Access Made Easy

Enhanced 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.

*supportlinc	Let's get started Enter the code provided by your employer, organization or group.
Welcome to your enhanced web and mobile experience where expert content and a comprehensive set of tools can be found in a secure, confidential and easy-to-use platform.	Cede (Required) Your code must be in all lowercase, without spaces or punctuation. Next
Log In Create Account	
Log In if you previously created a username and password. Create Account if you do not have a username and password. Having trouble? <u>Contact us</u>	

Step 2. Create your individual username and password.

Answer a few questions - it only takes a minute!	Account information	About yourself	My contact information
	Username (Required)	applicable privacy and confidentiality laws.	Address (Required)
We securely store this		Name (Required) First Name	
confidential information	Email (Required)	Date of Birth (Required)	City State / Province
to make personalized	Password (Required)	Month Day Year	ZIP / Postal Code
recommendations for you.	Enter Password Confirm Password Strength indicator	Select gender	Phone number (Required) cgr. (123) 456-7890
	Previous Next	Previous Next	Previous Submit

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.

Enhanced Web and Mobile Platform

1. Q: What is 'enhanced' about the web and mobile platform?

A: This enhancement allows you to conveniently access all of SupportLinc's resources with a single username and password. No more remembering usernames and passwords across multiple care modalities!

2. Q: What are the benefits of the enhanced web and mobile platform?

A: By creating a single account, you can move seamlessly from one modality to another like Animo, Textcoach[®], Virtual Support Connect and more. This means less hassle for you and more time spent improving your wellbeing.

3. 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.

4. 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.

5. 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.

6. 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.

7. Q: I already have an Animo or Textcoach® profile set up. Will I now have to change it?

A: You will be prompted to merge your existing accounts. Simply enter your login information when requested, and your accounts will be merged. You will only need to complete this step once.

8. 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.

9. 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.

10. 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.



Support for everyday issues. Every day.