



## Endeavor Global EAP – Employee Reference Guide and Access Numbers

- **EAP service description:** Endeavor’s Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. The EAP is a voluntary and confidential support service, available to employees 7 days a week, 365 days of the year.
- **Direct EAP support:** Please use your designated in-country number to connect with your local partner.
- **Website:** <https://one.telushealth.com> Please refer to the chart below for your country’s specific login information.
- **App:** TELUS Health One
- **Technical online support:** [one.telushealth.com/help](https://one.telushealth.com/help)

### Access Information

Country	LifeWorks Website	Username	Password	EAP Phone Numbers
Argentina	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorARG	endeavor	0800-666-3211 (toll free) 54-11-5219-2934
Australia	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorAUS	endeavor	61 396 580 000 1-300-361-964
Austria	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorAUT	endeavor	0800-802-633 (toll free) +43-720-775337
Brazil	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorBRA	endeavor	4003-5621 0-800-892-2251 (toll free)
Canada	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorCAN	endeavor	English: 1-844-671-3327 French: 1-855-360-5485
China	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorCHN	endeavor	800-810 6605 400-650-6605
France	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorFRA	endeavor	33 9 70 01 97 33 0-805-080-744 (toll free)
Germany	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorDEU	endeavor	0-800-183-3164
Gibraltar	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorGIB	endeavor	00350-58009734 0034-667236402
Greece	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorGRC	Endeavor	800-848-1554 (toll free) 30-21-1198-0289
Hong Kong	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorHKG	endeavor	800-906-181 (toll free) 852 5803 3890
Hungary	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorHUN	endeavor	(80) 088 211 (toll free) 36-19996724 Budapest
India	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorIND	endeavor	000-800-100-4150 (toll free) 91 22 7127 9187 (Mumbai local line)
Ireland	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorIRL	endeavor	1-800-938-072 (toll free) 353-15881158
Israel	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorISR	endeavor	1-809-349-101 (toll free) 972-77-223-1110
Italy	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorITA	endeavor	800-783-611

Japan	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorJPN	endeavor	0-120-993-349 (toll free) 81 3-6388-6228 (Tokyo local line)
Korea, Republic of	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorKOR	endeavor	080-822-1530
Luxembourg	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorLUX	endeavor	800-27-307 (toll free) 352-2088-1931
Malaysia	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorMYS	endeavor	1-800-81-3155
Malta	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorMLT	endeavor	1-905-886-3605 (can call collect)
Netherlands	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorNLD	endeavor	0-800-022-2336 (toll free) 31 85 064 3396
New Zealand	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorNZL	endeavor	800000136
Norway	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorNOR	endeavor	800-24-855
Paraguay	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorPRY	endeavor	00 98005410020 (land line only)
Poland / Polish	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorPOL	endeavor	0-0-800-141-0266 (toll free) 48 22 307 92 27
Portugal	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorPRT	endeavor	800-180-358 (toll free) 351-308-800-841
Qatar	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorQAT	endeavor	00800-100-090
Russian Federation	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorRUS	endeavor	8-800-100-6922 (toll free)
Saudi Arabia	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorSAU	endeavor	800-811-0447
Singapore	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorSGP	endeavor	65-3158-9951
South Africa	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorZAF	endeavor	080-099-6330 (toll free) 27 87 056 8842
Spain	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorESP	endeavor	900-839-199 (toll free) 34 518 88 03 35
Sweden	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorSWE	endeavor	020-889-811 (toll free) 46 10 884 87 29
Taiwan	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorTWN	endeavor	00801-49-1824 886 2 7737 4430
Thailand	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorTHA	endeavor	66-210-56-169
Ukraine	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorUKR	endeavor	380-89-324-0630
United Arab Emirates	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorARE	endeavor	8000-3570-3075
United Kingdom	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorGBR	endeavor	0808 271 1500 +44-1418461606
United States of America	<a href="https://one.telushealth.com">https://one.telushealth.com</a>	endeavorUSA	endeavor	1-844-886-8509

## Get started using TELUS Health now

1. Visit [one.telushealth.com](https://one.telushealth.com) OR download the **TELUS Health One** mobile app
2. **Log-in** using your **country's user name** from the above list
3. Enter password: **endeavor**
4. You will now have general access to country specific content and phone number
5. To access personalized supports like CareNow, TWI Assessments and more, a personal account is required
6. Click on 'Create your account' within these features and follow the prompts
7. You are encouraged to create an account using a personal email address