

Frequently Asked Questions

Service booking on My EAP

Can I book EFAP support services on My EAP?

Yes, there are several ways to securely book EFAP support services on My EAP. Online Access, First Chat and E-Counselling icons can all be found under Contact Us and Mobile Programs. From the home screen or top navigation area, you can select Book a Service which will launch Online Access or Chat Now which will launch First Chat. Registration for E-Counselling can be completed by selecting the E-Counselling icon and following the steps.

Please note: Not all situations are suited to our Online Access process or First Chat or E-Counselling services. If you are at risk of harm to yourself or others please call your local emergency services or our toll free number at 1.877.890.9052; 24 hours a day and a representative will connect you to the immediate support you require.

What is Online Access?

Online Access is our online support services booking tool. It allows eligible Canadian users ages 16 years or older to follow a step-by-step process to initiate and complete their own EFAP support service booking directly on their computer or mobile device. You will view and learn more about available services, choose a support service, complete the service selection form and confirm your booking. Not all EFAP support services are available to book through Online Access (e.g. In-Person Counselling and Video Counselling must be booked by calling the Care Access Centre directly).

How does Online Access work on My EAP?

Online Access can be accessed on My EAP by selecting the icon (finger on button) on the home screen, Contact Us, Mobile Programs, or top navigation bar. You will be promoted to enter your location and then follow the steps to complete your booking. Currently, Online Access is available to eligible users in Canada who are 16 years or older.

What is First Chat?

First Chat is one of our digital tools designed for counselling intervention or EFAP support service booking. Using First Chat allows you to engage in an online chat with a professional counsellor or learn more about your EFAP support services and complete a booking with a Care Access Centre Representative.

How does First Chat work on My EAP?

First Chat can be accessed on My EAP by selecting the icon (speech bubble) on the home screen, Contact Us, Mobile Programs, or top navigation bar. You will be prompted to select which stream of support they would like to access: Inquiry/Book a service *or* Chat with a counsellor. Once selected, First Chat window will launch and users follow the steps to start their chat session. Currently, First Chat is available to eligible users in Canada who are 18 years or older. If First Chat is unavailable, the user will see a "First Chat is unavailable" notice prior to First Chat window launching.

What is E-Counselling?

E-Counselling is one of our digital counselling tools. You will communicate with a professional counselling via written exchanges online. E-Counselling is ideal for people who express themselves clearly through writing and enjoy writing from the privacy of their computer or mobile device.



Download My EAP now at your device app store or scan the QR code.

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How does E-Counselling work on My EAP?

E-Counselling can be accessed on My EAP by selecting the icon (speech bubble with pencil) from the Mobile Programs or Contact Us pages. Users in Canada, US and some international locations can register for E-Counselling directly on My EAP; all registered users have direct access to the secure and confidential E-Counselling portal on-the-go. Once logged in, users will have access to their message exchange with their counsellor; however, not all E-Counselling functions are available on My EAP. Users must be 16 years of age to use E-Counselling.

How do I make changes to my E-Counselling profile?

Changes to your E-Counselling profile such as username or password can be made by login to the E-Counselling web portal at shepellfgi.com/ec. From there, you will have access to full profile functionality.

What is the Financial Planning Service?

Our Financial Planning Service is a support service that will help you learn more about your finances and make a plan for a brighter financial future! The service is available for access under Mobile Programs on My EAP and/or from your computer. The service starts with a survey that will help you determine which areas of your financial planning you are doing well with and which parts you need to improve. Recommendations to tools, videos, and worksheets are customized based on your individual financial results. You have access to the service for a three-month period, and may use both the mobile and desktop versions interchangeably.

How does the Financial Planning Service work on My EAP?

Following booking of the service, you will be able to access it under Mobile Programs on My EAP. You will be required to login with your personal username and password, and then the “start” button may be clicked. You will use the same username and password for access to this service from your mobile device or computer.

My EAP security and confidentiality

Is My EAP secure?

The security of My EAP is ensured through a direct connection with the secure Shepell server. If your device is idle for more than five minutes, the tool you are active in will automatically reset to ensure user privacy.

The following Mobile Programs also require unique login with a personal username and password for each access: E-Counselling, Financial Planning Service.

Does My EAP store any of my personal information?

My EAP has the ability to store limited personal information when caching is enabled on the app. When enabled, information that you entered when booking a service on My EAP will be stored on your device. The benefit is that this information will be pre-populated in the relevant form fields for your next time you book a service on My EAP. Find cache settings under My Profile > My Info. My EAP does not store any information that is exchanged with the Shepell server during use of a Mobile Program and/or counselling sessions.



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Information about assessments

How does My Stress Index assessment work?

To obtain a stress level reading and helpful tips, you can access the My Stress Index under Assess Me from the home screen and complete the short survey. This tool is for informational purposes only and should not replace professional counselling.

How does My Relationship Meter assessment work?

To obtain a measure of the health of your relationship and helpful tips, you can access My Relationship Meter under Assess Me from the home screen and complete the short survey. This tool is for informational purposes only and should not replace professional counselling.

How does the Financial Wellness Score assessment work?

To obtain a measure of the health of your finances and helpful tips, you can access the Financial Wellness Score under Assess Me from the home screen and complete the short survey. This tool is for informational purposes only and should not replace professional financial advice or services.

Information about assessments

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How does My Relationship Meter assessment work?

To obtain a measure of the health of your relationship and helpful tips, you can access My Relationship Meter under Assess Me from the home screen and complete the short survey. This tool is for informational purposes only and should not replace professional counselling.

How does the Financial Wellness Score assessment work?

To obtain a measure of the health of your finances and helpful tips, you can access the Financial Wellness Score under Assess Me from the home screen and complete the short survey. This tool is for informational purposes only and should not replace professional financial advice or services.



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General

Are all EFAP services I see on My EAP available to me and my family?

Your EFAP may not include all services described. Gain more information from your benefits material and/or Human Resources.

Does My EAP send push notifications?

Yes, My EAP will send you weekly push notifications. These notices will appear on your device screen and/or in your messages centre. They are not clickable, but rather just simple announcements of the latest and greatest found on My EAP. My EAP push notifications can be enabled or disabled under My Profile.

iOS

My EAP push notifications can be enabled or disabled on your device. Go to Settings and select Notifications. Once in Notifications, scroll down to find My EAP in the list of applications and select 'turn off notifications'.

BlackBerry10

My EAP push notifications can be enabled or disabled on your device. Open your BB10 Settings function, scroll down and click Notifications. Once in Notifications scroll down to find My EAP in the list of applications and turn the ALL ALERTS setting to off.

Can I join Shepell's mailing list?

Yes, you may join our mailing list when prompted during My EAP start up or anytime under My Profile > Join our mailing list.

What languages is My EAP available in?

My EAP is available in English, French and Spanish. To view the app in one of these languages, please adjust the language settings on your device. My EAP will default to English is not available in the language that your device has selected. Please note: Digital and online counselling and service booking tools are available in English and French only.

Who can I contact for app support?

For My EAP app support, please email: myeap@morneaushepell.com



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