



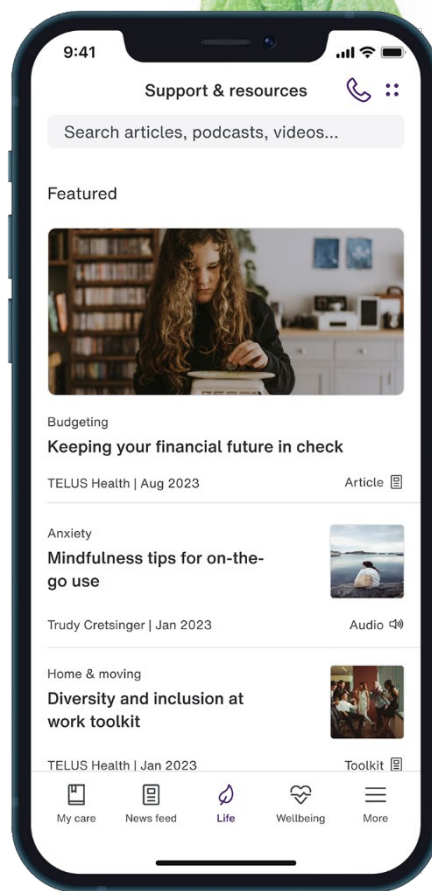
TELUS Health One user guide.



What is the TELUS Health One?

- TELUS Health One is an online platform accessible via mobile app or web browser.
- TELUS Health One makes care more accessible, bringing together mental, physical and financial wellbeing and allowing you to receive the support you need when, where, and how you prefer.
- Leverage a searchable online library of wellbeing content and clinically verified resources.





Online wellbeing resources to support you.

Find answers, fast. We make it easy to look for answers to tough questions. Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to family, health, life, money and work.

Simply log in and visit the "Life" section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.

CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

The CareNow service gives you access to a range of programmes designed to help with anxiety, depression, stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:

Web app: Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate programme for you and follow the steps

Mobile app: Click on “Wellbeing” from the bottom navigation and scroll down to the CareNow section. Select the appropriate programme for you and follow the steps

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.



Total Wellbeing Assessment

What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial.

How does it work?

1. Understand your current state of health across all 4 pillars with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see “What you are doing well”, “Areas for improvement” and “Suggested resources”.
2. Improve your health with personalised wellbeing content, tips and snackable content based on the results of your assessment - whether you’re thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. View your total health score. After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. Make improvements based on personalised wellbeing content and re-take assessments at any time for an updated score.

How to access Total Wellbeing Assessment:

Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments”

Mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments” You may have the option to create a personal user account when accessing the Total Wellbeing Assessment.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account, then your results and progress will automatically be saved.



Get started with
TELUS Health.



 **TELUS**® Health