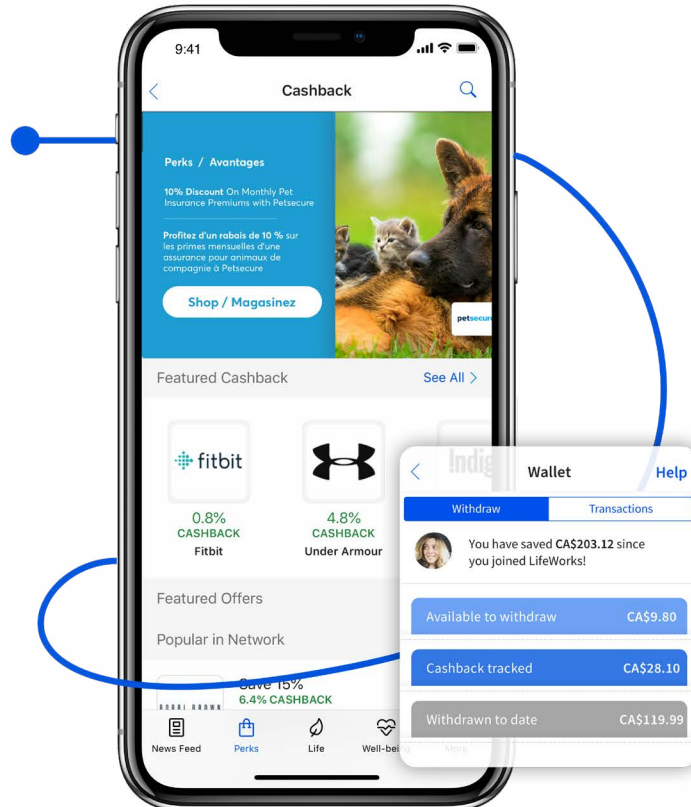
Just select "Perks" in the menu bar.



### Here you'll find:

- Shop Online with Cashback
- Discounted Digital Gift Cards
- Top 10
- Exclusive Offers

Take a look around and enjoy having savings power in your pocket, around the clock and in one place!



## Shop Online with Cashback

Get cashback every time you shop online through LifeWorks! Browse hundreds of offers on LifeWorks and follow our exclusive links to earn cashback on your purchases.

### How does cashback work?

1. Go to "Perks" in the menu bar and browse our featured "Shop Online" section. You can also look for a retailer via the Categories section or the Search Bar at the top of the page.
2. See how much you can save with your purchase and select "Shop Now" to visit the retailer's website and make a purchase.
3. You'll receive your cashback credited to your personal, digital LifeWorks wallet, along with a record of all the purchases you've made on the platform.

### Good to know:

1. When the amount in your LifeWorks Wallet exceeds \$5, you can transfer it to your PayPal

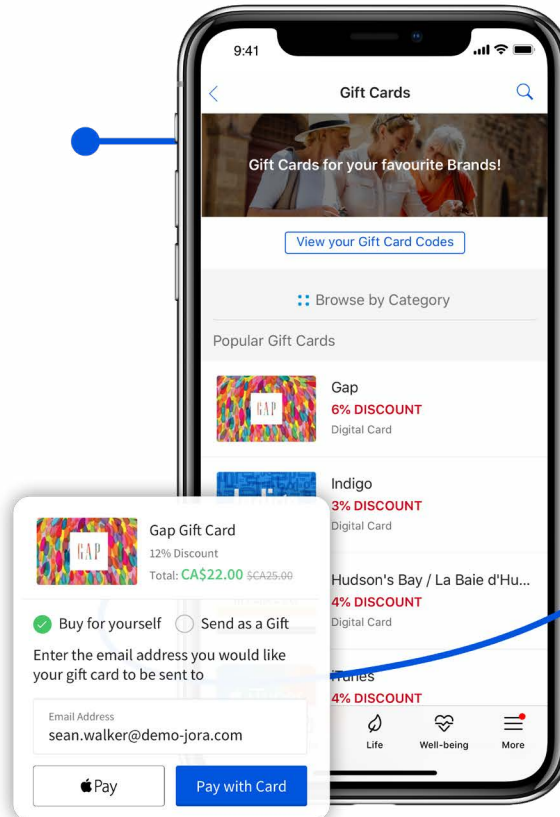
account. Don't worry, the first time you choose to withdraw you will be asked to link to your PayPal account.

2. Once you've completed a transaction, depending on the retailer, it can take up to 14 days for your cashback to appear in your Wallet as "Tracked". In most cases, this shouldn't take more than five days.
3. Depending on the retailer's return policy, it can take up to 180 days to be confirmed as "Available to withdraw". If the retailer approves the transaction before the 180 days, as many do, the cashback will be added to your wallet.



### Tip:

When you make a purchase, don't refresh the page or navigate away because the cashback trail will be broken – if this happens you will need to go back to the link and start over.



## Discounted Digital Gift Cards

Our Gift Cards are **digital and instant**, giving you on-the-spot access to discounts **whenever you need them, and from wherever you are.**



### How do Discounted Digital Gift Cards work?

1. Go to "Perks" in the menu bar and browse our featured "Gift Cards" section. You can also look for a gift card via the Categories section or the Search Bar at the top of the page.
2. Select the gift card you want and enter the gift card amount you want. You can instantly see the gift card value versus the amount you actually pay.
3. When you're ready, confirm your email address, enter your payment information and save your payment details securely for your next purchases.
4. Select "Buy now" and review the confirmation page. LifeWorks will send a redemption code to the email address you provide us, and we'll also store it in the "Codes" section of the app (just for you).

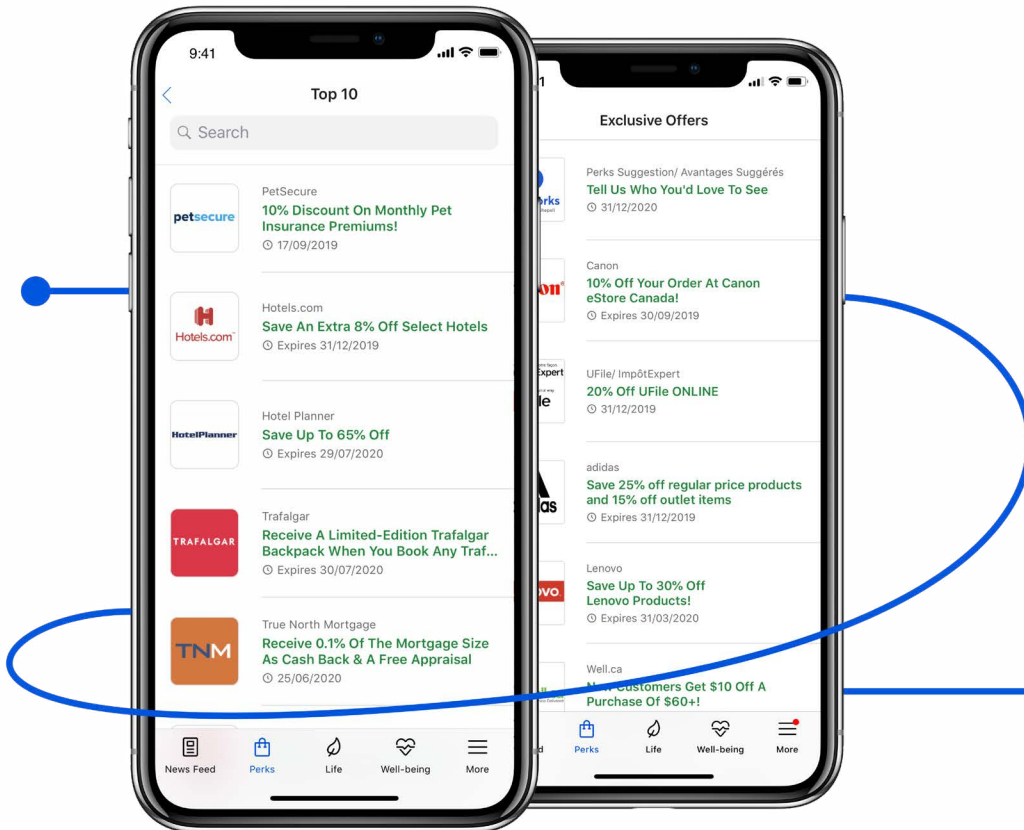
### Tips:

Did you know you can also use **Apple Pay or Google Pay** to purchase your discounted gift cards?

Discounted gift cards can also work on most retailers' websites. Simply enter the gift card code at checkout to pay for your purchases.

### Need a quick and easy personalized gift?

Immediately send a gift card to friends and family to celebrate their birthday or milestone.



## Exclusive Offers

Our exclusive online offers are deals made just for LifeWorks members like you and deliver big savings through online coupon codes.

Discover 130+ exclusive employee offers (and growing) from market-leading brands and save on everyday spend such as car buying, fitness and nutrition, days out, home finances, travel, and key life events.

### How do Exclusive Offers work?

1. Go to "Perks" in the menu bar and browse our featured "Exclusive Offers" section. You can also look for an offer via the Search Bar at the top of the page.
2. See how much you can save with your offer of choice and select "Visit Website" to visit the retailer's website and make a purchase. If there is a coupon code, simply copy and paste the coupon code at checkout and your discount will automatically be applied.

## Top 10 Offers

The amount of perks and discounts can seem overwhelming, so we provide this "Top 10" list of certain discounts to highlight some current offers. This list is updated frequently so check back often. .

# Ready?

Get started now with LifeWorks!

