

# Welcome to eapdirect™

## A New User's 5 Step Guide to eapdirect™

Your organisation has purchased unlimited access to eapdirect™ which is provided to you and your family, at no extra charge. This site helps to enhance your wellbeing and performance by providing: information, self assessment tools and online counselling options, to improve your enjoyment of each and every day.

Follow the steps below to access the site, use the information library functions and explore the benefits of eapdirect $^{\text{TM}}$ .

## First time users must logon to create their confidential password and user name

You need to set yourself up in the system before you can have unlimited access. It is also important as it allows you to create a confidential 'User name' and 'Password' that will ensure the services you action remain confidential.

- 1. First access www.eapdirect.com.au
- 2. After accessing the 'Welcome' screen select 'I am a new user' from the bottom panel.
- 3. Use the company username and password provided by your organisation.
- Fill in all boxes selecting a new username and password that is for your eyes only. This will ensure your identity remains confidential.
- The site will appear after successfully completing your details.

#### Self Assessments

This section provides access to a series of professionally created self assessments based around personal issues.

- Self Assessments are accessed from the right hand menu by selecting 'Next'
- Once you have completed an Assessment your feedback is automatically provided by selecting the 'interpret' button at the bottom or referencing the interpretation in the information provided
- Once you have finished you can save your selected assessment to the favourites box for on-going use
  - We would also value your input which you can provide by rating each assessment and by adding any comments you may have in the comments text box.

#### Online Counselling

This part of the service provides you with access to a professional psychologist through a private message network. As this message is secured within this private extranet site, all communications here are confidential. The service is accessed through the 'Next' button in the online counselling section from the right hand menu. You may choose to send a message, in which case you will receive a reply within 1 working day. Use the service to find out more about our face-to-face counselling service. Feel free to ask questions or to confirm your understanding of any issues of concern.

If the level of assistance you require is more serious or urgent, then contact us toll free on 1300 360 364 at any time.

#### My Profile

This is your personal file held within the site that allows you access to your favourite stored articles and assessments. It also has your 'User name' and 'Password' so you can change them should you choose to do so. This gives you control over the file and your details. Your organisation is not able to view this information, and it is not held on your organisation's network.

#### What if I need assistance accessing the website?

If you need assistance in accessing the site you can contact us on eapdirecthelp@davcorp.com.au or 1800 424 213 (Australia only).

## What is there to explore?

### The Information Library

This is accessed by reviewing the 'Article Library' on the left hand side of the website and selecting an area of interest to you or your family members. You can click onto each topic to review a more detailed menu of choices to find a topic of particular interest. You then have the option to:

- Read the article directly from your screen or print the article to read or to share with family members
- Save it to favourites by clicking the favourites button for future reference
- Rate the relevance of the article by using the rating button or using the text box to record a message for our editor



www.eapdirect.com.au