



Frequently Asked Questions

Required updates to personal accounts for access to the LifeWorks platform and Wellness Tools

1) How do I create a new personal account?

Log in to the new LifeWorks platform (login.lifeworks.com) using your organization's shared username and password (shown below). Click on "Wellness Tools" under the "Life" drop-down. You will be prompted automatically to create a personal account.

2) I was using a personal account to access the legacy LifeWorks site, and would like to re-use that same username (email address). Can I re-use it? Yes, you should use the same username. It's important that the username (email address) you choose for your new personal account on the new platform is the same as your original username. This will ensure that you can regain access to your Wellness Tools history.

3) I am having trouble accessing the site when I try to login using my personal username and password. I receive the error message, "Oops, either your Email or Password is incorrect, please check and try again" What do I do?

If you are using the email you used in the past for accessing the Wellness Tools but keep getting the same error message on login, please reset your password using the "Forgotten your password?" option on the login page.

4) I have created a new personal account, but I would also like to reset my password. Can I do that?

Yes, you can reset your LifeWorks password any time. Password resets can be performed here: <https://login.lifeworks.com/forgotten-password>
This is also accessible as a link from the login page.

If you are having trouble creating your personal account, remembering your original username, or you receive an error on the Wellness Tools page, please email wellness@lifeworks.com for support.

Log in any time to login.lifeworks.com

Username:

Password:

Get the app!

