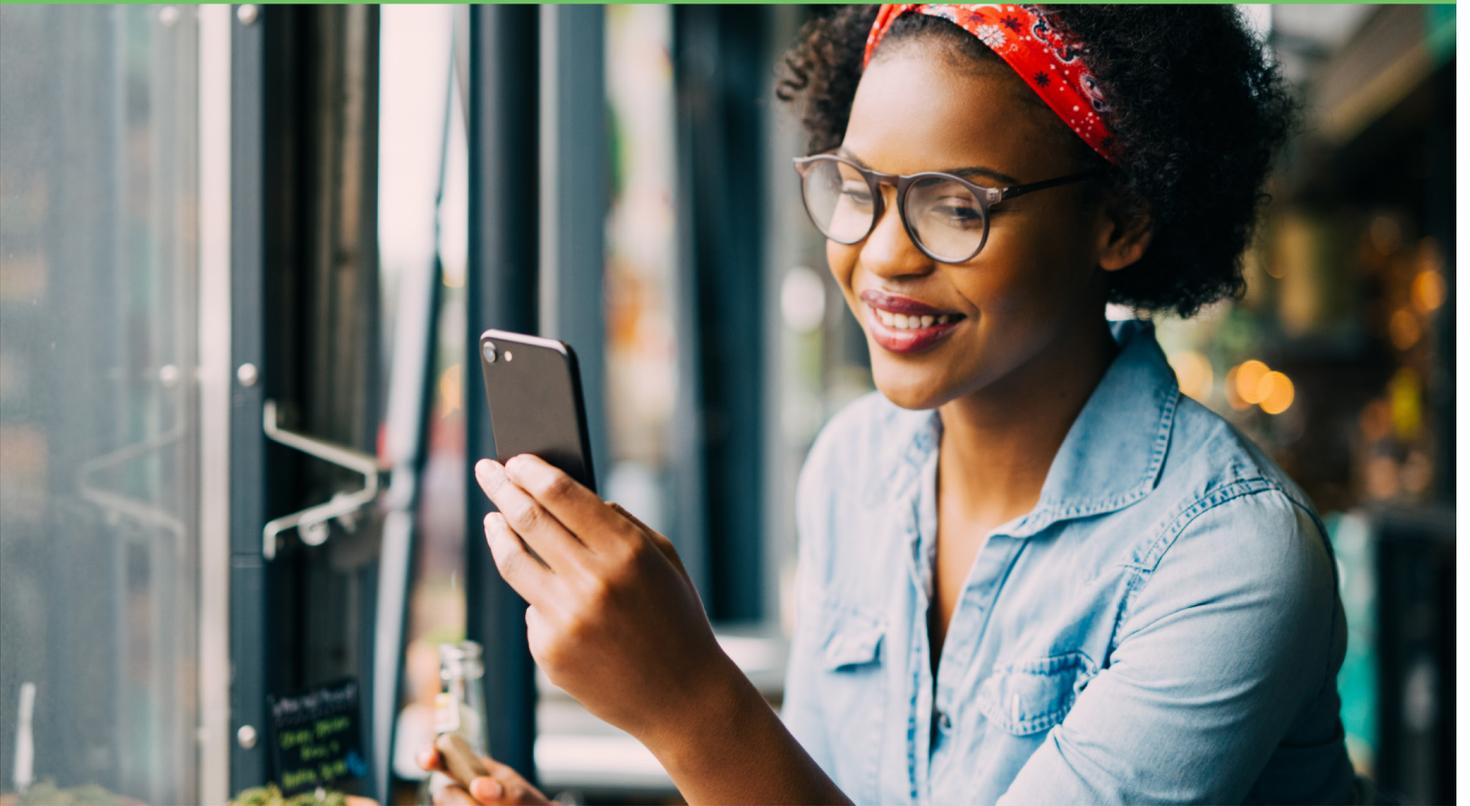


Homewood e-AP | Frequently Asked Questions



What is e-AP?

e-AP is a mobile application for iOS and Android devices by Homewood Health. It provides users access to treatment tools, resources and support so they can get the help they need, when they need it e-AP includes access to a wealth of tools and resources on HomeWeb, one-touch phone access to Homewood's Client Services Centre and access to HomeChat (livechat).

Why is e-AP significant?

The introduction of e-AP provides you with instant access to Homewood's expertise while on the go – including a wealth of expert articles and new tools and resources such as HomeChat. It allows you and/or your family members to get the help you need when you need it, on your phone or tablet. Articles accessed by e-AP are updated regularly, with no updates to download. Simply browse to learn, read or get assistance.

Is e-AP free to download and is it easy to use?

Yes. The app is available free to download and you can access a wide variety of tools and resources from Homewood Health 24/7/365. e-AP has been specifically designed with ease of use in mind. Simply register, log in and the app is ready to use, with an easy to use navigation, large icons and contemporary look and feel.

Need more assistance or support?

1 800-663-1142 | International (Call Collect): 604-689-1717
Numéro sans frais - en français : 1 866-398-9505

[Homewood.ca/app](https://homewood.ca/app)



Homewood
Health | Santé



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Is e-AP available in French?

Yes. Users who have their phone language settings set to French can enjoy e-AP and all resources in default French language after downloading and installing the app. Users can also toggle between the English and French versions of the app from the registration screen and home screen.

I'm having trouble using e-AP What should I do?

Give us a call at 1-800-663-1142 or send us an e-mail to web@homewoodhealth.com and we will help you so you can get access to the app and all it has to offer. We're here for you when you're ready.

Do I have to log in and out every time I want to use e-AP?

No. Once you've successfully registered and logged in you have one-click access to all of e-AP's tools and resources every time you open the app – so you can pick up where you left off. Continue browsing, learning or getting the help you need. You can log out and log back in as you please.

How do I get started?

From your iOS or Android device, simply click below and you can get started, or visit homeweb.ca/app.

Apple App Store: [Click Here](#)

Google Play Store: [Click Here](#)

Once you have downloaded and installed the app, simply register and log in. Then you're ready to instantly access Homewood's expertise, from the comfort of your iOS or Android phone or tablet. If you already have a HomeWeb account, you can use the same email address and password you've used for HomeWeb to log in to e-AP and take advantage of what Homewood has to offer you.

What is HomeWeb?

Designed as Homewood's central source for digital tools, resources and support, HomeWeb is your member area. Registering for HomeWeb gives you access to a wealth of informative articles, health and wellness-related tools and resources, and other future tools and resources developed by Homewood. Most of the content on HomeWeb can also be found on e-AP.

How do I use HomeChat?

Simply log in to the e-AP mobile application and click on the HomeChat featured box on the opening screen. Alternatively, you can find HomeChat on the top of your screen as you use the application. HomeChat allows you to connect with a Homewood Intake Counsellor live and in real-time. You can ask questions, book appointments and reach out for assistance. HomeChat is available 24 hours a day, 7 days a week.

Need more assistance or support? For more information, to book a counselling session or to access Homewood Health for any additional assistance or support, contact our Client Services Centre available to you 24/7 in English and French. All calls are completely confidential.

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Homeweb.ca/app

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