

## Instructions to Register for your MFAP Account

[www.workhealthlife.com](http://www.workhealthlife.com)

- Click on the tab **My Services** from the menu along the top of the page
- Click on: **Register**, which is highlighted in the 3<sup>rd</sup> paragraph under *My Services*.

The screenshot shows the workhealthlife.com website. The header includes the logo, a navigation menu with options like 'my services', 'health & well-being', 'career & workplace', 'financial security', and 'life events', and a search bar. The main content area is titled 'My Services' and provides an overview of the services offered, including a list of specific services with brief descriptions and icons. A sidebar on the right titled 'Let us help' offers various ways to get assistance, such as 'Get started online', 'Chat with a counsellor', 'Email a counsellor', 'Call 18448809137', and 'Get the app'. A testimonial from a client is also visible in the sidebar.

**workhealthlife** by Shepell  
Your Employee and Family Assistance Program is a support service that can help you take the first step toward change.

my services | health & well-being | career & workplace | financial security | life events

Home » my services

### My Services

 provided by Shepell

You can trust Shepell to help you and your family to resolve issues that you may be facing. We can help with stress, relationship problems, depression, anxiety, nutrition and weight loss, parenting, and much more.

There are many ways to get help today – all completely confidential. Review the services below and use the icons under *Get in Touch* to book your service anytime, anywhere.

If you have not done so already, please **Register** to create your workhealthlife Profile, so you can experience all that this site and Shepell has to offer.

For immediate help, call us at 1.844.880.9137. We're here, and ready to help 24/7/365.

- Professional Counselling**  
Through a range of counselling delivery options, our professional counsellors can help you and your family anytime, anywhere.
- Health and Wellness Resource Kits**  
Work at your own pace with a full range of text-based, self-help resources delivered in a confidential kit, right to your front door!
- Family Support**  
Let us help you find solutions that suit your family's needs.
- Financial Support**  
We have tools and resources to help you plan for a bright financial future.
- Legal Support**  
Have legal questions? We provide expert, confidential information about how the law applies to specific situations.
- Career Counselling**  
Wide range of support to assist you in optimizing your career, resiliency and retirement.

**Let us help**  
Your EFAP provides immediate and confidential assistance for any work, health or life concern.

- Get started online
- Chat with a counsellor
- Email a counsellor
- Call 18448809137
- Worldwide Access Numbers
- Get the app

**What our clients think**  
"I have been seeing my counsellor for depression and it's helped me very much. I feel listened to and supported which has allowed me to deal with the depression."

The screenshot shows the workhealthlife website interface. At the top, there is a navigation bar with the logo 'workhealthlife by Shepell' and a search bar. Below the navigation bar, there is a main heading 'Please tell us your organization' with a search box for 'Organization Name' and buttons for 'Search' and 'Browse as a guest'. The page is divided into three columns: 'health & well-being', 'career & workplace', and 'financial security'. Each column has a representative image and a brief description of the services offered. On the right side, there is a 'Let us help' sidebar with contact information and a 'Worldwide Access Numbers' section.

**workhealthlife** by Shepell  
 Register | Login | English (Canada) Search


my services health & well-being career & workplace financial security life events

Home Register

### Please tell us your organization


Organization Name  Search or Browse as a guest

By specifying your organization, you enjoy a more extended experience of workhealthlife.




**health & well-being**

Your physical and mental well-being has a significant impact on your day-to-day life. The more you know, the better you'll feel.




**career & workplace**

Let us help you manage your career, better handle workplace relationships and find work-life balance.



**financial security**

We can all use a little help understanding and managing finances. Learn more through educational articles, resources and tools to support you in achieving financial well-being.



**life events**

Life Events combine material from across a wide variety of categories and topics to better inform and support you around

**let us help you**

Interact with our highly qualified counsellors in ways that work for you:

- Exchanging private instant messages
- Correspond in writing, in a secure online environment
- Participate in online programs

**services**

- Professional Counselling
- Family Support
- Financial Support
- Legal Support
- Nutritional Support
- Naturopathic Services
- Fitness Support

**Let us help**

Your EFAP provides immediate and confidential assistance for any work, health or life concern.

**Call 18448809137**

Worldwide Access Numbers

If you have trouble during registration, please call us.

- Under *Please tell us your organization*; enter **RDTC** in the box and click on **Search**

The screenshot shows the 'workhealthlife' website by Shepell. The main navigation bar includes 'my services', 'health & well-being', 'career & workplace', 'financial security', and 'life events'. The page title is 'Register for workhealthlife'. Below the title, it states 'You entered "RDTC". The following companies match this.' and lists 'Newfoundland And Labrador Building and Construction Trades Council' as a match. A sidebar on the right titled 'Let us help' provides contact information: 'Call 18448809137' and 'Worldwide Access Numbers'. The footer contains navigation links, a 'Tech Support' link, social media icons, and a 'MENTAL HEALTH PARTNER' logo.

- Click on **Newfoundland and Labrador Building and Construction Trades Council**

The screenshot shows the registration page for workhealthlife by Shepell. The page includes a navigation menu with categories like 'my services', 'health & well-being', 'career & workplace', 'financial security', and 'life events'. The main content area is a registration form with the following fields and options:

- Organization: Newfoundland And Labrador Building and Construction Trades Council
- First name: \*
- Last name: \*
- Email: \*
- Retype email: \*
- Password: \*
- Retype password: \*
- Language Preference: \* English - CANADA
- Roles that apply to you:  I am a manager or people leader of Newfoundland And Labrador Building and Construction Trades Council.
- Communications:  Stay in touch with health & wellness updates, Balance newsletter, interactive events. Join now!

At the bottom of the form are buttons for 'Submit', 'Cancel', and 'Required fields \*'. On the right side, there is a 'Let us help' section with a call number '18-4488-09137' and a search bar.

- Enter your details in the boxes as requested. Please note the password must be 8 characters long and contain the following:
  - 1 uppercase letter
  - 1 lowercase letter
  - 1 numeric character
  - 1 symbol

An example password: Johndoe5\*

- *Roles that apply to you*: leave this box unchecked
- *Communications*: check this box if you wish to receive health & wellness communications from Shepell
- Click on the **Submit** button

The screenshot shows the workhealthlife website interface. At the top, there is a navigation bar with the logo "workhealthlife by Shepell" and a language dropdown set to "English (Canada)". Below the logo, a message reads: "Your Employee and Family Assistance Program is a support service that can help you take the first step toward change." A search bar is located to the right of the navigation bar.

The main content area features a navigation menu with categories: "my services", "health & well-being", "career & workplace", "financial security", and "life events". Below this, the page title is "Registration Pending Verification". The message states: "Thank you for registering, we just need you to verify your identity before you start using some of the registered user features in workhealthlife. You've just been sent an email with a link, follow this and you're in."

On the right side, there is a "Let us help" section with the text: "Your EFAP provides immediate and confidential assistance for any work, health or life concern." Below this is a purple button with the text "Call 18448809137" and a right-pointing arrow. Underneath, it says "Worldwide Access Numbers" and "If you have trouble during registration, please call us."

The footer contains a breadcrumb trail: "Home | My Services | health & well-being | career & workplace | financial security | life events | provider connect". It also includes links for "Site Map", "FAQ", "Your Privacy", "Terms of Use", and "Accessibility | About Shepell". A copyright notice reads: "© 2016 Shepell. Your program may not include all services described on this website, please refer to your benefit material for more information." There are social media icons for Twitter and Facebook, and a "Tech Support" link. A "Back to top" button is located at the bottom center.

- You will receive an email from [noreply@shepellfgi.com](mailto:noreply@shepellfgi.com) at the email address you entered on the previous screen. Once received, click on **Verify my email address** within the body of the email.
- You will receive a notice of Account Verification, from which you can **Login**. You can also Login from the [www.workhealthlife.com](http://www.workhealthlife.com) homepage as well (top right of the screen).