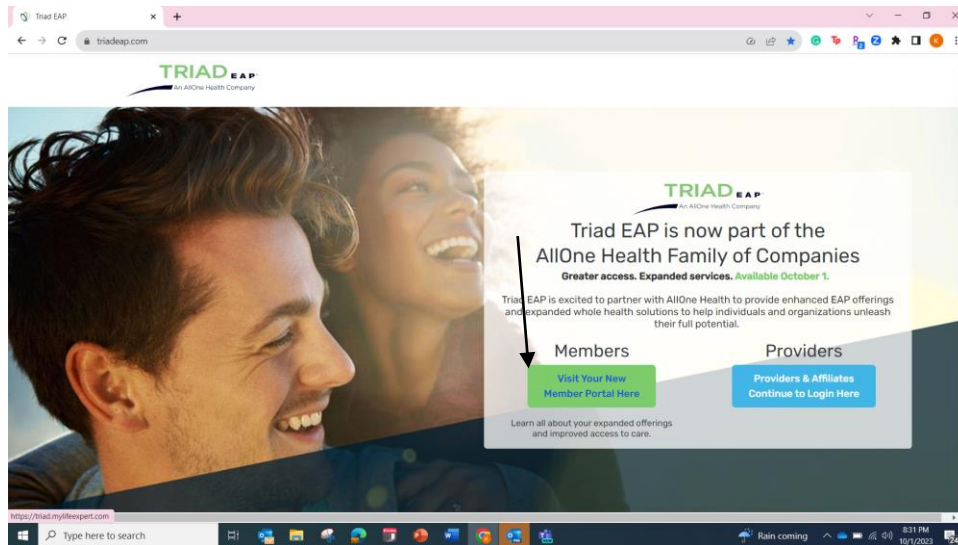


Instructions for the Triad EAP Member Portal

Go to: www.triadeap.com and select the green button that says “Visit Your New Member Portal Here”



A new window will open. If this is your first time visiting this page, select Sign Up to create your account. Returning visitors should use their email address and password created during registration.

If you do not want to create a portal account, click the boxes here to complete an online form to request services

Call: **877-679-1100**

If you are experiencing a life-threatening situation, please call 911 or immediately go to an emergency room.

Request Services Online:

→ **MENTAL HEALTH COUNSELING** **WORK-LIFE ISSUES**

We provide mental health and well-being benefits to help people and organizations unleash their full potential.

Your organization has partnered with Triad to give you access to:

- Mental Health Counseling
- Life Coaching
- Legal and Financial Consultation
- Work-Life Referrals
- Personal Assistant Referrals
- Medical Advocacy



Log In to the Member Portal:

Browse benefits, request services, explore self-help content and enjoy 24/7/365 access.

Current Portal Members,

Welcome to your improved self-help portal! You no longer need to remember your username for the site. You can now use your email address in which you created your account. You will be prompted to change your password, on your first log in.

Required *

Email *

Password *

Log In

[Sign Up](#) | [Forgot Password](#) | [Email Support](#)



Sign up for an account.

- Enter your company code, your preferred email address (this will become your username) and create a personal password.
- Upon selecting the “sign-up” button, **check your preferred email for the activation link.**
 - **Personal Accounts (gmail, yahoo etc)** Check your spam /junk folder if the message is not readily found in your main inbox.
 - **Corporate Accounts:** For employees using their company email address, you may need to alert your IT department that Triad has recently launched a new member portal that requires an email activation. We suggest adding the following to your safe sender list: @triadeap.com, @mylifeexpert, support@mylifeexpert, noreply@mylifeexpert, support@lifeexpertnow.zendesk.com and insights@allonehealth.com
-



Be sure the company code is the one you got from your Assistance Program. If you do not know your company code, please reach out to your Assistance Program.

After you hit the sign up button, you should receive an activation email. Click on the link in the email. This will activate your account.

You will no longer need a separate user name. You will use your email address from now on.

Create an Account

Browse benefits, request services, explore self-help content and enjoy 24/7/365 access.

Required *

Your Company Code *
Your Company Code

Your Email Address *
Your Email Address

Your Password *
Your Password

Sign Up

Assistance Program Portal Activation Email Inbox x



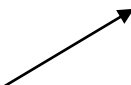
noreply@mylifeexpert.com via vps92790.inmotionhosting.com

to me ▾

Hello,

Below is the link you need to finish your registration. Once this is finished, go to your profile and set up the rest of your information. Follow the link below:

[Finish Registration](#)

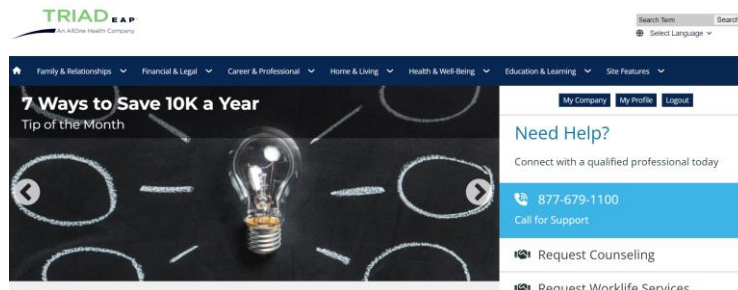


Reply Forward

Navigating the Portal

After successfully creating an account, login to the site.

- My Profile: Complete your personal information and keep track your activity on the site
- My Company: View details about your company's EAP policy and plan details.
- Explore: Read articles, take soft skill course, complete assessments, watch webinars or listen to Podcasts...the portal is the ultimate self-help toolkit.



Additional FAQ's

Q: How do I set up a case for counseling, life coaching or work-life referral services?

A: Call 877-679-1100, complete an online request form or initiate a chat to open a case.

Q: I completed the sign-up process but am not able to login, what is happening?

A: Ensure that you complete the registration process by selecting the activation link in the email sent to your preferred email address. Check your spam or junk email folder if the message is not readily found in your main inbox.

Q: Do I have to register for the portal to utilize my benefits?

A: No, from the member portal page you can select "Call 877-679-1100, complete an online request or initiate a chat to open a case.

Q: What do I do if I cannot remember what email address is used to create my account?

A: Select the "contact support" link and our team will assist.

Q: Where do I find my company code?

A: Contact Human Resources or email info@triadeap.com for assistance.

Q: Will my employer know what resources I use while in the portal?

A: Your confidentiality is important to us. No identifying details will be shared with your employer.

Q: Where is the provider search?

A: Our connection team will help you find the provider that best meets your needs. Simply call 877-679-1100, complete the online form or initiate a chat to get started.