

Instructions for Accessing EAP Courses, Webinars, and Assessments

You can access EAP online resources as a guest or with your own account.

To access EAP online resources **as a guest**:

1. Go to <https://fei.mylifeexpert.com/login/cityofmadison>
2. Login with this username and password:
 - a. Username: cityofmadison
 - b. Password: employees
3. From the home page,
 - a. Search for information using the icons at the top of the page or through searching through the articles, media, and activities provided.
 - b. Connect with a qualified counselor through chat, toll-free support, or request forms using options in the right column.
 - c. For **recorded webinars**, scroll to the bottom and click *Recorded Webinars*. These generally range from 45 minutes to an hour. Webinars include topics like stress management, depression, perseverance, leading during uncertainty, and managing conflict at work and home.
 - d. For upcoming, **live webinars**, scroll to the bottom and click *Events Calendar*. These are offered monthly on relevant topics, are scheduled for an hour, and generally run from 12:30 pm to 1:30 pm CST. Upcoming webinar topics are focused on family during the holidays and money management.
 - e. For **assessments**, scroll to the bottom and click *Assessments*. Assessments include anxiety, depression, financial well-being, gambling, happiness, and resilience.

To access EAP online resources **with your own account**:

1. Go to myassistanceprogram.com/fei/
2. Click *Member Portal & App* in the upper right
3. Login with your username and password.
Note: First-time users – click **Sign Up** in the upper right and use “Madison” as the company

code.

4. From the home page, you can access courses in addition to the search, counselor, recorded webinar, live webinar, and assessments options.
5. For **courses**, scroll to the bottom and click *Soft Skills Courses*.
You progress at your pace and can complete these short courses in approximately 15 minutes to 1 hour. They are comprised of one or more units, and each unit has an introductory animated video, unit notes, and ten unit questions to check your understanding. Courses include:
 - a. Anger Management
 - b. Change Management
 - c. Conflict Resolution
 - d. Mindfulness
 - e. Presentation Skills
 - f. Project Management
 - g. Stress Management
 - h. Team Building for Managers