Introducing Your
Member Portal

Browse benefits. Request services.
Enjoy 24/7/365 access.

Your Assistance Program offers a wide range of benefits to help improve mental health, reduce stress and make life easier—all easily accessible through your member portal.

Request a Mental Health Session *
Request counseling by submitting an online form or live chat. Choose from in-person or virtual counseling options to meet your needs.

Request Referrals & Resources
Submit a request for family care and lifestyle support including childcare and eldercare referrals, legal and financial consultation, personal assistant referrals and medical advocacy consultation.

**Explore Thousands of Self-Care Articles & Resources**
Health and lifestyle assessments, interactive checklists, soft skills courses, podcasts, resource locators, exclusive discounts, and expansive articles on whole health and well-being.

Visit Your Online Financial Center
Featuring worksheets, calculators, and a wide range of financial resources and tools to help reach personal goals and build financial wellness.

Getting Started Is Easy

1. Visit www.triadeap.com and click on "Log In to the Member Portal

2. Register to create a new account using your company code: eastwest

3. A confirmation email will be sent to complete the process
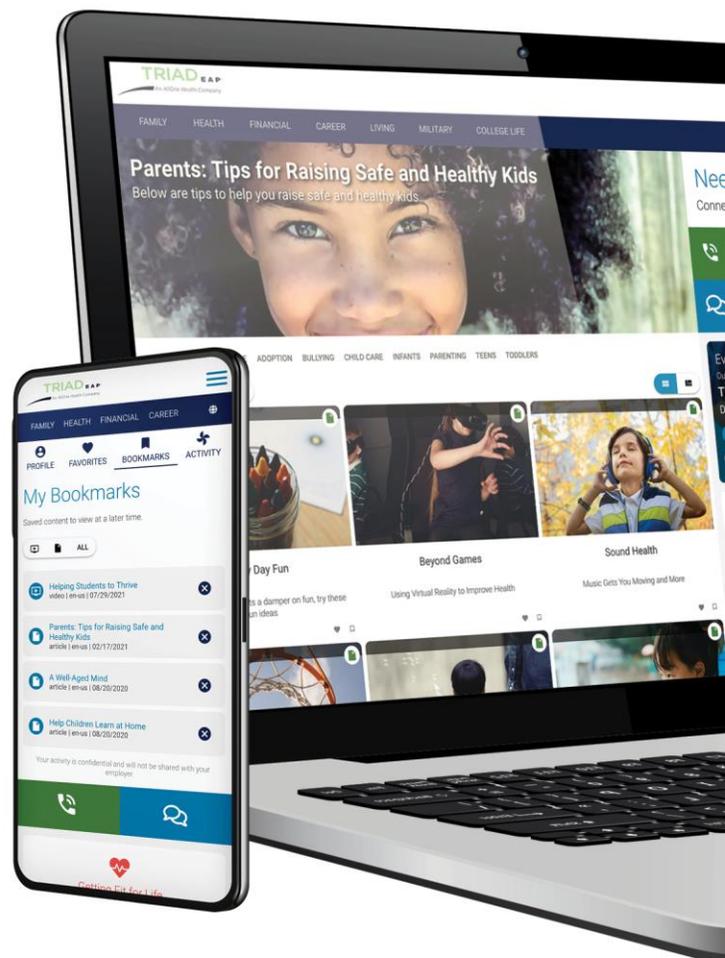
Contact Triad EAP
Call: 877-679-1100
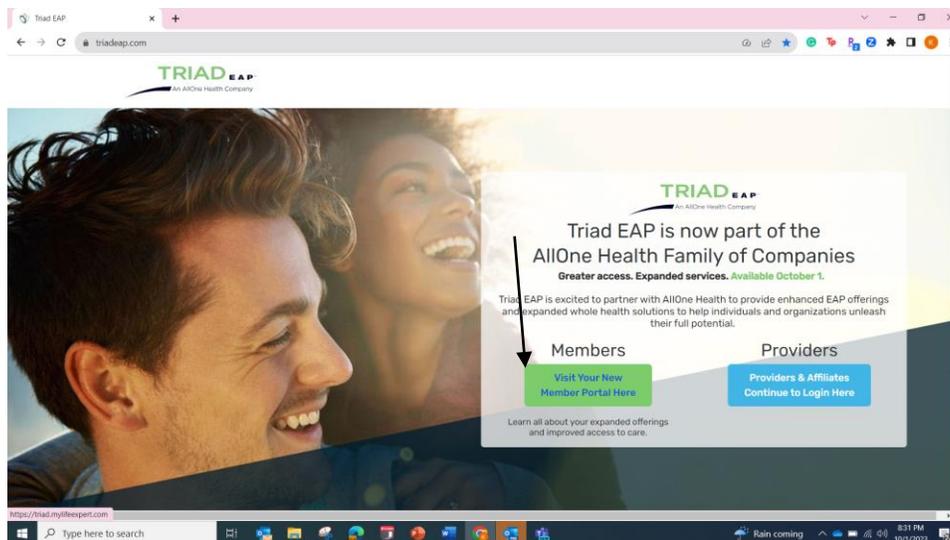Visit: www.triadeap.com

TRIAD E A P
An AllOne Health Company

*Up to 6 sessions per event per year. All benefits are subject to change.

Instructions for the Triad EAP Member Portal

Go to: www.triadeap.com and select the green button that says "Visit Your New Member Portal Here"

A new window will open. If this is your first time visiting this page, select Sign Up to create your account. Returning visitors should use their email address and password created during registration.

Sign up for an account.

- Enter your company code, your preferred email address and create a personal password.
- Upon selecting the "sign-up" button, **check your preferred email for the activation link.** Check your spam /junk folder if the message is not readily found in your main inbox.

Sign Up for an **account today!**

Create an Account

Browse benefits, request services, explore self-help content and enjoy 24/7/365 access.

Be sure the company code is the one you got from your Assistance Program. If you do not know your company code, please reach out to your Assistance Program.

After you hit the sign up button, you should receive an activation email. Click on the link in the email. This will activate your account.

You will no longer need a separate user name. You will use your email address from now on.

Required *

Your Company Code *
Your Company Code

Your Email Address *
Your Email Address

Your Password *
Your Password

Sign Up

Assistance Program Portal Activation Email Inbox ×

noreply@mylifeexpert.com via vps92790.inmotionhosting.com
to me

Hello,
Below is the link you need to finish your registration. Once this is finished, go to your profile and set up the rest of your information. Follow the link below:

Finish Registration

↩ Reply   ➔ Forward

Navigating the Portal

After successfully creating an account, login to the site.

- My Profile: Complete your personal information and keep track your activity on the site
- My Company: View details about your company's EAP policy and plan details.
- Explore: Read articles, take soft skill course, complete assessments, watch webinars or listen to Podcasts…the portal is the ultimate self-help toolkit.
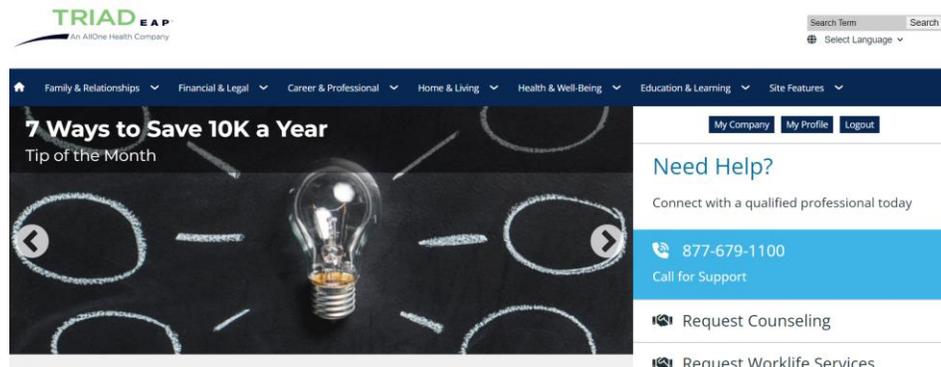
Additional FAQ's

Q: How do I set up a case for counseling, life coaching or work-life referral services?

A: Call 877-679-1100, complete an online request form or initiate a chat to open a case.

Q: I completed the sign-up process but am not able to login, what is happening?

A: Ensure that you complete the registration process by selecting the activation link in the email sent to your preferred email address. Check your spam or junk email folder if the message is not readily found in your main inbox.

Q: Do I have to register for the portal to utilize my benefits?

A: No, from the member portal page you can select "Call 877-679-1100, complete an online request or initiate a chat to open a case.

Q: What do I do if I cannot remember what email address is used to create my account?

A: Select the "contact support" link and our team will assist.

Q: Where do I find my company code?

A: Contact Human Resources or email info@triadeap.com for assistance.

Q: Will my employer know what resources I use while in the portal?

A: Your confidentiality is important to us. No identifying details will be shared with your employer.

Q: Where is the provider search?

A: Our connection team will help you find the provider that best meets your needs. Simply call 877-679-1100, complete the online form or initiate a chat to get started.