

# Accessing the 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**.

## HOW TO CONNECT

### A Phone - 1.833.646.1524

- **STUDENTS:** Call directly any time, day or night, to access mental health care
- **HOMESTAYS AND SCHOOL ADMINISTRATORS:** Use the phone line to speak to a counsellor about how to support students with mental health concerns

### B In-person Appointments

- Counselling appointments can be booked through the phone line, through the **mobile app**, or **online through the member portal**
- **TIP:** Counsellors assisting a student in booking an appointment will need to submit the attached **consent form** and any **additional assessment documents** from any previous counselling sessions the student may have had



### IMPORTANT!

Third parties cannot book appointments on behalf of students without their consent.

## USING THE 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 counsellor using the following options:
  - Call
  - Instant Message
  - Text Message
  - Video Call

## CONNECTING ONLINE

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**

### 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

### LIVECONNECT INSTANT MESSAGE:

- A Click **"LiveConnect"** on the bottom right of the webpage
- B On the **Anonymous Chat** window, select the type of service needed