

# Frequently asked questions

## for plan members

### **What do I do if I don't receive the welcome email?**

Make sure to check the correct email address (work vs personal) and your spam/junk folders for an email from *People Corporation Health Coaching* with the subject line: *Welcome to Health Coaching!* If you still haven't received the welcome email, please contact us at [healthsolutions@peoplecorporation.com](mailto:healthsolutions@peoplecorporation.com).

### **What can I use nutritional health coaching for?**

Nutritional health coaching is a valuable service for anyone hoping to improve their well-being through mindful eating habits. In addition to reducing the number of risk factors for chronic conditions, nutritional health coaching can be used to help with pregnancy, long COVID, arthritis, and more.

### **How do I reset my password?**

Go to [peoplecorp.ecounsellors.ca](http://peoplecorp.ecounsellors.ca), click on *I forgot my password* and follow the required steps to reset your password.

### **Where can I find the nutrition assessment?**

Once you've set up your account on the main dashboard with a username, password, avatar, and nutrition goals, you'll be prompted to fill out the nutrition assessment to complete your profile.

### **When can I expect a call from my health coach?**

Once you complete your online nutrition assessment, you'll be assigned a health coach who will reach out to you within two business days. Depending on your needs, your health coach will either be a registered dietitian or a certified diabetes educator.

### **Where can I find my nutrition report?**

You'll receive an email when your nutrition report is ready. To access your report, log in to your account and download it from the main dashboard or click on the *Report* icon at the top of the page.

### **How long do I have access to Nutritional Health Coaching?**

You'll have access to services as long as your organization has access to Nutritional Health Coaching. If you find you would like another set of coaching sessions, just re-register to kick off the intake process again. For more information, contact us at [healthsolutions@peoplecorporation.com](mailto:healthsolutions@peoplecorporation.com).