



## Chat Services provided by your Ceridian Employee Assistance Program (EAP/EFAP) - Frequently Asked Questions

<p><i>What is chat?</i></p>	<p>Chat is a tool that enables you to communicate confidentially with a program consultant using your computer – in an online, typed conversation on this secure website. You can ask questions about the program and the services we provide, and a consultant will respond by typing an answer, which will appear in the chat window open on your screen.</p>
<p><i>How is chat initiated?</i></p>	<p>You can launch a chat session through this website. A button containing the word “chat” will be visible on-screen once you’ve logged in to the website. You can also access a link to chat under the <i>Support &amp; Services</i> tab. To use chat, you will be required to login with a personal account. If you do not have a personal account, you will be prompted to create one once you click on the chat feature. This process is simple and does not require you to complete a long form.</p>
<p><i>Who will I be chatting with?</i></p>	<p>A program consultant trained in all aspects of the program will respond to requests for chat sessions. Your consultant will be a member of the same highly-qualified team that responds to calls to the toll-free number.</p>
<p><i>What can we talk about on chat? Are there restrictions or exceptions?</i></p>	<p>Most people use chat to ask questions about the services and support available to them through the program. Our consultants can answer questions and provide information related to a variety of topics, such as: how to submit a research request, how to order materials, how to obtain referrals for legal, financial or nutritional support, etc. Please be advised that you are not to use chat if you are experiencing a personal crisis, or in an emergency situation. Please call our toll-free number, 24/7, or contact your local emergency services immediately.</p>
<p><i>When is chat available? Can I access it any time?</i></p>	<p>Chat will be available at different intervals throughout the day depending on the volume of clients using our service. If chat is not available when you click the chat button or link, a pop-up message will alert you that the service isn’t available, and to try again later.</p>
<p><i>I already created a personal account, but now I can’t launch a chat session for some reason.</i></p>	<p>You may need to update your personal account with additional information. If this is the case, you will see a form asking for that information when you try to start a chat session. If this is not the case or if you have already updated your information, and you still aren’t able to start a chat session, please call the toll-free number for technical assistance.</p>
<p><i>Is there a cost to me?</i></p>	<p>No – chat is available as an online service of the program at no additional cost.</p>
<p><i>How can I be sure that my information and identity is safe when I am chatting?</i></p>	<p>The chat application is secure. We use a 128-bit encryption process to protect information transmitted via the chat window. This is the same standard of security applied to secure online transactions such as financial transactions.</p>
<p><i>What happens to the information I provide during a chat session?</i></p>	<p>In order to comply with records retention requirements, we retain all case-related data for seven years in electronic format on a secure server. After seven years, the data is purged.</p>
<p><i>Can any of the information</i></p>	<p>As with any other service available through the program, chat is confidential. The</p>



<p><i>contained in a chat session be shared with my employer?</i></p>	<p>only exceptions to confidentiality are situations where you tell us about a serious risk of harm to yourself or someone else (especially when a child is involved) as we will contact appropriate emergency services. The second exception involves situations where we are required by law to release the information, such as a court subpoena. We can only release information to your employer if you have provided us with a signed Release of Information (ROI) form.</p>
<p><i>Can anyone else online see me chatting?</i></p>	<p>The chat application is secure. We use a 128-bit encryption process to protect information transmitted through the chat window. This is the same standard of security applied to secure online transactions such as financial transactions. However, we remind you to guard your privacy. To protect against anyone inadvertently seeing a chat window open on your screen, we recommend you choose a private location to conduct the session, and to close down the service when you're done. Close the chat window, then log out of your personal account. You may also wish to close your browser and clear your cache.</p> <p>If you are concerned about using chat from an employer-owned workstation, you do not need to be. Any services available through the program are confidential. Your organization has provided this service to support you, not to monitor you.</p>
<p><i>Can my dependents make use of chat? They are covered by my EAP/EFAP.</i></p>	<p>Yes, dependents covered by your program (as defined by your benefits plan) can use chat, but they must be over the age of 16. Dependents under the age of 16 must call us toll-free.</p>
<p><i>I was chatting, and my session seems to have stalled. What should I do?</i></p>	<p>If you are experiencing technical difficulties with the service, please call the program's toll-free phone number.</p>
<p><i>I left my workstation for 10 minutes and the chat session closed on its own. Now what do I do?</i></p>	<p>We close chat sessions automatically after five minutes of inactivity to ensure the privacy of your information in the event that you left the window open unintentionally. Once the session is closed, the chat session will no longer be active. If you still need to talk with us, we encourage you to launch a new chat session or to call the program's toll-free number so we can assist you immediately.</p>
<p><i>Can I order educational materials such as booklets, CDs, etc through chat?</i></p>	<p>We designed the program website to enable you to order materials quickly and easily through familiar 'shopping cart' functionality. If online ordering is available to you as part of the program your organization provides, the consultant you are chatting with can support you in locating resources and placing an order.</p>
<p><i>The consultant gave me some recommendations, and I would like to print them off. Can I do that?</i></p>	<p>No. In order to support confidentiality, chat users are not able to print out the contents of a chat session. If your consultant has recommended a particular article or resource for you, he/she can also direct you to it on the website.</p>
<p><i>Can I bookmark chat, or do I have to log in every time?</i></p>	<p>You must log in to the program website using your personal account each time you want to use chat.</p>