

Available through our Employee Assistance Program (EAP), Talkspace is an online therapy service that connects users to a dedicated, licensed therapist in their state of residence via private messaging or live video. Users can regularly message their dedicated therapist via text, voice or video as life happens - anywhere, anytime.

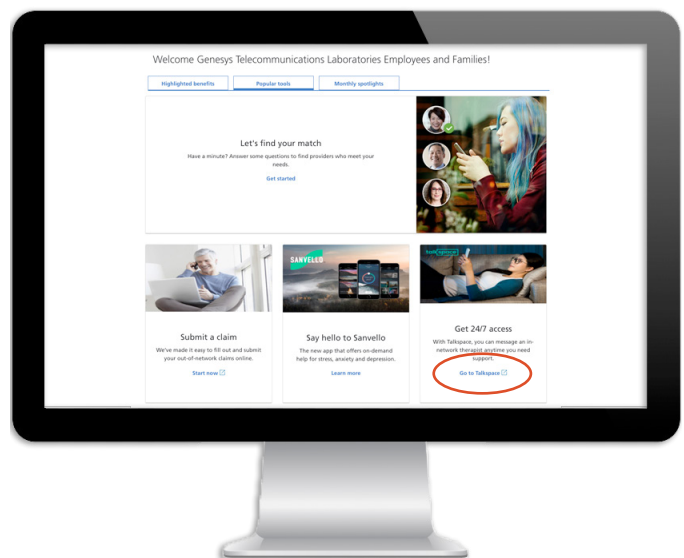
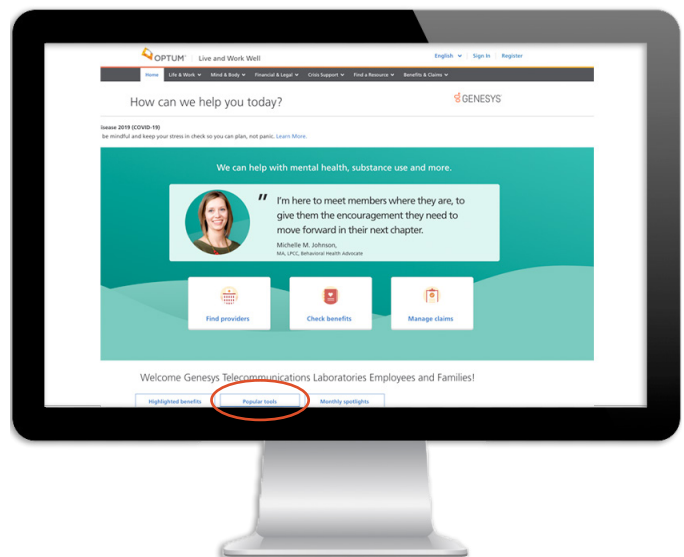
Talkspace has a network of thousands of credentialed clinicians and has been used by over one million people. You must activate your account via a computer. Here's how to get started:

1. Visit [www.liveandworkwell.com](http://www.liveandworkwell.com). To register for services and to use Talkspace, you'll need to obtain an Authorization Code from Optum. To do this, call them at 866-248-4094. Just let them know you are a Genesys employee and you need a Authorization Code to use Talkspace or Face-to-Face services. Once you have this code, follow the rest of these steps to get started.

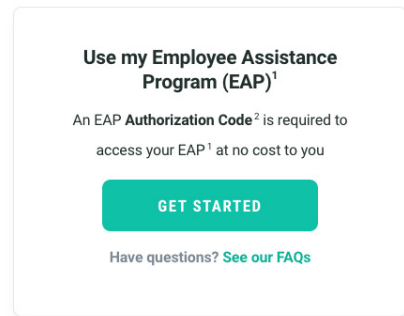
- **New User? Select Register and complete your enrollment**
- **Existing User? Sign in with your Username and Password**
- **You can also browse the website using code "genesystele"**

2. From the Home page, scroll down to the Welcome banner, where you'll find the **"Popular tools"** tab. Click on this tab.

3. Behavioral health tools provided free to Genesys employees can be found on this page! To engage with Talkspace, select the **'Go to Talkspace'** tile.



4. To register for Talkspace services, click on the green 'GET STARTED' button. You can also check out 'See our FAQs' link below this button for helpful Talkspace plan and technical support information.



5. Talkspace requires some basic information to get your profile set up. You will also need the Authorization Code from step one in order to create your account. Optum EAP will provide this number when you call them at **866-248-4094**. Just let them know you are a Genesys employee and you need a Authorization Code to use Talkspace or Face-to-Face services. Once you have this code, complete your registration by hitting "NEXT".

After registration, you're in! You will be directed to the Talkspace site, where you can follow the instructions to get started.

A screenshot of the Talkspace registration form. The form is titled "Let's start with some basic information" and includes fields for: First name (Sample), Last name (Genesys-Employee), Date of birth (01/01/1970), Phone number ((987) 654-3210), Email (testemail@sample.com), "Let us know who you are" (Employee), Organization name (Genesys Telecommunications), "How did you hear about us?" (Employer/School websi...), and Authorization Code (MyAuthorizationNumber). A green "NEXT" button is at the bottom. A privacy notice at the bottom states: "This information will not be shared. Talkspace is committed to protecting your privacy and follows HIPAA, state and federal laws."

## Need to return?

Employees and dependents have the ability to return to [www.liveandworkwell.com](http://www.liveandworkwell.com) and select the "Find a Provider" button to find a face-to-face in-network provider. The same authorization code will be used.



# Frequently Asked Questions (FAQs)

## Q: Is Talkspace confidential?

A: Yes. Talkspace will not share your information with your organization. In order to protect confidentiality according to HIPAA, we require all users to create a unique nickname during the registration process, which is only shared with their therapists.

## Q: Once I sign up for therapy, will I have the same therapist?

A: Yes. You will maintain an ongoing relationship with the same therapist unless you request a change.

## Q: Can I call or Skype my therapist if I want?

A: No. Communication between you and your therapist will occur via private messaging or live video on the Talkspace platform, as it is secure, confidential, and HIPAA compliant.

Find more online at [www.liveandworkwell.com](http://www.liveandworkwell.com).

## Q: Is the platform only available in English?

A: Services are delivered predominantly in English, but the Talkspace therapist network covers 32 different languages. Please note, that access to therapy in a language other than English is dependent upon therapist availability in your state of residence. If you are requesting therapy in an alternate language, we will work to meet your request while still adhering to the requirement that the therapist be licensed in their state of residence.

## Q: How can someone under 18 use Talkspace?

A: Talkspace has taken all legal requirements into consideration to support users ages 13-17. Each U.S. state has different requirements regarding what age necessitates parental consent to start therapy. If parental consent is required by the state, a parent/guardian will be asked to provide and upload an online recording of consent (by reading a script provided by Talkspace) and proof of identification. This online provision of consent and identification is digitally recorded and provided using the Talkspace HIPAA compliant app. Please contact [Connect-Support@talkspace.com](mailto:Connect-Support@talkspace.com) if you have any questions about the consent process.

## Q: What browsers are supported by Talkspace?

A: Talkspace is optimized for Google Chrome. You will have the best Talkspace experience using this browser. Talkspace supports the latest version of the following major browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari.

*Please note: texting is currently not available to Talkspace users in California.*

Find more answers to your Frequently Asked Questions online at [www.liveandworkwell.com](http://www.liveandworkwell.com).

