

My Stress Tools Frequently Asked Questions

1. Who is eligible to access the *My Stress Tools* platform?

The *My Stress Tools* platform is available to full-time and part-time, benefited County employees. This includes Extra-Help employees. Contractors, interns, and retirees are not eligible.

2. Is my data secure on the *My Stress Tools* platform?

Yes, *My Stress Tools* maintains the highest standards of practice regarding Personal Identification Information (PII) or Personal Health Information (PHI) and HIPAA. *My Stress Tools* utilizes a cloud-based solution for all encrypted data and is hosted with Microsoft Azure.

3. Will my data be shared or accessed by anyone at the County? Do managers/supervisors have access to my data or profile?

No, only the user will have access to their own personal data. No managers, supervisors, or other employees will have access to others' personal data. *My Stress Tools* maintains the highest standards of confidentiality and privacy.

4. How do I access the *My Stress Tools* platform?

To access *My Stress Tools*, visit the [Employee Wellness Division website](#) and click on the *My Stress Tools* button. You will then be directed to a PDF flyer with the link to get started. County employees must be logged into the County network to access the *My Stress Tools* platform.

5. Can I access the *My Stress Tools* platform from my personal cell phone?

No, due to security reasons, the *My Stress Tools* platform can only be accessed on County-issued devices such as laptops, desktops, and mobile phones.

6. Can I access the *My Stress Tools* platform from home?

Yes, County employees can access the *My Stress Tools* platform on County-issued devices at home. To access the platform, County employees must be logged into the County network through GlobalProtect. Use of the platform outside of your normal working hours is voluntary and on your own time.

7. When can I access the *My Stress Tools* platform?

County employees can access the *My Stress Tools* platform during normal working hours while connected to the County network. Use of the platform outside of your normal working hours is voluntary and on your own time.

Additional Support:

- For general questions, email Employee Wellness Division at wellness@ewd.sccgov.org
- For technical assistance, please contact help@mystresstools.com

