



Wellness Service:

Wysa AI-Powered Mental Resilience App

Frequently Asked Questions (FAQs)

What is Wysa?

Wysa is an AI-powered mental wellness companion that is clinically proven to improve mood and reduce symptoms of depression and anxiety. The app is designed to provide users with emotional support through Wysa's AI-powered mental health chatbot as well as other self-help, mindfulness, and evidence-based mental health exercises.

What is Wysa and how does it work?

Wysa is a mental resilience app designed to support emotional well-being through mood tracking, mindfulness exercises, and cognitive behavioral therapy (CBT) techniques. It provides a safe, accessible, and judgment-free space for users to manage stress, anxiety, and other challenges.

Through empathetic conversations and guided exercises, Wysa serves as a virtual companion, guiding users through various challenges such as anxiety, depression, and loneliness. Wysa helps individuals express their feelings, cope with stress, and build resilience. While it does not replace traditional therapy or counseling, it can serve as a valuable tool in between sessions, offering round-the-clock support for navigating mental wellness.

How do I download Wysa?

Wysa is available on both the App Store (iOS) and Google Play Store (Android).

National EAP members should email info@nationaleap.com to receive their unique referral code and instructions of how to download the Wysa app.

What does Wysa provide?

You have access to:

- A conversational AI chatbot which is available to you around the clock to talk about any thoughts or feelings.
- A library of self-care tools to help you build mental resilience, reduce stress, manage anxiety, and overcome procrastination.
- Access to various mindfulness practices.
- An SOS escalation pathway with National EAP and other emergency helpline information, when professional support is needed.

Who can use Wysa?

Wysa is suitable for individuals over the age of 13 who are seeking mental wellness support, coping strategies, and/or stress relief.



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Is Wysa a replacement for therapy?

No, Wysa is not a replacement for therapy or professional assistance. It serves as a supportive tool for mental well-being and can be used alongside professional treatment.

What types of exercises and tools does Wysa offer?

Wysa offers CBT-based exercises, guided meditation, breathing techniques, sleep management programs, mood tracking, and more!

Is my data private and secure?

Yes, Wysa follows strict privacy policies to ensure user data remains secure. Conversations with the AI are anonymous and personal information is not stored or shared.

Can Wysa help with anxiety or depression?

Yes, Wysa offers specialized programs and exercises to manage symptoms of anxiety, depression, and other mental health challenges. However, Wysa is not a replacement for those seeking professional mental health counseling or treatment services.

If you need help getting connected with services, please call your Employee Assistance Program through National EAP at 800.624.2593 or via email at info@nationaleap.com to get started.

Is Wysa free to use?

Wysa is included and available at no cost to you through your Employee Assistance Program at National EAP.

I'm having trouble with the app. What should I do?

If you experience issues, please try restarting the app, checking your internet connection, or updating the app to the latest version. If the problem persists, contact Wysa support through the app.

What languages does Wysa support?

The Wysa app is available in English and Spanish.

What should I do if I'm in crisis?

Wysa is not a crisis service. If you're in immediate danger, please call 911 or visit your nearest emergency room. If you are experiencing a mental health challenge, you can contact National EAP at 800.624.2593. Support is available 24/7, 365.