# Access Made Easy
Web and Mobile Platform

Accessing resources to boost your wellbeing has never been easier. You can explore all that your program has to offer with a single username and password. To get started, follow the simple steps below.

Step 1. Visit your web or mobile platform.

Visit supportlinc.com, or use the mobile app, click on Create Account and enter your group code on the next screen. You will only need your group code this one time.
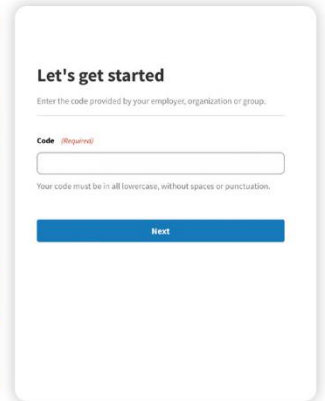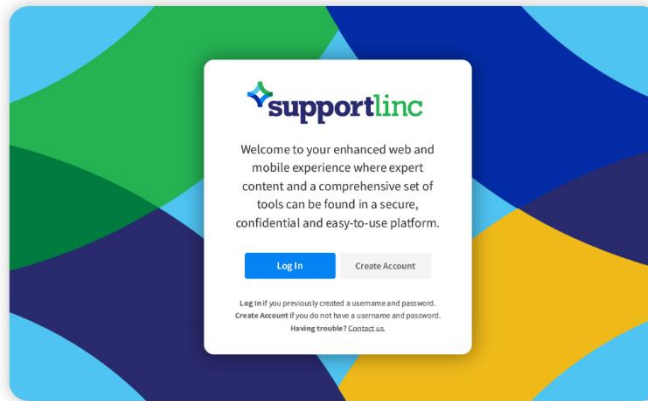
Step 2. Create your individual username and password.

Answer a few questions - it only takes a minute!

We securely store this confidential information to make personalized recommendations for you.

Step 3. You're all set!

Now with only one login, you can access all of the care modalities, valuable information and resources your program has to offer!

Have questions? Please see page 2 for answers to frequently asked questions.
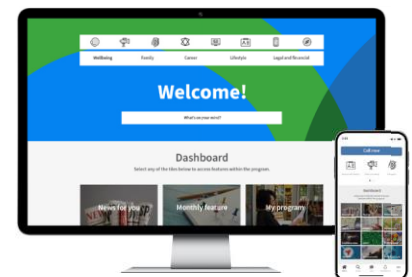
Download the mobile app by scanning this QR code.

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1. **Q: Is all information confidential?**
   A: The platform is secure, and information is stored in a HIPAA compliant database. Data is encrypted and will not be shared.

2. **Q: I don't want to set-up a username or password. Does that mean you can't help me?**
   A: 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 to provide the support, guidance and resources that best meet your needs.

3. **Q: I am having issues setting up/accessing my account. Where can I turn for help?**
   A: 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.

4. **Q: Once logged in, can I freely move between Animo and Textcoach® without having to enter a username and password?**
   A: Yes, once you are logged in, your single username and password will allow you to seamlessly switch from one modality to another.

5. **Q: What if I forget my username or password?**
   A: No problem! Simply click on "lost your password," enter your email address, click on "get new password" and you will receive a link to reset your password.

6. **Q: Will I still need my group code to enter the web portal?**
   A: When you first set up an account, you will need to enter your group code. Once you enter your code the first time, you will no longer need it.

7. **Q: What if I have previously bookmarked the web portal? Will I still have access?**
   A: Yes, the bookmark will still work, and from there you can create your username and password.

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