

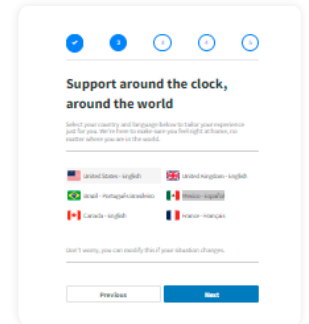
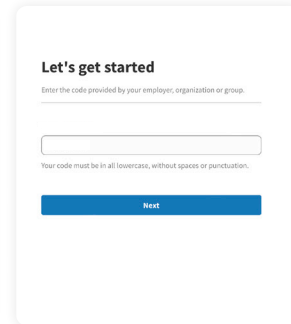
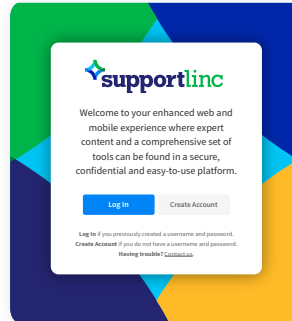
# Enhanced Web Portal and Mobile App

Accessing care and support just got easier

Quickly access support and easily move between care modalities through our refreshed navigation design. Follow the steps below to receive program recommendations based on your personal needs and interests.

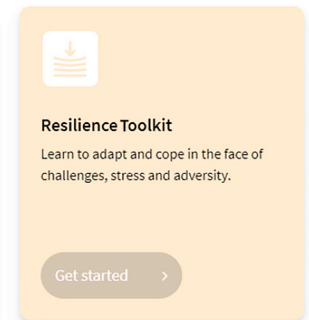
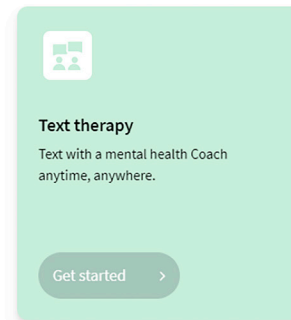
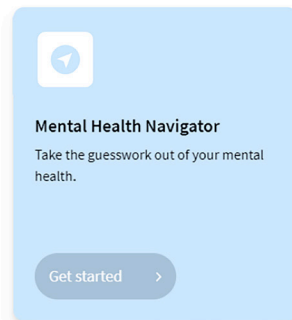
## Step 1. Visit your web portal or mobile app.

Visit [supportlinc.com](https://supportlinc.com) or use the mobile app and log into your account. **New users!** Click on Create Account, enter your group code, select your country (if applicable) and then create a personal profile.



## Step 2. Explore options based on your unique needs.

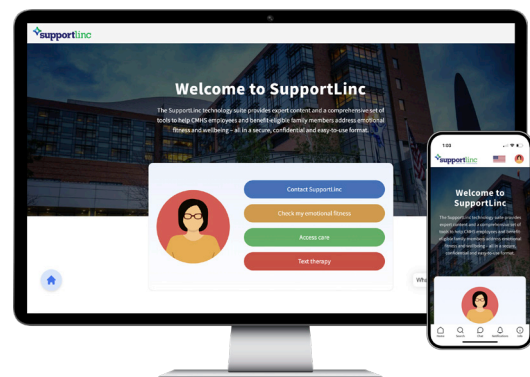
Instantly find program resources and care options based on your personal interests and location.



## Step 3. You're all set!

Discover all that your program has to offer. Whether you would like to assess your emotional fitness, try text therapy or use self-guided resources at your own pace, support is only a few clicks away.

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



Download the mobile app by scanning this QR code.



# Enhanced Web Portal and Mobile App

## Frequently asked questions

- 1. Why did the web portal and mobile app change?** Our goal is to provide you with a more streamlined and personalized experience. When you log in, you will see program resource recommendations based on your unique needs and interests. Our refreshed navigation design allows you to see all your support and care options in one place and easily move between modalities.
- 2. How do I access the new digital experience?** You will automatically see the updated design when you log in. If you have not created a personal profile, refer to step one on the first page for instructions on creating an account.
- 3. Do I need to download a new mobile app?** If you are in the U.S., no action is needed. If you are outside of the U.S. and previously used the iConnectYou mobile app, scan the QR code on page one to download the eConnect mobile app from the App Store or Google Play.
- 4. Where can I find my group code?** You can find your group code on your member intro letter and program flyer. It's usually your organization's name. You will only need to enter your code when you first create an account.
- 5. What if I forgot my password?** No problem. Simply click on "lost your password," enter your email address and click on "get new password." You will receive a link to reset your password.
- 6. I am having issues setting up/accessing my account. Where can I turn for help?** 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.
- 7. Is my information confidential?** CuraLinc Healthcare, who administers your program, maintains appropriate administrative, technical and physical safeguards designed to protect your personal information in accordance with the applicable law. CuraLinc uses industry standard encryption on the portal. We do not sell your email address or other information identifying you to third parties.



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Support for everyday issues. Every day.