

Welcome to BalanceWorks®, your Residence Assistance Program provided at no cost to you.

You can trust the BalanceWorks® service for confidential assistance with everyday personal and academic issues.

### Accessing your BalanceWorks® Program benefit is easy :

1. Call 1.800.327.2255 and follow prompts to speak with an Residence Assistance Program Specialist
2. Log-in to your exclusive online web portal at [www.mybalanceworks.com](http://www.mybalanceworks.com).

Setting-up your online account:

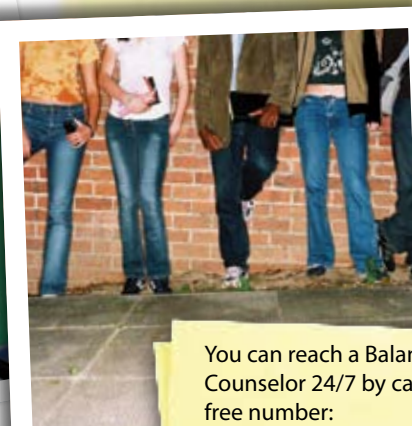
1. Go to [www.mybalanceworks.com](http://www.mybalanceworks.com)
2. Create your account by clicking on the New User link in the 'First time logging in?' box on right.  
Member ID: # 97387271  
Group ID: # 8665
3. Create your own user name and password.

#### Includes:

- Confidential counseling
  - Academic resources
  - Legal and financial services
  - Online support
- ...and your very own  
**Personal Assistant!**

#### Use your Personal Assistant to:

- Plan a trip or vacation
- Gather health information
- Plan/coordinate your event
- Research schools / financial aid
- Help with academic research
- Collect Relocation and Real Estate information
- Research medical information
- Locate dining and entertainment options
- Find the perfect gift, or provide ideas
- Coordinate home improvement projects



You can reach a BalanceWorks® Counselor 24/7 by calling our toll-free number:  
**1.800.327.2255**



Call 1.800.328.2255, or log-on at [www.mybalanceworks.com](http://www.mybalanceworks.com) today to get started!

Your Benefit Information

SAP09



**eni**  
Corporate Headquarters  
1040 Vestal Parkway East  
Vestal NY, 13850

  
**BalanceWorks**  
Residence Assistance Program



Your BalanceWorks®  
Residence Assistance Program

Member Guide

1.800.327.2255  
[www.mybalanceworks.com](http://www.mybalanceworks.com)



Welcome to your BalanceWorks® Residence Assistance Program Member Guide. This guide will help you understand your free student benefit and guide you through how to use our services. Your Residence Assistance Program will help you effectively balance your academic and personal life by providing free professional support and your own Personal Assistant. It will ease stress that you may be facing due to personal issues and the pressures of academics.

Your BalanceWorks® Residence Assistance Program also Includes::

**24/7 Intake Line**

Call 1.800.327.2255 for immediate connection to a Licensed Mental Healthcare Professional, who is available to help you 24/7. This line is absolutely confidential. eni does not provide your information to your institution.

**Quality Counseling**

Your counselor is fully licensed and credentialed, providing services with the highest level of care. Our coverage includes counselors in your area to help you whenever you need assistance. Our professionals will assess your situation efficiently and refer you to the professional support that you need. Counseling is available in-person or over the phone, and can help with issues such as:

- Academics
- Relationship Issues
- Stress
- Alcohol and Substance Abuse
- Eating Disorders
- Emotional Problems
- Financial Issues
- Legal Issues
- Depression/Anxiety
- Adjustment



**Personalized Web-Portal**

Your Residence Assistance Program provides exclusive online access to your own personal web-portal. Access hundreds of articles, tools, courses, and videos to help your development personally and academically.

**Your Own Personal Assistant**

eni's BalanceWorks® Residence Assistance Program Services help you learn how to balance the demands of your academic and personal life. Your Personal Assistant can help you balance these competing demands, before your school and life are affected. You are assigned your own Personal Assistant (PA) who is a work/life specialist who responds to any request that you may have. There are countless features that your Personal Assistant offers, such as:

**24/7 Availability**

Your PA is ready to assist you twenty four hours a day, seven days a week. You can submit requests over the phone, through your personal web-portal, or live online chat.

**Unlimited Requests**

Requests to your Personal Assistant are limitless. Your Personal Assistant is available to conduct research, offer advice, provide useful information and plan tasks. Use your PA for all of your needs, no matter how minor or important they may be.

**Request Fulfillment**

Your requests are answered quickly and accurately for your convenience. Your PA will provide you with a detailed, in-depth multi-page document on your requests. You will receive a response in 1-5 business days, depending on the priority requested.

**Personalized Web-Portal**

Online access is available to submit new requests, check the status of pending requests, or chat directly with your PA using our live chat feature. You also have access to hundreds of articles, self-help tools, videos, and courses for personal and academic development.

**Capabilities**

- Tutoring Information
- Financial Advice
- Career Information
- Housing Information
- Travel Planning
- Personal Services
- Entertainment Information
- Health Questions
- Event Planning
- Shopping
- Insurance Information
- Event Coordination
- Legal Advice
- Childcare Resources

The possibilities are endless!

You can reach a BalanceWorks® Counselor 24/7 by calling our toll-free number:  
**1.800.327.2255**

Your interactive personal web-portal has many helpful options that you can choose from.



**Use your web-portal to:**

- Submit new requests to your Personal Assistant
- Track past and pending requests
- Chat live with your PA
- View articles, tools, videos, and courses for academic and personal issues
- Add important events into your interactive calendar and date reminder service



**Personalized Web-Portal**

Online access is available to easily submit new requests, check the status of pending requests, or chat directly with your PA using our live chat feature. You also have access to hundreds of articles, self-help tools, academic resources, and interactive videos for personal and professional development. You can also use the date reminder feature to make sure you remember important events.