

# ComPsych EAP/GuidanceResources® for the City of Dallas Employees

## Guide to Using GuidanceResources® Online

First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

- Go to **guidanceresources.com** to reach the website.
- Once on the guidanceresources.com home page, click the **Register tab**.
- Enter your Organization Web ID: **BCBSTXEAP** and click the Register button.
- If you have the **PCP Plan** as your Blue Cross Blue Shield plan network or if you do not have a Blue Cross Blue Shield of (TX) medical plan coverage, please choose “**No**” when prompted with the following statement:

Based on your organization's web id, your account uses benefits information during registration to customize your experience. If you are having difficulty, please [Contact Us](#).

If you have an HMO as your Blue Cross Blue Shield plan network or if you do **not** have a Blue Cross Blue Shield of (IL) or (TX) medical plan coverage through yourself or a spouse, please choose no. For all other participants, please choose yes. Please note, regardless of choice, you will still have access to all EAP features.

Yes

No

**Submit**

For all other participants, please choose yes.

**Please note, regardless of choice, you will still have access to all EAP features.**

- On the next page, you will be asked to enter the first five (5) characters of the name of your company or organization. Please enter **city(space)**. When you've finished, click the **Submit** button on the bottom of the page.
- On the next page, you will be asked to select your company from a drop down menu. When you've finished, click the **Submit** button at the bottom of the page. For PCP Plan and non-medically covered with the COD, please choose **City of Dallas - NonMembers**. If COPAY or HSA Plan, please choose **City of Dallas - Members**.
- You will then be asked to enter a **User Name and Password**. Both can be anything you would like but should be something you will remember. The User Name (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The Security Questions are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Make sure that you complete all fields that have red asterisks. These are required fields. When you've finished, click the **Submit** button at the bottom of the page. You should now be on the website.

### For Future Logins

You will only need to remember your User Name and Password. When you get to Step 2 above, instead of clicking on the Register tab, use the **Login** section and enter your User Name and Password and click the Login button. This will take you directly to GuidanceResources® Online.

If you have any problems registering or logging into GuidanceResources® Online, email Member Services at [memberservices@compsych.com](mailto:memberservices@compsych.com).

**Contact us anytime for confidential assistance at 844-213-8968**