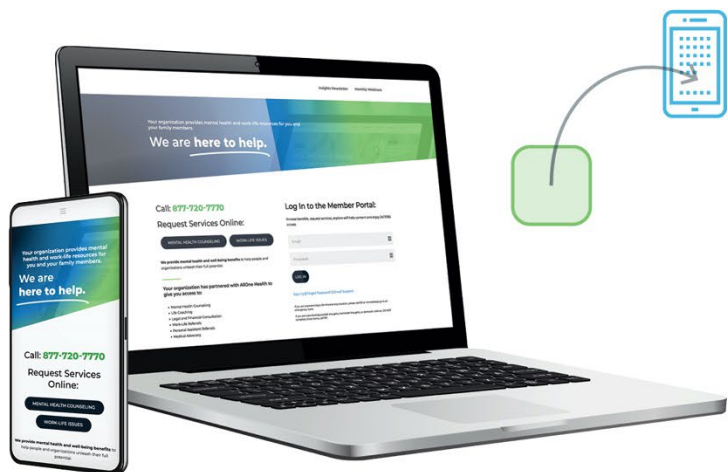


CHECK OUT YOUR NEW Assistance Program Member Portal

Live Chat & Online Requests, Mental Health Support & Self-Care

Your Assistance Program is here to support the whole person, with services to strengthen mental health, build financial wellness, resolve work-life challenges, and help unleash your full potential. And our goal is to make accessing care as easy as possible with our new and improved member portal.



Check Out Your New Member Portal

1. Visit your member landing page:
www.ers-eap.com
2. Log in or create an account using your email address and company code: **ibt731**

Experience Enhanced Support & Resources

- **Connect** via live chat, phone, or online request forms
- **Request** mental health counseling or work-life benefits
- **Explore** the online financial wellness center
- **Enhance** your well-being with self-care assessments & soft skills courses
- **Access** 1,000+ articles, podcasts, well-being resources and more
- **Find** exclusive marketplace discounts

Add or Update the Member Portal Web App on Your Mobile Device

Whether you're using an iPhone or Android device, here's how to update and add the new Member Portal web app icon.

How to Remove the Old Icon

(For members who already have the old icon)

1. Tap and hold the old Member Portal web app icon.
2. On iPhone, tap "Delete App" when it appears. On Android, drag the icon to "Remove" and confirm the deletion if prompted.

How to Add the New Member Portal Icon

(For members who are updating or adding for the first time)

1. Open your mobile device's web browser (Safari for iPhone or Chrome for Android).
2. Enter www.ers-eap.com in the address bar.
3. Once the web app loads, tap the share icon (on iPhone, it's a square with an arrow pointing up; on Android, it's usually three dots).
4. Look for an option that says, "Add to Home Screen" or "Add to Home Page" and tap it.
5. Customize the name of the icon to "Member Portal" if needed.
6. Confirm your selection by tapping "Add."

Now, you'll have the updated Member Portal web app icon on your mobile device's home screen, providing easy access to all the latest features and information. Enjoy the improved user experience!

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