

GuidanceResources®

# Guide to Using GuidanceResources® Online



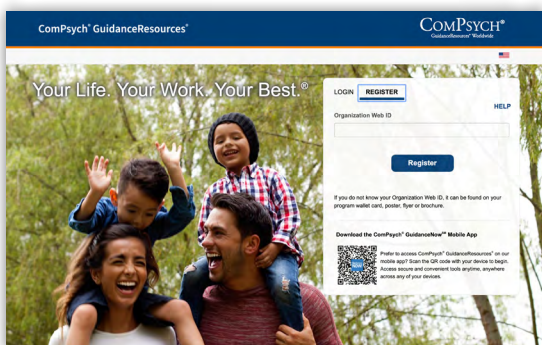
First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

- Go to **guidanceresources.com** to reach the website.
- Once on the guidanceresources.com home page, click the **Register** tab.
- Enter your **Organization Web ID (web ID: Guardian)** and click the Register button.
- You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click the **Submit** button at the bottom of the page. You should now be on the website.

## For Future Logins

You will only need to remember your **User Name** and **Password**. When you get to step 2 above, instead of clicking on the **Register** tab, use the **Login** section and enter your **User Name** and **Password** and click the **Login** button. This will take you directly to GuidanceResources® Online.

If you have any problems registering or logging into GuidanceResources® Online, email Member Services at **memberservices@compsych.com**.



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**24/7 Live Assistance:**  
**Call: (855) 239.0743**  
**TRS: Dial 711**



**Online: [guidanceresources.com](https://guidanceresources.com)**  
**App: GuidanceNow<sup>SM</sup>**  
**Web ID: Guardian**

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# For Employees: What is the Employee Assistance Program?



The Employee Assistance Program is provided by ComPsych® GuidanceResources® and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to you and your household family members.

## Why is your employer providing access to an EAP?

Because your employer cares about you and your dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

## Are the services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

## Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact the EAP if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

## What happens when I call?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant<sup>SM</sup> will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

## What counseling services does the EAP provide?

**3 face-to-face or virtual sessions per person, per issue, per year**

The EAP provides free short-term counseling with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

## Can my children use the EAP?

Yes. The EAP is a confidential benefit for employees and their household family members.

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