



## What is changing?

Effective August 31, LifeWorks has implemented a name and brand change to reflect the integration of LifeWorks within the TELUS Health family. The website, app, and call centre has updated to reference only TELUS Health, including logo, colours, typography and the name of the organization in the content.

**Note:** If you call the TELUS Health call centre, agents will now answer the phone using TELUS Health instead of LifeWorks but can still assist you with the same service and support you receive today.

## Does this change what I have access to?

The brand change from LifeWorks to TELUS Health does not impact the services offered to you. You will continue to have access to all the features, tools, and services that have been provided through LifeWorks. There is no change to any functionality, including login methods, passwords, and usernames.

## Will this impact the Employee Assistance Program (EAP)?

No, this will not impact any resources you have access to. You will continue to have **up to 12 hours** of counselling for the school year (September 1 – August 31). **Important note:** Hours of counselling provided can vary. The *maximum* number of hours provided is 12, but less hours may be deemed necessary.

In addition, you can chat online to book a service or for immediate clinical consultation and will receive access to informative resources, assessments, toolkits, and the CareNow program (specialized self-help resources to help with anxiety, depression and stress).

## Do I need to take any action?

You may already see the updated TELUS Health One app if your device has automatic updates turned on. If automatic updates are not turned on, please ensure you manually update your current LifeWorks app through your app store. **Note:** You do not need to re-download the app or reregister for TELUS Health One.

Updating your app:

- If your device(s) have automatic updates turned on, the app will update automatically.
- If automatic updates are not turned on, you will see a pending update in the app store that you need to tap to update and see the changes.



## LifeWorks to TELUS Health rebrand Frequently asked questions



Once the app is updated on your device:

- The app icon will update to show the new TELUS Health One app tile.
- The app name will change from “Lifeworks” to “One”.
- The branding will update to TELUS Health, including logo, colours, typography.
- The product names will also update.

Upon initial login post-update, a pop-up will appear to signal the change to TELUS Health. **The changes are the same for iOS and Android users.**

### Will my login change?

No, your current username and password will stay the same.