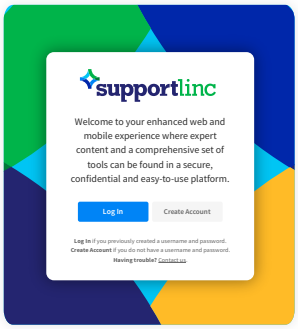
SupportLinc Web Portal and Mobile App

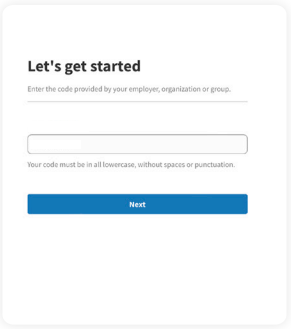
Easy access to care and support

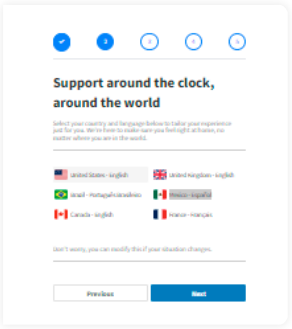
Quickly access support and easily move between care modalities through our streamlined navigation design. Follow the steps below to receive program recommendations based on your personal needs and interests.

Step 1. Visit your web portal or mobile app.

Visit supportlinc.com or use the mobile app. Click on Create Account, enter your group code, select your country (if applicable) and create a personal profile.

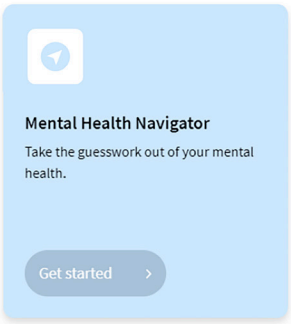


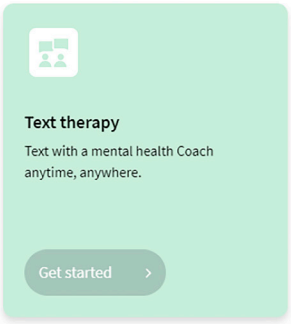


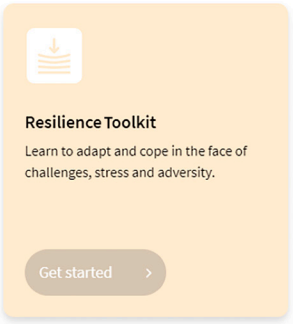


Step 2. Explore options based on your unique needs.

Instantly find program resources and care options based on your personal interests and location.



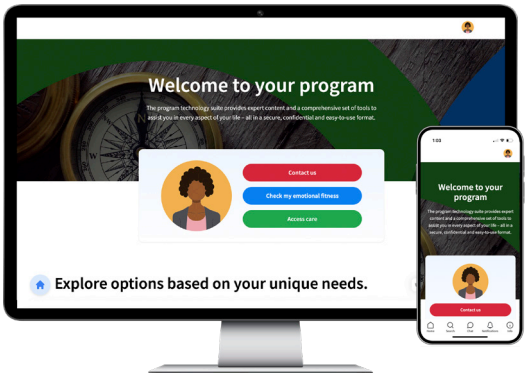




Step 3. You're all set!

Discover all that your program has to offer. Whether you would like to assess your emotional fitness, try text therapy or use self-guided resources at your own pace, support is only a few clicks away.

Have questions? Please see page two for answers to frequently asked questions.



Download the mobile app by scanning this QR code.

supportlinc

SupportLinc Web Portal and Mobile App

Frequently asked questions

1. **What are the benefits of the web and mobile platform?** Our goal is to provide you with a personalized experience. When you log in, you will see program resource recommendations based on your unique needs and interests. Our streamlined navigation lets you see all your support and care options in one place and quickly move between modalities.

2. **Where can I find my group code?** Your group code is typically your organization's name, formatted without capital letters, spaces or special characters. For example, ABC & Company would become abccompany. You'll only need to enter your group code the first time you create an account.

3. **Will I still need my group code to enter the web portal?** When you first set up an account, you will need to enter your group code. After the initial entry, you will not need to input it again.

4. **I don't want to set-up a username or password. Does that mean you can't help me?** There are many ways to get the care you need from our program. It sounds like the next best step for you is to call your main program phone number. Our Care Advocates are available 24/7/365 to provide the support, guidance and resources that best meet your needs.

5. **What if I forgot my password?** No problem. Simply click on "lost your password," enter your email address and click on "get new password." You will receive a link to reset your password.

6. **I am having issues setting up/accessing my account. Where can I turn for help?** Our team is here to help. Simply send an email to helpdesk@curalinc.com and a member of our team will help guide and support you.

7. **Is my information confidential?** CuraLinc Healthcare, who administers your program, maintains appropriate administrative, technical and physical safeguards designed to protect your personal information in accordance with the applicable law. CuraLinc uses industry standard encryption on the portal. We do not sell your email address or other information identifying you to third parties.

Download the mobile app by scanning this QR code.

supportlinc

Support for everyday issues. Every day.