



## E-Counselling

Professional counselling service delivered securely over the Internet

E-Counselling is a professional counselling service delivered via a private conference portal that is accessed via the Internet anytime, from anywhere in the world. E-Counselling is a series of written exchanges with a professional counsellor, and does not depend on quickness of thought or speed of typing.

### Is E-Counselling right for you?

Online counselling can be especially helpful for those who prefer an alternative format to in-person or telephonic counselling. It's a good choice for people who find they express themselves clearly through writing, and are comfortable doing so from the privacy of their own computer. Professional, direct assistance will be provided that can address a range of personal issues. Depending on your situation, online counselling may not completely address your needs. If your E-Counsellor feels you could benefit from another form of help, it will be recommended. Clients with busy schedules or limited opportunities to get to in-person counselling appreciate the convenience and flexibility of E-Counselling.

### Getting started

E-Counselling is accessible by clicking on the icon seen on [workhealthlife.com](http://workhealthlife.com) or [My EAP app](#) (under Tools), and via [shepellfji.com/ec](http://shepellfji.com/ec). Identify yourself as a "New User – Canadian Client", and follow the on screen instructions to register for the service. Once registered, you will be able to login to the E-Counselling portal and begin your session. For added convenience, Canadian clients can use their [workhealthlife.com](http://workhealthlife.com) login credentials for E-Counselling as well. You will work with your E-Counsellor at your own pace. Your E-Counsellor will respond to each of your messages within two business days and the exchanges will appear in your private message centre.

### Confidentiality

The security of E-Counselling is ensured through a direct connection with the secure Shepell·fji server. Our encryption software and clinical practices ensure your information is protected. You will be required to enter your login credentials each time you access the E-Counselling portal. Please ensure your login credentials are kept safe.

### Contact Us

To find out more about E-Counselling offered through Shepell·fji, please contact us at **1 800 387-4765** or visit [workhealthlife.com](http://workhealthlife.com).



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