



Participant Name: _____

KSU Email: _____

KSU Campus: _____

WELLNESS REWARD PLAN

2022 IMPACT SOLUTIONS WEBSITE SCAVENGER HUNT



Complete the website scavenger hunt to learn more about the services provided to you and your family through Kent State University's Employee Assistance and Work/Life Program, Impact Solutions, and earn 20 points.

Impact Solutions Landing Page

Open an internet browsing window and navigate to the Impact Solutions landing page at www.MyImpactSolution.com (pro tip: bookmark this page so you can easily return to it at any time).

What are the three tabs at the very top of the page?

1. _____ 2. _____ 3. _____

Click on "Request Counseling". At the top of the white form, click on the dropdown box for "Counseling Modality?" List the available options.

1. _____ 2. _____ 3. _____

Navigate back to the landing page at www.MyImpactSolution.com and click on "Request Work/Life Resources". At the top of the white form, click on the dropdown box for "How can we help you?" List three types of available services.

1. _____ 2. _____ 3. _____

Return to the landing page at www.MyImpactSolution.com. What is Impact Solution's toll-free phone number where you can access confidential, live, in-the-moment support, 24/7/365? _____

On the page below Impact's phone number, there are six icons and paragraphs providing an overview of Impact's services and support. List three of the services included under the "Legal/Financial Resources" heading.

1. _____ 2. _____ 3. _____

Scroll to the bottom of the page where there are four FAQs. Read through the FAQs to answer the following questions.

Who answers the live, immediate assistance phone number? _____

Will your employer know when you use Impact Solutions? ☐ Yes ☐ No. All services are confidential.

Is there a cost to you or your family for utilizing Impact's services? ☐ Yes ☐ No. It is courtesy of your employer.

In addition to Kent State employees, who is eligible to use Impact's services?

MyLifeExpert

The Impact Solutions member portal is called MyLifeExpert. Scroll to the top of the page at www.MyImpactSolution.com and click on “Member Portal & App” or enter <https://mylifeexpert.com/login> into your internet browser.

If you have not yet created a MyLifeExpert account, you will need to do so to complete the rest of this scavenger hunt. Kent State’s company code is **kenteap**. For detailed instructions on creating your account, visit www.kent.edu/hr/wellness/employee-assistance-program-impact-solutions.

Log in to MyLifeExpert. There is a green and blue bar in the top right corner which contains five icons. Click on the second icon from the left. This is the locator section of the member portal. Click where it says, “Select your topic of interest...” and list three types of locators from the list.

1. _____ 2. _____ 3. _____

From the same blue bar at the top, click on the second icon from the right that looks like a briefcase. From the window that opens, select “MY BENEFITS”.

Provide a brief definition for Medical Advocacy. _____

List two types of coaching that Impact offers. 1. _____ 2. _____

What does the Personal Assistant help with? _____

Click on briefcase icon again, and from the window that opens, select “FINANCIAL CENTER”. Scroll down to where you see “Calculators” on the right side of the screen, and list three of the available calculators.

1. _____ 2. _____ 3. _____

To return to the MyLifeExpert homepage, click on the Kent State logo at the top left of the screen. Below the Kent State header, topic area icons and scrolling header, you will see the words “Get Recommendations!” There is a toggle to the right of those words. Click on the toggle with the six black boxes. This will bring up a new menu bar of icons to the left. Mouse over the icons and list three types of resources you can choose to display.

1. _____ 2. _____ 3. _____

On the homepage, there are resources on right side of the screen. Check the box next to each of the items below that are included here.

- | | | |
|---|--|--|
| <input type="checkbox"/> Toll-free phone number | <input type="checkbox"/> Chat & video support | <input type="checkbox"/> Online service request forms |
| <input type="checkbox"/> Chat with Tess | <input type="checkbox"/> Link to events calendar | <input type="checkbox"/> A video about Marketplace discounts |

Scroll to the very bottom of the homepage where there are three columns of resources over a black background. List one resource from each column.

1. _____ 2. _____

TO SUBMIT YOUR COMPLETED FORM, YOU MAY:

Upload it to your Be Well portal or submit it via...

Email: ksu@bewellsolutions.com

Fax: 440-498-1366

Mail: Be Well Solutions
30625 Solon Rd., Suite C
Cleveland, OH 44139

