



# iConnectYou

## Quick Start Guide

CLIENT



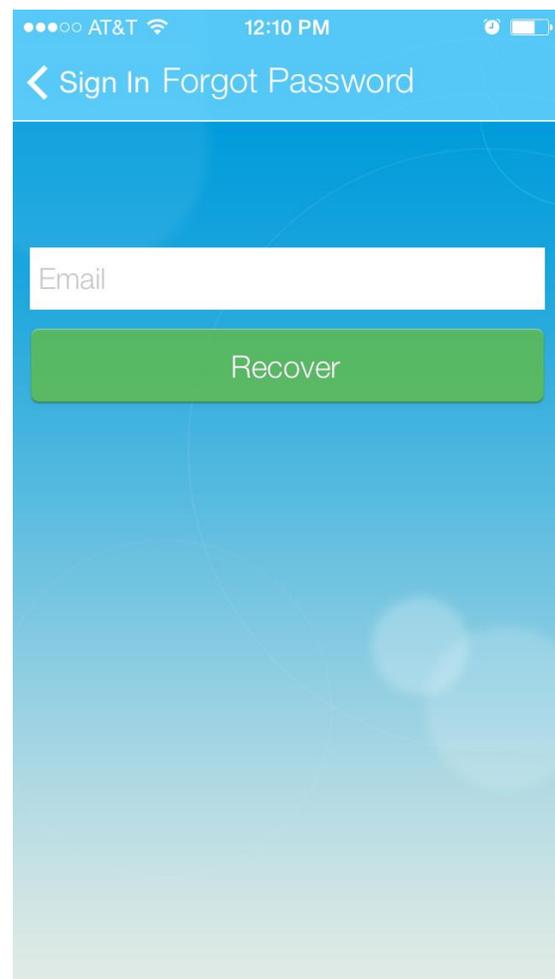
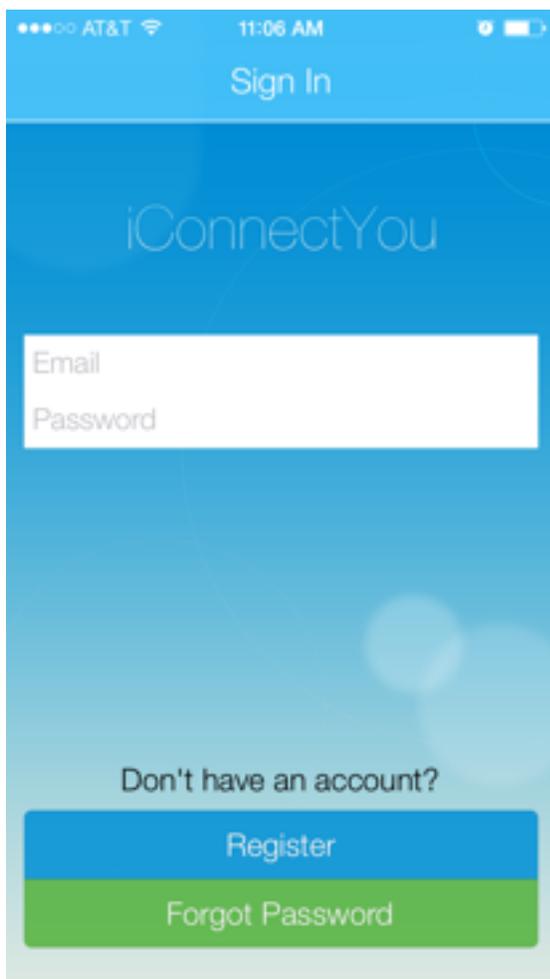
AROUND THE CORNER. AROUND THE CLOCK. AROUND THE GLOBE.

## INSTALLATION

- Download and install iConnectYou application from Apple Store (iPhone) or Google Play Store (Android)
  - ① [Download instructions available separately](#)
  - ① **Compatibility:** Requires iOS 6.0 or later.  
Compatible with iPhone, iPad, and iPod touch.  
This app is optimized for iPhone 5.  
Requires Android OS Jellybean and later.

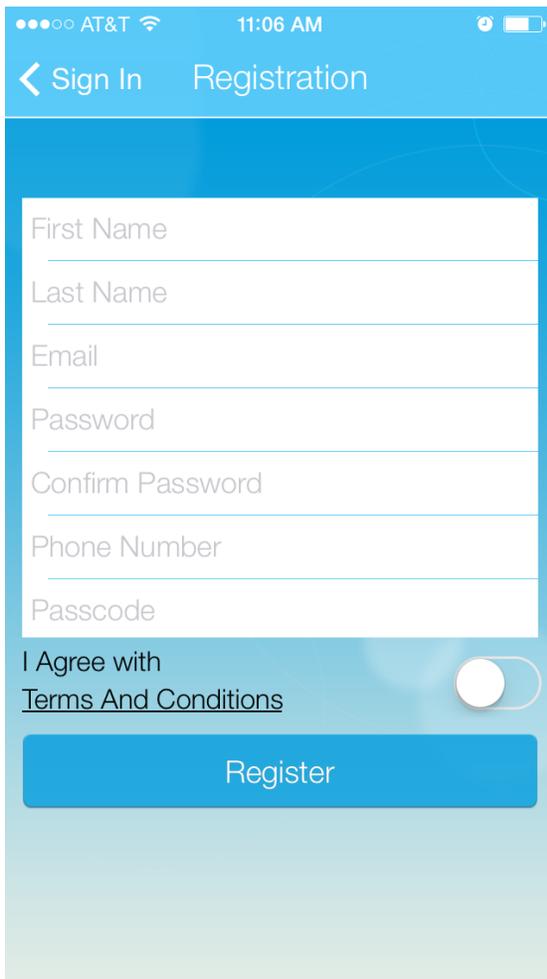
## SIGN IN

- Enter your e-mail (user name)
- Enter your password
- Tap "Go" on the keypad.
  - ① **If you do not have an account tap the "Register" button** to make your account registration
  - ① If you forgot your password tap the "Forgot Password" button to recover it



## REGISTRATION

- Complete the account information fields – first and last name, email, password (you must type the password twice – once in the “Password” field and again in the “Confirm Password” field to ensure you typed it correctly), phone number (use the number of the cell phone from which you run the application), **passcode (use the code provided by your company)**
- Review the license agreements (tap on the “Terms And Conditions” link) and toggle on the “I Agree with Terms And Conditions” box
- Tap the “Register” button to complete the registration



11:06 AM

Sign In Registration

First Name

Last Name

Email

Password

Confirm Password

Phone Number

Passcode

I Agree with Terms And Conditions

Register



**DO NOT USE THIS MOBILE APPLICATION IF YOU ARE EXPERIENCING ANY ADVERSE MEDICAL CONDITION OR FEEL THAT YOU MAY BE A DANGER TO YOURSELF OR TO OTHERS. TO RECEIVE MEDICAL ASSISTANCE, PLEASE IMMEDIATELY CALL 911 AND NOTIFY THE POLICE OR EMERGENCY SERVICES.**

### **TERMS OF USE AGREEMENT**

**The information contained within this Mobile Application is of a general nature and intended to provide to each participant the ability to access worklife and healthcare services. The participants who receive credentials from the Workplace Benefits to use this Mobile Application are referred to also as "authorized user." The following terms and conditions apply. PLEASE NOTE that if you, as a participant, do not agree with these terms of use, please do not register with or use this Mobile Application. By clicking on the "I Accept" button below, you will become a registered user of our counseling**

## iCONNECTYOU APPLICATION HOME SCREEN

- Once you login the home screen shown below appears (see left figure) with the company logo and the basic buttons for phone call, video call, IM and SMS.

### From the navigation screen (see right figure) you can access:

- [Resources](#) – list of articles that you can read;
- [Communication](#) – phone call, video call, IM to chat with counselors, SMS texting and see the history of your actions in the application;
- [Account](#) – your settings (company, account, passcode, etc.) and sign out from the application.



Use this button to switch to the navigation screen and **to toggle again to the home screen.**



## RESOURCES – ARTICLES

From the application navigation screen tap on the “Articles” from the “Resources” menu; you will see the categories of all articles available for your company. For each category you will see the number of available articles; tap on the category to see the specific articles from the category. If you wish to find specific articles, just type your search criteria in the “Search” box of the *Categories* screen and you will see the articles that meet your criteria.

 The articles already read by you are shown in grey color.

Tap on the title of the article to open and read it. When the article is opened, use the “Back” button on the top left corner of the screen to return to the list of categories and articles.



## COMMUNICATION

From the “Communication” menu you can perform the following actions:



**Phone Call** – make the phone call to the company given phone number; you can also use the green “Call” button to make this call.

- Note: the call will be made directly from your cell phone, not within the application.



**Video Call** – request a video call; you can also use the blue “Video” button to make this call. See the *Video Call* image on the right for details.

- Note: dedicated iCY Counselors will be able to take your video call.



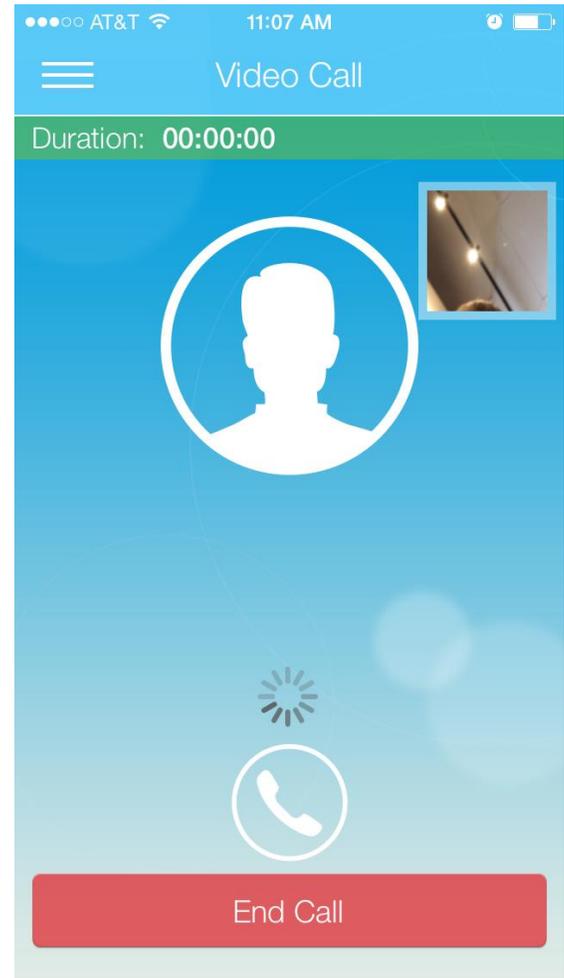
**SMS** – send an SMS; you can also use the green “SMS” button.

- Note: Using this function may imply international roaming charges.



**Instant Message** – Request a text based chatting session; you can also use the blue “IM” button to request the chat session.

- Note: dedicated iCY Counselors will be able to chat with you.



- **History** – see the history of your actions in the application; the Request History screen shows the history of your appointment requests, phone, emergency and video calls, SMS, etc. See the left figure below for details.

Request Type	Date
Appointment Request	03/28/2014 12:17 PM
SMS	03/28/2014 12:13 PM
SMS	03/28/2014 12:13 PM
Video Call	03/28/2014 12:11 PM
Appointment Request	03/28/2014 11:54 AM
Phone Call	03/28/2014 11:54 AM
SMS	03/28/2014 11:46 AM
SMS	03/28/2014 11:45 AM
SMS	03/27/2014 09:10 AM
Phone Call	03/24/2014 14:27 PM

## ACCOUNT - SETTINGS

- From the application home screen tap on the "Settings" from the "Account" menu; the Settings dialog shown below appears. Here you are able to see the names and identifiers of your company and account, the current pass code, as well as iConnectYou client application version.

Company	[Redacted]
Account	[Redacted]
Current Pass Code	[Redacted]
App Version	1.1



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