

Getting mental health care

STAY HEALTHY AT SCHOOL PROGRAM

The StudyInsured™ **Stay Healthy at School program** provides international students in your school district with access to **24/7 mental health support**.

MAIN FEATURES

- 24/7 toll-free Assistance in Canada and the USA and collect outside North America
- Experienced and compassionate counsellors with a Master's degree and five years of clinical experience as minimum requirements
- 100+ languages available
- Pre-booked appointments within 48 hours.

USING THE STAY HEALTHY AT SCHOOL PROGRAM

STUDENTS:

Call 1.833.646.1524 any time, day or night, to access mental health care

OR

Connect on the mobile app or online website
(see the **next page** for how to connect)



Stay Healthy At School Program

HOW TO CONNECT ON THE MOBILE APP OR ONLINE WEBSITE

MOBILE APP

Available on Google Play or the App Store

- 1 Search and download **iConnectYou** app
- 2 On the app, click on "Sign Up"
- 3 Enter the following information:
 - Full name
 - Phone number
 - Email address
 - Account password
 - Passcode: **SHAS**
 - Preferred language
 - Select "I have read and accept the Terms Of Use and Privacy Policy"
- 4 Click "Sign Up"
- 5 While signed onto the app, click the three lines on the bottom right side of the page. You will be able to connect to a therapist using the following options:
 - Call
 - Instant Message
 - Text Message
 - Video Call



SCAN HERE TO
DOWNLOAD APP

ONLINE WEBSITE

Resources and Service Request Portal

- 1 Go to **ca.helpwhereyouare.com**
- 2 Enter company code **SHAS** and click "Login"
- 3 Choose your language
- 4 Click **INTERNATIONAL** on left side of webpage
- 5 Choose between scheduling an appointment with a counsellor or LiveConnect Instant Chat

SCHEDULE AN APPOINTMENT:

- A Under the "Centres" section, select "Contact a Counsellor"
- B Enter the required information and a counsellor will contact you within 48 hours to book an appointment

OR

LIVECONNECT INSTANT CHAT:

- A Click "Connect with us" on the top right of the webpage
- B Click "LiveConnect - Chat with us" on the menu
- C On the IM Chat window, select the type of service needed