TELUS® Health

Employee Assistance Program (EAP)

TELUS Health is the Employee Assistance Program (EAP) for all Kawartha Pine Ridge District School Board employee! It is an exciting and innovative well-being solution that supports you with a confidential and well-being resources, available 24/7 by phone, online, and by mobile app.

How to sign-up with TELUS Health:

Upon hire, you will receive an email to you KPR email from **TELUS Health One** inviting you to join.

1. Click the "Join Now" button contained in the email.
2. Create your account by entering your name, KPR email address, and creating your own personal password.
3. Accept the Terms and Conditions and click "Sign-Up" to complete your account registration.
4. You will then be redirected into the EAP portal to access available resources.

Please note this email and link will expire. If you require anything link, please email hr_info@kprdsb.ca and we can get one sent to you.

How to access TELUS Health resources after you have signed up:

1. Call toll free: 1-877-207-8833
2. Visit the website: https://kprdsb.lifeworks.com/ and log-in to your account using your KPR email and personal password.
3. Download the **TELUS Health One** app and log-in using your KPR email and personal password.

Forgot your password?

- On the TELUS Health One log-In screen, click "Forgotten your password?" to reset.
- You will then receive an email from "TELUS Health One" with the subject "Your forgotten password request".
- Click the "reset your password" button in the email.
- Enter your new password.

Still having trouble accessing your account?

- Unsure if you have signed-up?
- Require a new link to sign-up?
- Need assistance logging-in?

Please email hr_info@kprdsb.ca for future assistance and any additional questions.