

# An Introduction to GuidanceResources®

Your Life. Your Work. Your Best.®

COMPSYCH®  
GuidanceResources® Worldwide

# GuidanceResources®

Integrated GuidanceResources® provides services for:

**5-sessions model split** between EAP, LegalConnect, and FinancialConnect per household\*

- Confidential consultation on personal issues
- Legal information and resources
- Financial information, resources and tools
- Online information, resources and tools

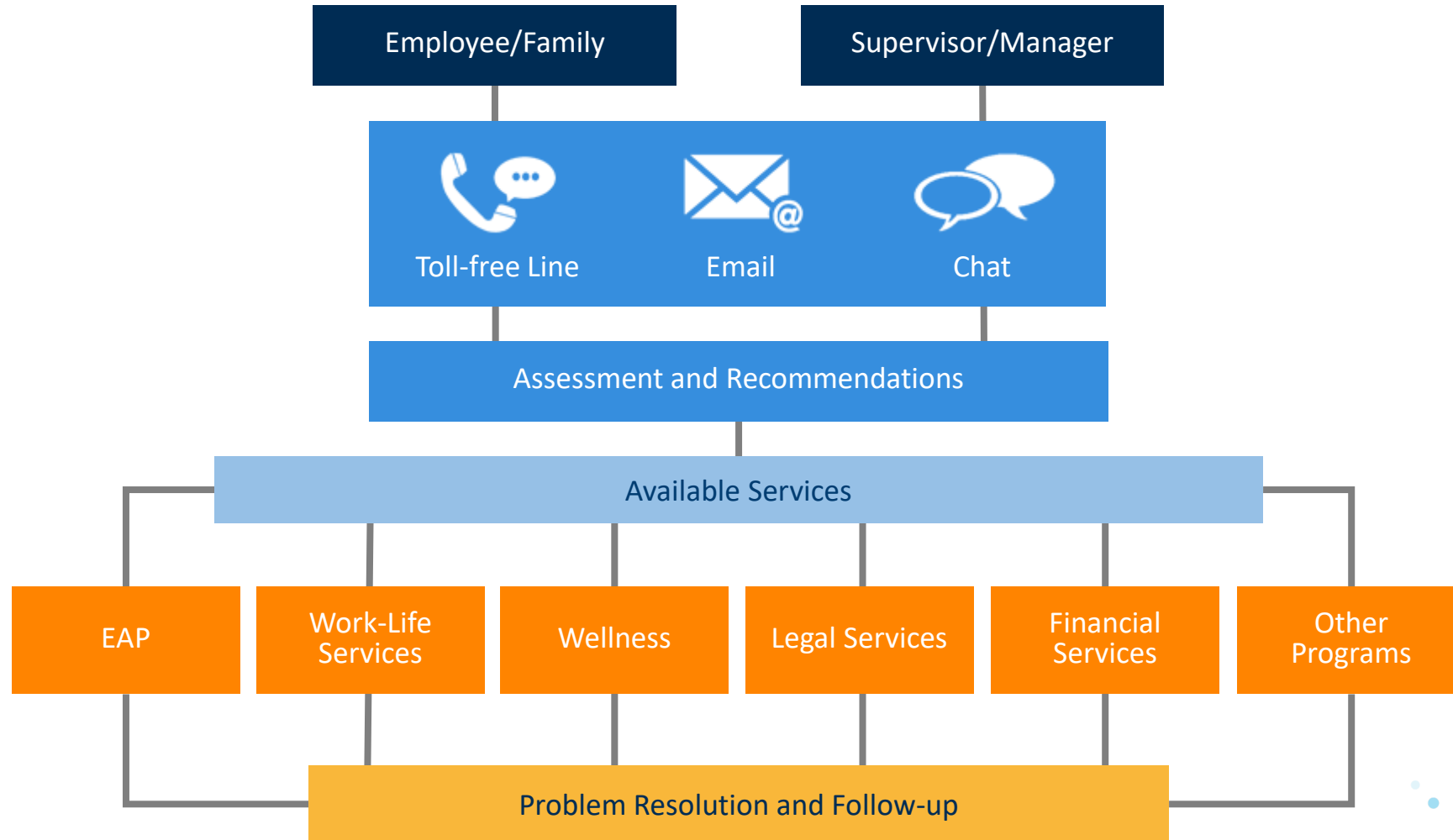
## Confidentiality

The program is strictly confidential

Records are maintained by ComPsych®



# The GuidanceResources Experience



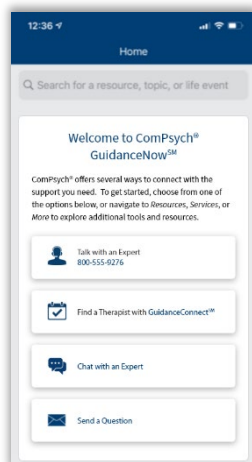
# Available 24 Hours a Day

Call us anytime for solutions: **800-272-7255**

Go Online: **GuidanceResources.com**

Company Web ID: **Symetra**

Download **GuidanceNow APP**



GuidanceResources® through your Symetra Program

**Your Life. Your Work. Your Best.®**  
Your GuidanceResources® through your Symetra Program

Sometimes life can feel overwhelming. It doesn't have to. Your GuidanceResources® through your Symetra Program provides confidential counseling, expert guidance and valuable resources to help you handle any of life's challenges, big or small.

Life is challenging.  
We can help.  
Confidential 24/7 support.

**Services:**

**Confidential Emotional Support**

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

**Work and Lifestyle Support**

- Child, elder and pet care
- Moving and relocation
- Shelter and government assistance

**Legal Guidance**

- Divorce, adoption and family law
- Wills, trusts and estate planning
- Free consultation and discounted local representation

**Financial Resources**

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

**Digital Support**

- Connect to counseling, work-life support or other services
- Tap into an array of articles, podcasts, videos, slideshows
- Improve your skills with On-Demand trainings

**24/7 Live Assistance:**  
Call: 800.272.7255  
TRS: Dial 711

**Online: [guidanceresources.com](https://guidanceresources.com)**  
App: GuidanceNow™  
Web ID: SymetraGR



# Confidential Counseling

## Short-term Counseling

- Address issues early
- No cost
- Confidential
- Voluntary

## Long-term Counseling

- Continuing treatment for long-standing issues
- Refer to insurance





# Legal Information and Consultation

Expert legal information from licensed ComPsych® staff attorneys

- Family law
- Wills
- Bankruptcy
- Estate planning
- Real estate
- ID theft
- Local, quality referrals
  - 30-minute consultation
  - Discounted legal fees



# Financial Information and Consultation

Financial information from ComPsych® staff financial experts

- Budgeting
- Income tax
- Credit
- Real estate
- Debt
- Retirement planning
- Confidential and objective



# Well-Being Coaching

*New eff. 1/1/2026*

## Preventative and Holistic Support

- 5 session flexible model of telephonic sessions delivered by our in-house staff of behavioral change specialists
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Compliments current motivation coaching services to address:
  - Resiliency
  - Stress & Anxiety
  - Burnout
  - Time Management
  - Health & Weight Management
- Fully-integrated to ensure access to higher level clinical (therapy) services, when needed



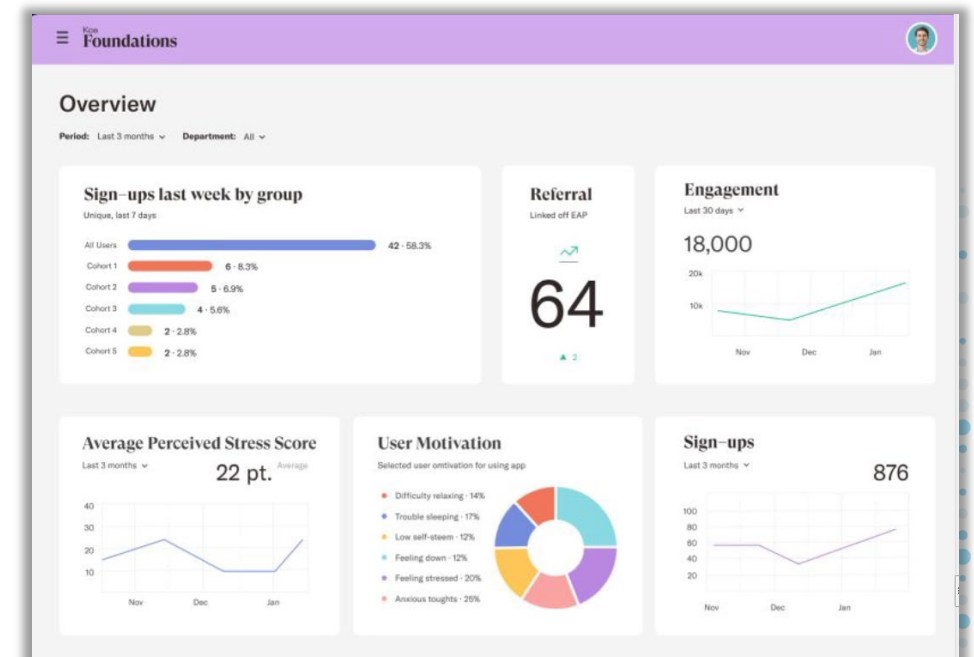
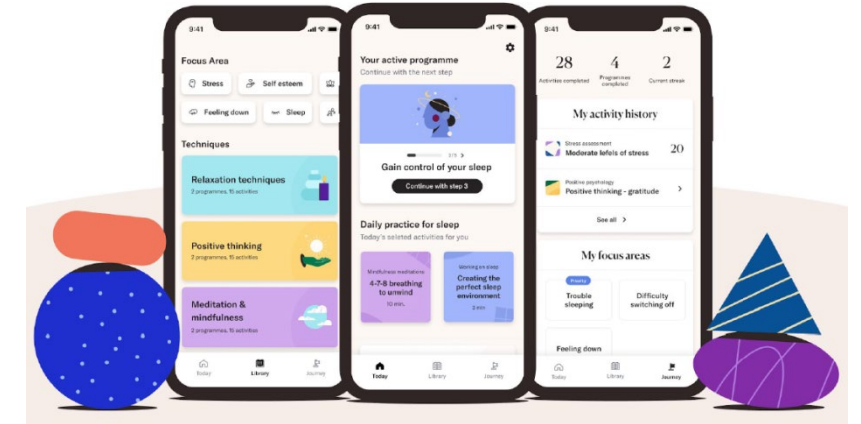


# Computerized Cognitive Behavioral Therapy (CCBT)

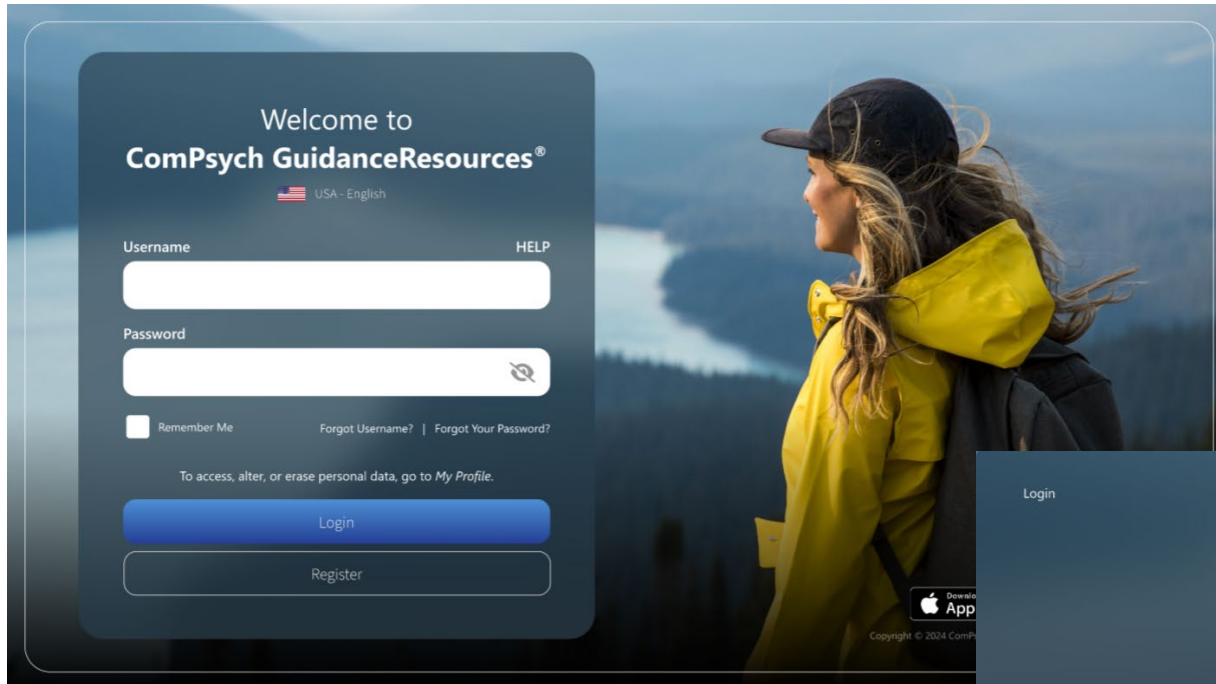
*New eff. 1/1/2026*

## CCBT on GuidanceResources Online


- **Evidence-based self-help resources** for mental health and overall well-being (CBT, positive psychology, mindfulness, ACT, and DBT)
- **Engagement-focused activities** such as video, audio, journaling, games, etc.
- **Interactive, guided modules** to address most common behavioral health issues:
  - Depression
  - Anxiety
  - Sleep
  - Mindfulness
  - Stress
  - Self-esteem
  - And more




# Registering on GuidanceResources.com



Welcome to  
**ComPsych GuidanceResources®**

 USA - English

Username HELP


Password 

☐ Remember Me [Forgot Username?](#) | [Forgot Your Password?](#)

To access, alter, or erase personal data, go to [My Profile](#).

Login

Register



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Login

Welcome to **ComPsych GuidanceResources®** HELP  USA - English

Organization Web ID

*If you do not know your Organization Web ID, it can be found on your program wallet card, poster, flyer or brochure.*

Login Register

# Registering on GuidanceResources.com

Login

Registration: Profile

HELP

USA - English

To register for GuidanceResources Online, simply fill in the areas below.

Organization Web ID: NONELIG \* Required

\* User Name

\* First Name

Create your own username: 6-16 characters, no spaces.

\* Password

\* Confirm Password

[Password Requirements](#)

\* Email Address

A personal email address is recommended.

☐ "I am at least 13 years old.

☐ "I have read and agreed to the terms of the [Privacy Policy](#).

☐ I agree to receive occasional email from GuidanceResources.com. You can unsubscribe at any time.

Previous

Login

Company, Organization, or location Identification

HELP

USA - English

Please identify your company so we can continue to provide you with the information and resources that are applicable to you.

The Organization Web ID you entered is associated with multiple companies. In order to properly process your registration, please follow the instructions below.

Please enter the first 5 characters of the name of your company or organization in this field and click the submit button.

- Spaces are allowed in the search. If your company name is The Company, you can enter The C to locate your company.
- Numbers are allowed in the search. If your company name is 4 Seasons, you can enter 4 Sea to locate your company.
- Periods are allowed in the search. If your company name is ABC, you can enter A.B.C to locate your company.
- Please remember that if you enter less than five characters, you must enter the exact name of your company.
- If your company name is only XYZ, enter XYZ. If your company name is XYZ, enter XYZ (space).

If you are unable to locate your organization please contact us at [support@guidanceresources.com](#)

Company Name

(First five (5) characters)

Previous

E-mail Verification

A verification code will be sent to your email. Please enter it below.  
The code will expire in 5 minutes.

Resend Code

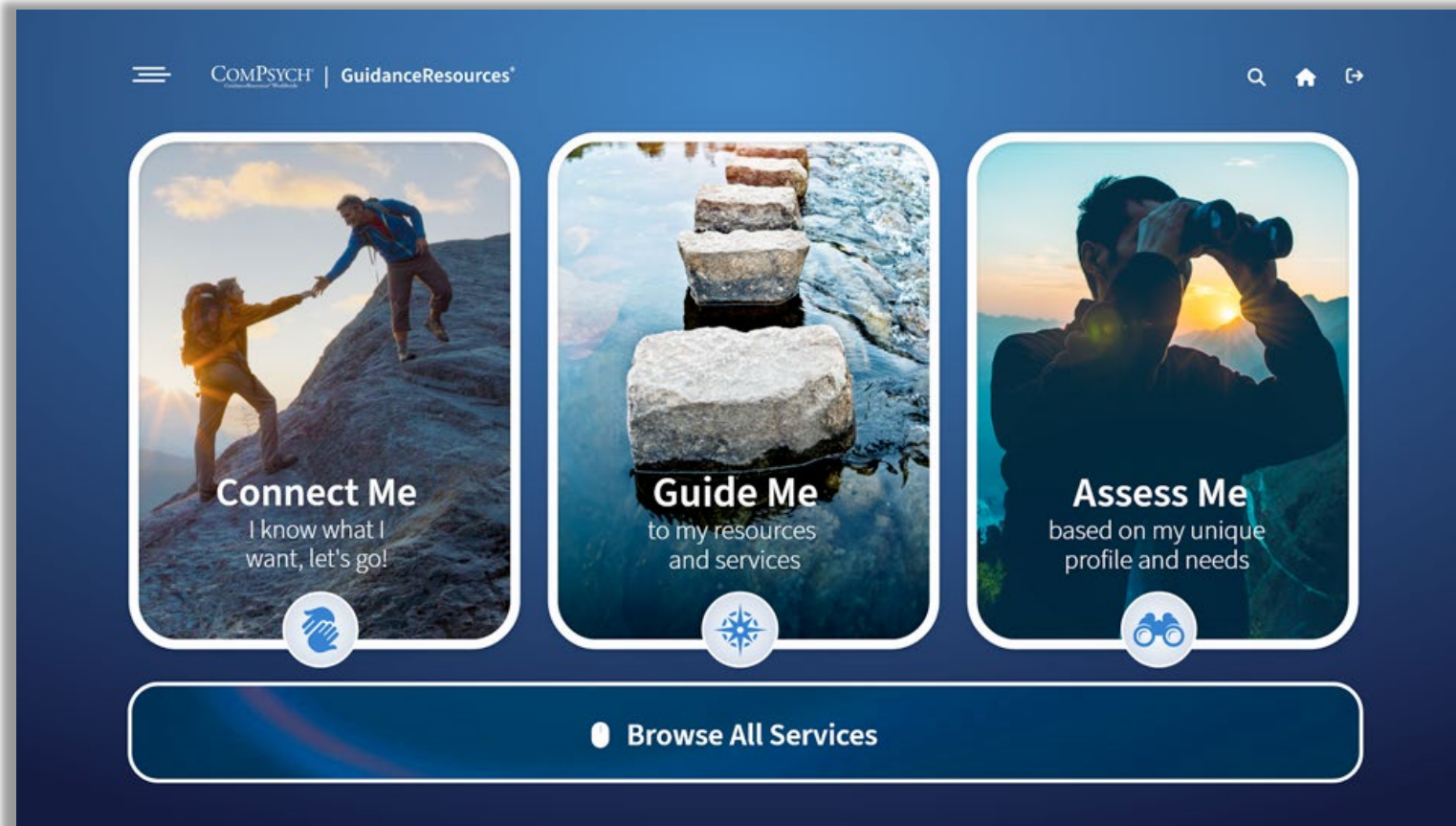
Submit

Download on the App Store

GET IT ON Google Play

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[Privacy and Terms of Use](#)

# Online Information, Tools and Services



Go Online: [GuidanceResources.com](https://GuidanceResources.com)

Company Web ID: Symetra



24-hour access to localized resources in multiple languages



Digital intake and referral for counseling and work-life needs



Click to chat or send message to a master's-level clinician



On-demand training modules available anytime



Lookup local child/elder care, attorneys, financial experts



Discounts through partners for commonly used services



# Reminder

Your source for confidential support, expert information and valuable resources, when you need it the most.

**Available 24 hours a day, 7 days a week**

Call: **800-272-7255** | TRS: Dial 711

Online: **guidanceresources.com**

Your company web ID: **Symetra**



# Frequently Asked Questions

## Do I need to enroll?

No. You are enrolled automatically as an active full-time regular employee.

## How much does it cost?

It is a free benefit.

## Who can use the program?

All active full-time regular employees and their household family members. Children over the age of 13 can request services themselves. For children under the age of 13, parent/guardian must call in to assist in arranging services on behalf of the child.

## How do I access the program?

Call **800-272-7255** or visit [guidanceresources.com](https://guidanceresources.com)

## When is it available?

24/7, 365 days a year.

## Are services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.