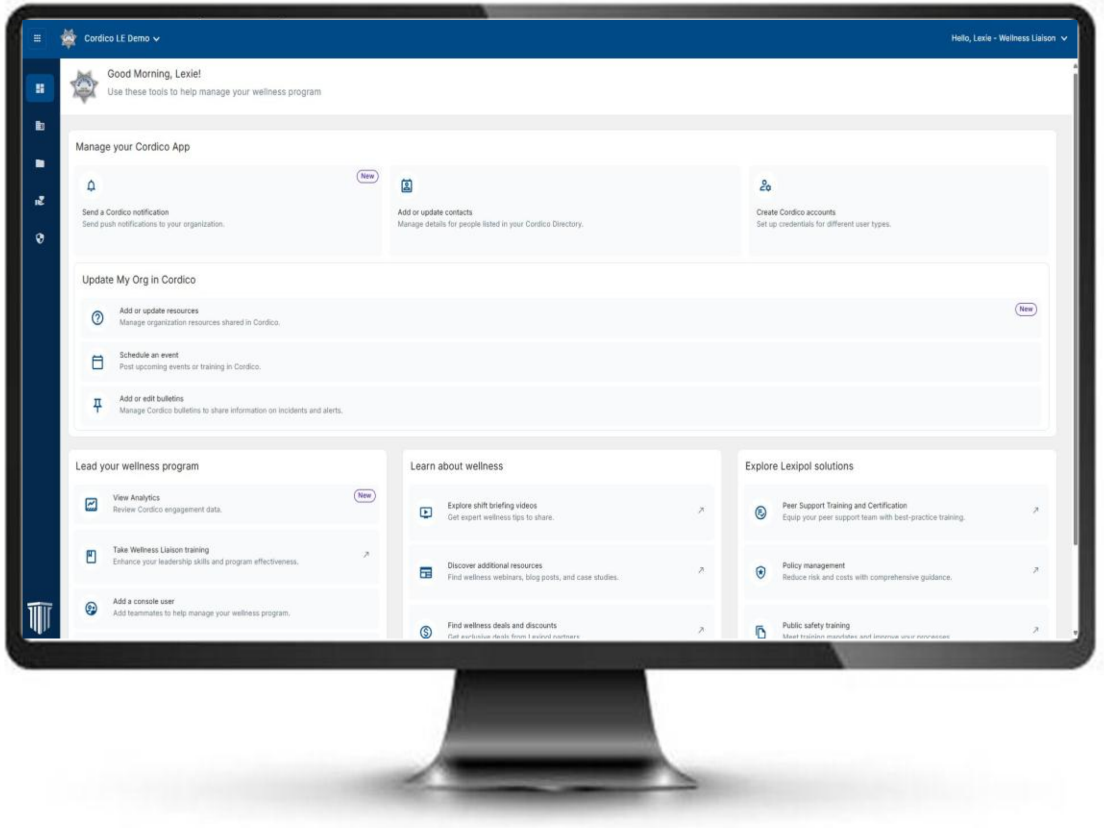
CORDICO®
A Lexipol Solution

Wellness Console
How-to Guide

LEXIPOL

Using the wellness console

- The wellness console is still in beta, a phase of product development where a nearly complete version of a product is released to users.
- During the beta, you may encounter unfinished features and bugs while using the console.
- We are actively updating the console and will release an improved version iteratively in 2025.
- Please do not hesitate to provide feedback to your Customer Success Manager (CSM). This feedback is invaluable to us and will impact improvements to the console.



Introducing the wellness console

As your organization's wellness liaison, the wellness console will give you more control and autonomy over your agency's Cordico platform, improving the experience for both you and your personnel.

Why use the wellness console:

- **Gain more control over your program:** The wellness console gives liaisons the ability to update content independently and access more administrative capabilities.
- **Understand what's important to your personnel:** Analytics in the console gives liaisons insight into what their personnel are engaging with in the app, so they can make data driven decisions about their programs.

Changes you make in the wellness console will instantly update your agency's Cordico platform.

Add or Edit Bulletins

Add or Update Contacts

Schedule an Event

Add or Update Resources

Send Cordico Notifications

View Analytics

Take Training

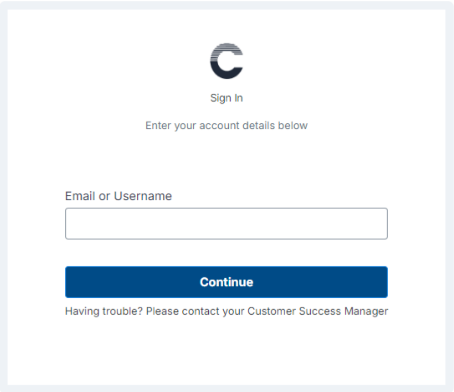
Gain access to your wellness console

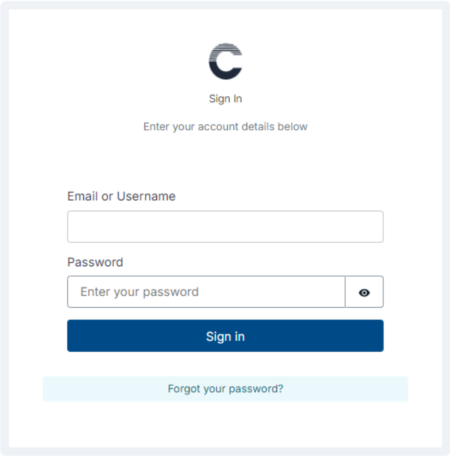
Start by setting your password.

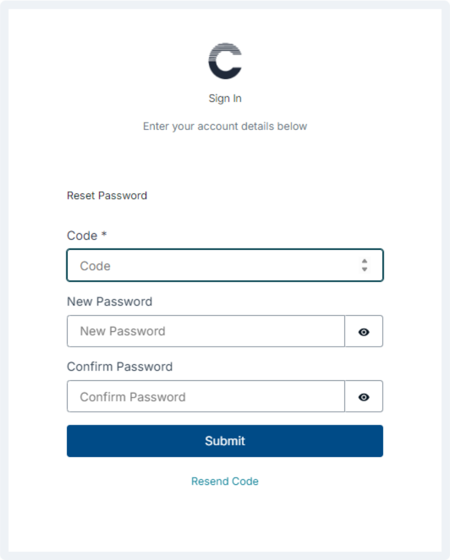
1. Type in your email address and click **continue**.
2. When the password box appears, click '**Forgot your Password?**'
3. Enter your email address and the system will send you a code.
4. Once you receive the email (the subject will be: **Your Lexipol Verification Code**), enter that code into the prompt and set a password.
   - *Note: Passwords must be at least 12 characters long and include at least one uppercase letter, one number, and one special character.*
5. Once you set your new password, you can login and begin using the console.

As a wellness liaison, you have access to many features throughout the Wellness Console including viewing your Cordico Analytics, sending push notifications and adding content throughout the Cordico app.

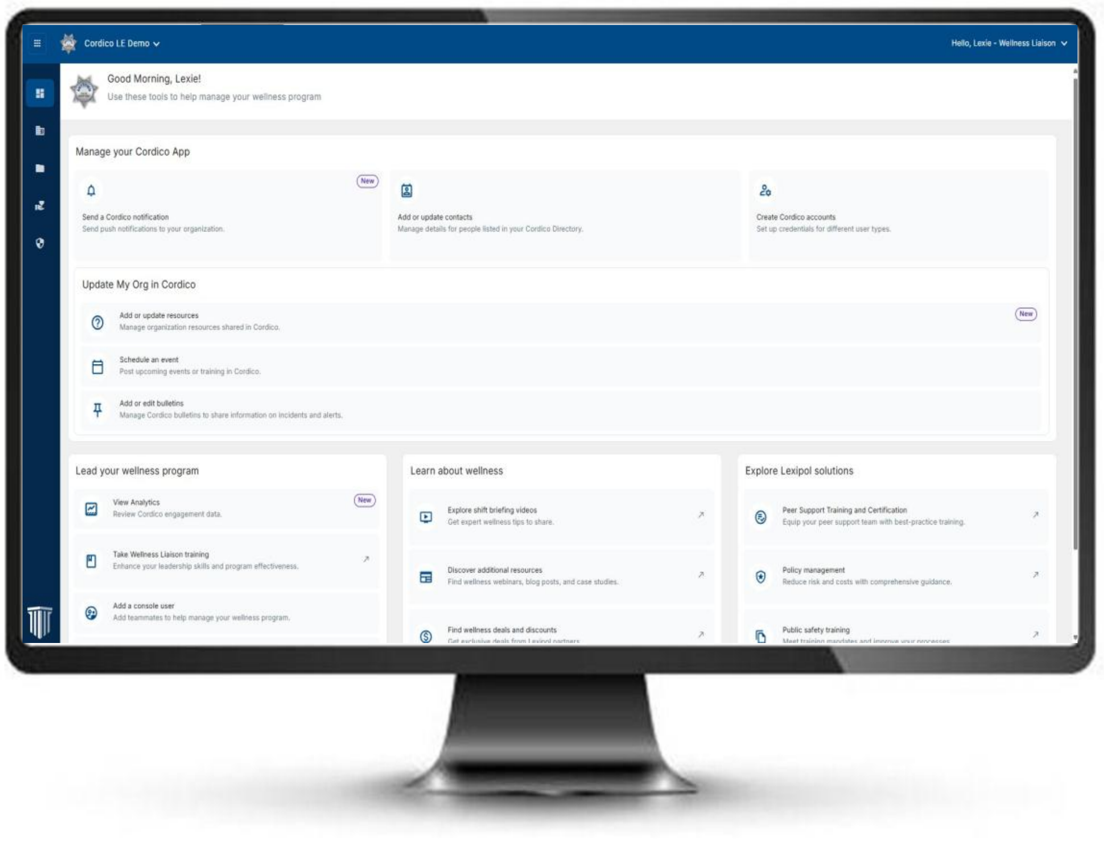
Should you have any questions or want to work directly with your CSM, do not hesitate to reach out to them for help.



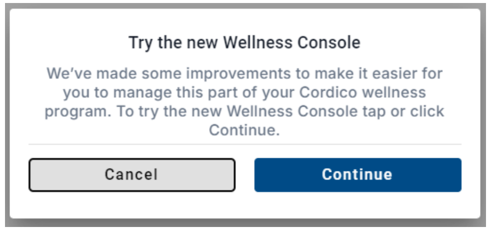


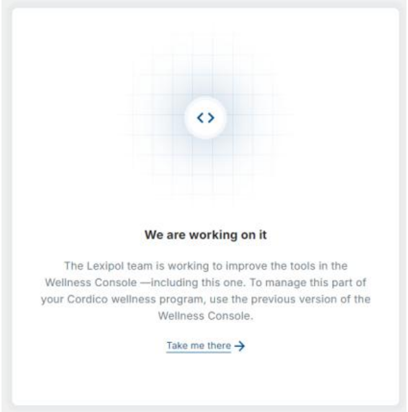


The wellness console dashboard

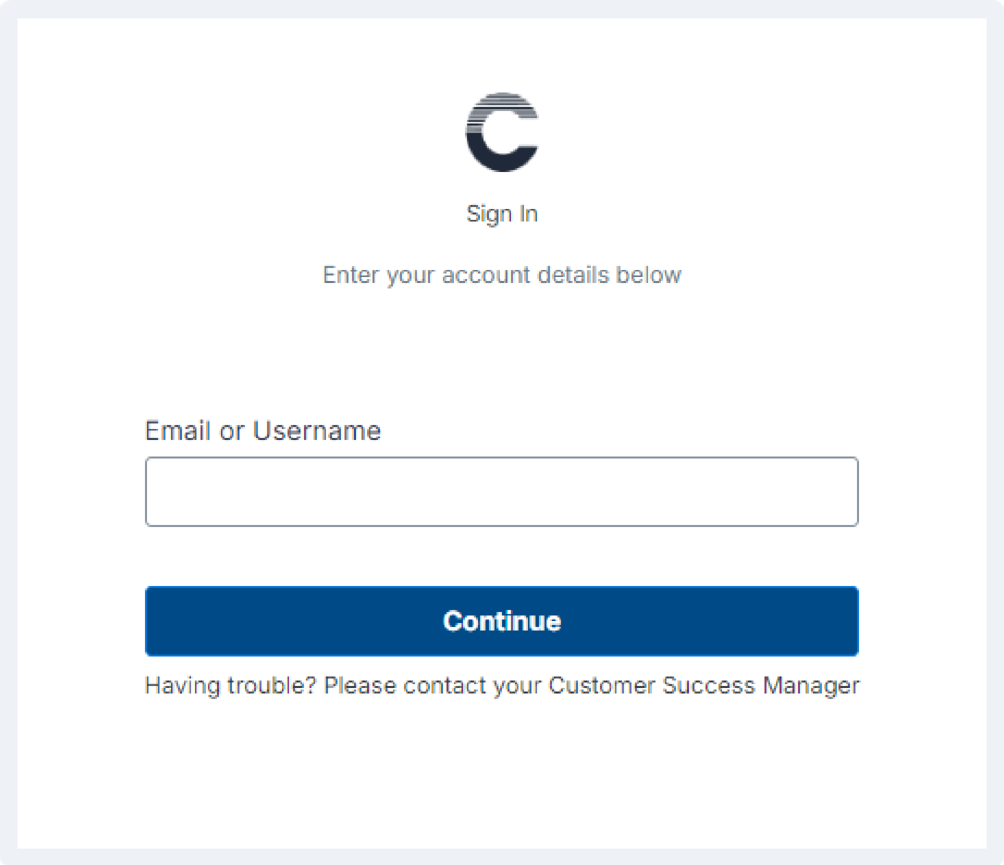


- When you log in to the console, you will see your dashboard with actions you can take to update your Cordico app experience for your personnel and important materials and trainings to view such as:
  - Wellness Liaison Training
  - Shift briefing videos
  - Lexipol webinars
  - …and more!
- As a reminder, we are actively updating the console and will be iteratively releasing new updates throughout 2025 to make the console even easier to navigate. During this time, you may come across new messaging on certain pages.
- *Simply follow the prompts to navigate to the portion of the console you are looking for.*





Overview of your wellness console



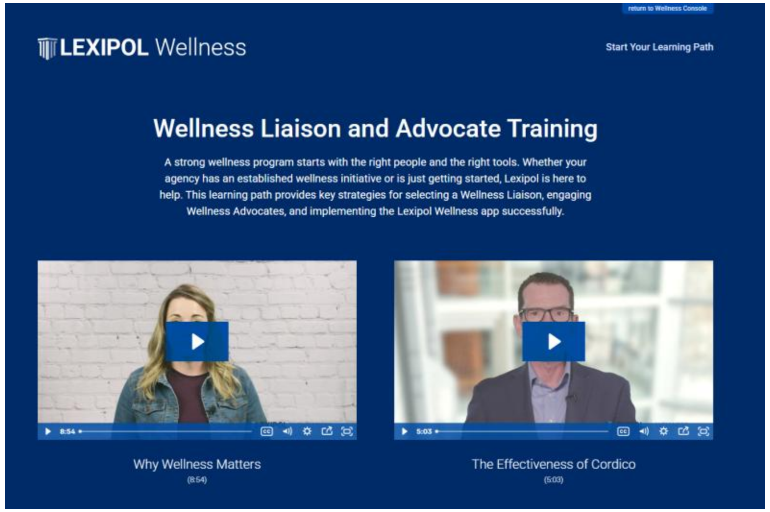
Learn how to easily navigate the console and add content to your Cordico app by clicking the links below:
Take Wellness Liaison Training – ***NEW!***
Send a push notification – ***NEW!***
Create a resource – ***NEW!***
View Cordico Analytics – ***NEW!***
View Login Credentials and Create App Users
Add a new contact
Add an event
Create a bulletin
Upload images and PDFs

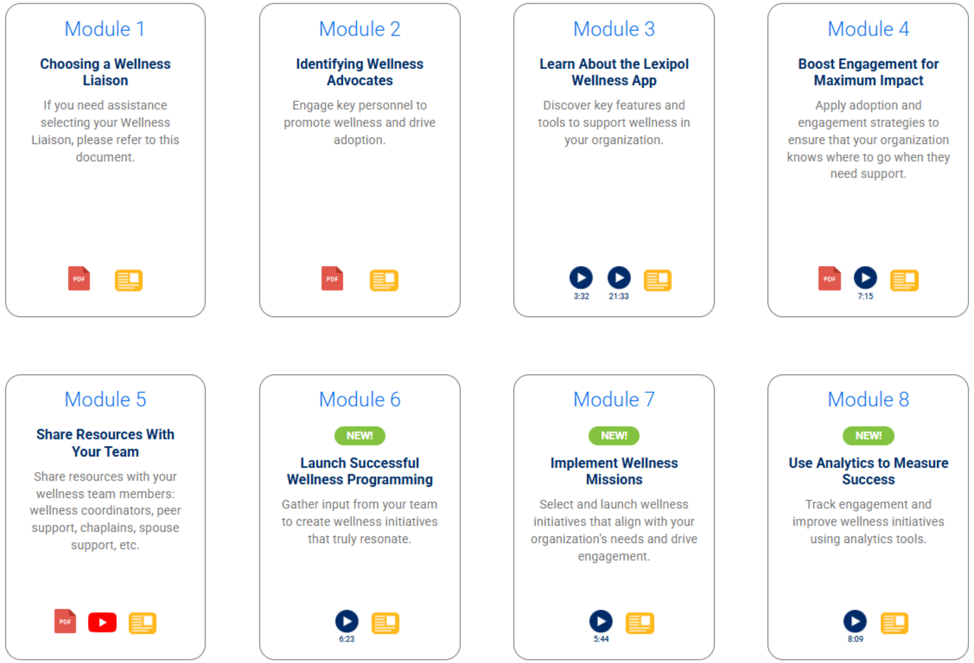
Take Wellness Liaison Training

- On the dashboard under **Lead your wellness program**, click **Take Wellness Liaison training** or expand the left side menu and click **access training** at the bottom of the menu.

- Training Benefits:
  - **Comprehensive Resources**: Includes a package of videos and documents to help you understand and deploy the Cordico app effectively.
  - **Engagement Strategies**: Offers content and practical strategies to maintain and boost user engagement, maximizing your agency's investment in Cordico.
  - **Continuous Improvement:** The program will be continuously updated to add new content and improve existing content based on feedback, evolving needs, best practices and industry standards.

- ***Tip:*** *Identify wellness advocates (such as peer supporters and chaplains) and give them access to the Wellness Liaison Training so they can be force multipliers for wellness at your agency. Talk to your CSM for help providing access.*





Using Cordico Notifications

Push notifications are an easy way to distribute information to your organization. For example, you may want to send notifications about:

- Events
- Critical incidents
- Areas of national awareness
- Training

Push notifications can also link to specific content in Cordico. For example, you might want to link to the Critical Incidents module after an incident.

To link directly to a specific piece of content in the Cordico app, go to https://wellness.cordico.com/, find the content, and copy the URL. When personnel receive and open the notification on a device, it will direct to that content in the app via mobile app or web.

Review our library of templates here: [Sample push notifications]()

Example of an event push notification:

Health Screening
On March 1, from 10 AM – 3 PM, attend a 15-minute health screening to measure your glucose, blood pressure, cholesterol, BMI and body fat percentage. Fasting is not required. Scan the QR code on the flyer in Cordico to schedule an appointment.

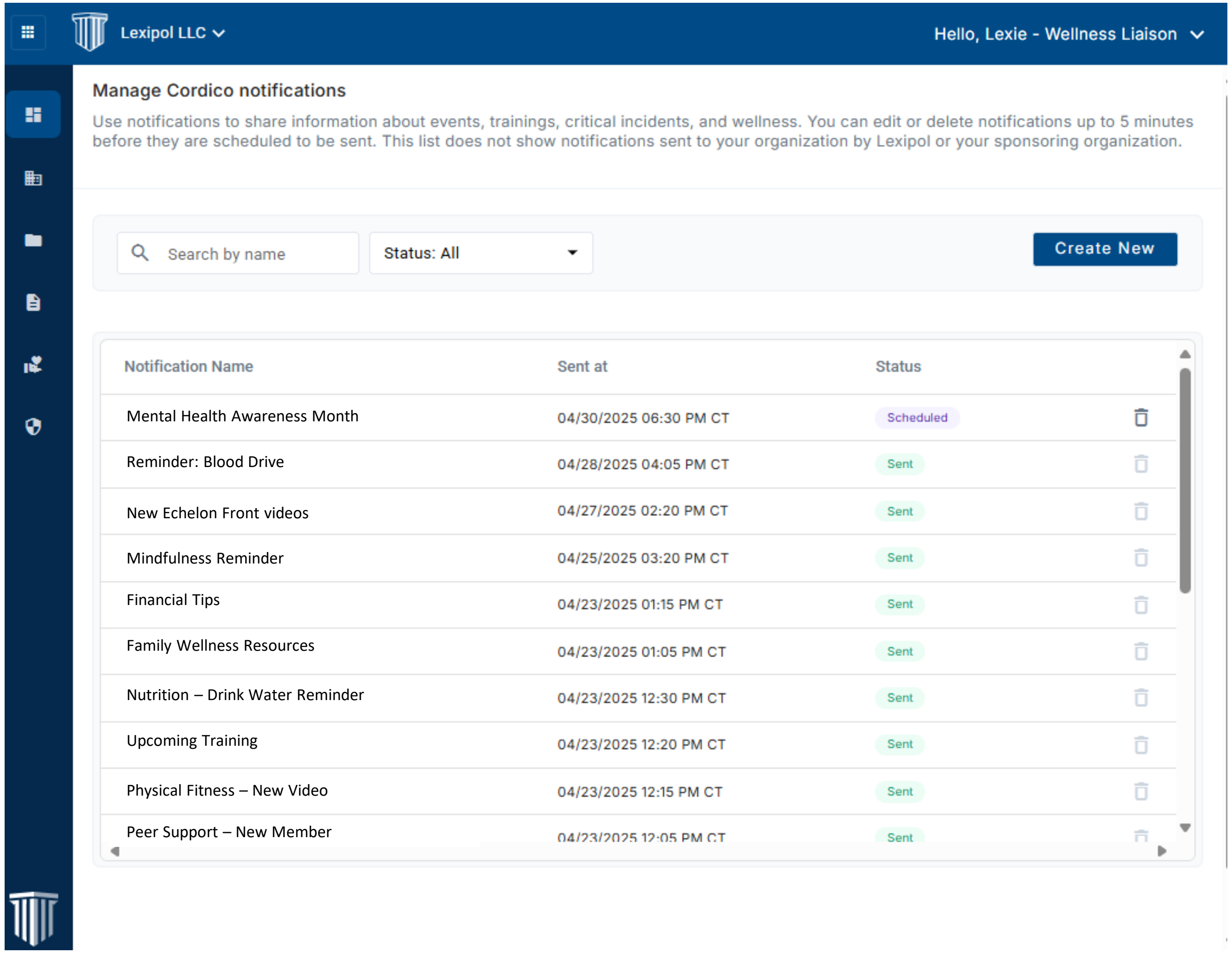
Example of a notification for seasonal depression awareness month in December:

Seasonal Depression Awareness Month
If you or a loved one is dealing with depression, check out the self-assessment and Depression module for tips on getting support.

Your CSM can help you create and show you how to schedule these monthly awareness reminders.

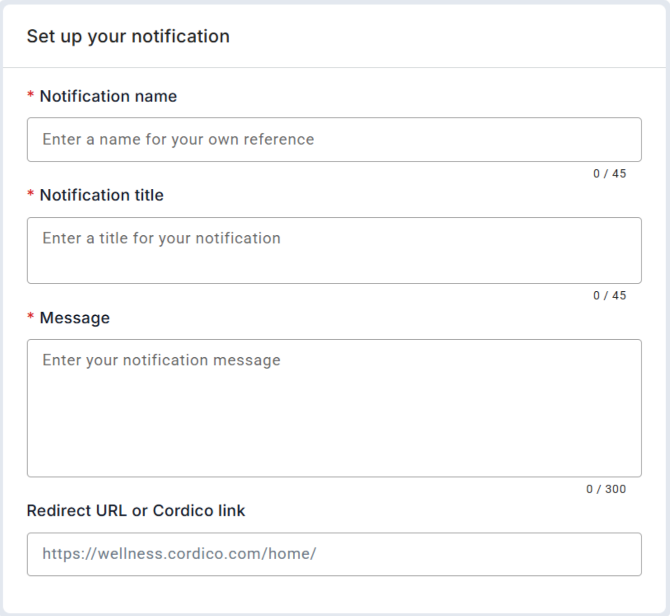
Manage Cordico Notifications

1. Click on Send a Cordico Notification from the dashboard. Alternatively, on the left menu, click My Collections, and then click Cordico Notifications.
2. In the table, you will see Notifications that have been created for your organization.
    - You can filter the table to show 'Sent', 'Scheduled' or 'All notifications'.
    - To delete a notification (that has not been sent), click the trash can icon.
    - To view a notifications' details, whether it is sent or scheduled, click on the row of the notification.
        - If the notification has not been sent and is at least 5 minutes away, you will see the edit button to change the notification details.



Create a new notification

From the **Manage Notifications screen** click **+ Create New** and complete the form.

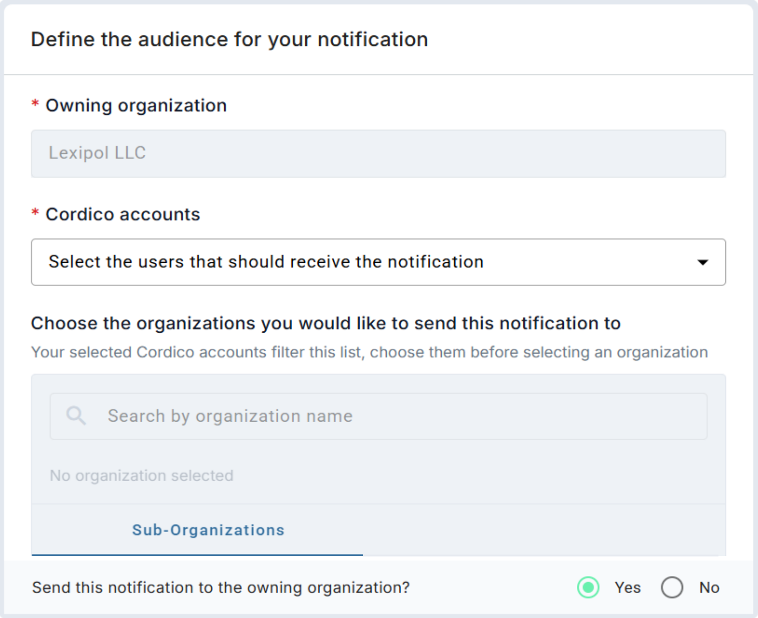


Name: Internal label for the console only; it will *not* appear in the notification sent to personnel.

Title: Displayed at the top of the notification.

Message: Limit 300 characters (including spaces). *Note:* Some devices may only show part of the message on the lock screen. Users must open the notification to read the full content.

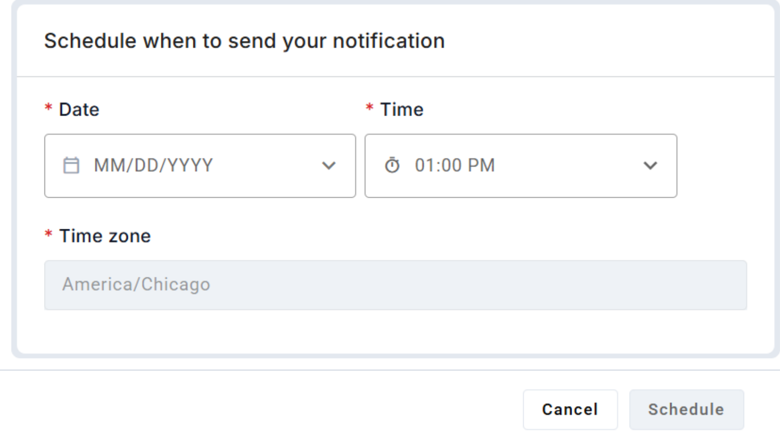
URL (optional): Can link to a resource within Cordico or to an external website.



Owning Org: This field auto-fills with your organization's name.

Cordico Accounts: Choose which user groups should receive the notification—for example, only "Active" users or both "Active" and "Peers."

Sub-Organizations: If your agency has sub-orgs, they'll appear in a list. You can select any, all, or none to include. Use the final Yes/No options to confirm whether the notification should also be sent to your main organization.



Date & Time: Notifications must be scheduled at least 5 minutes in advance.

Once all required fields are completed, the **Schedule** button will turn blue. Click it to finalize and schedule the notification.

As long as the scheduled send time is more than 5 minutes away, you can review and edit the notification in the **Manage Notifications** screen.

What will my notification look like in the app?

Important
You can edit or delete notifications up to 5 minutes before they are scheduled to be sent.

Set up your notification

* Notification name
Post Critical Incident Reminder 5/15
36 / 45

* Notification title
Reset after tough calls
23 / 45

* Message
We had a tough call team. Let's pull through together. This resource is available 24/7 to start the support for you and your team.
131 / 300

Redirect URL or Cordico link
https://wellness.cordico.com/discover/guide/47624

Define the audience for your notification

* Owning organization
Lexipol LLC

* Cordico accounts
Active × Retired × Spouse × Peer ×

Choose the organizations you would like to send this notification to
Your selected Cordico accounts filter this list, choose them before selecting an organization

Search by organization name

Cordico LE Demo × Cordico Fire Demo × Cordico Corrections Demo × +3

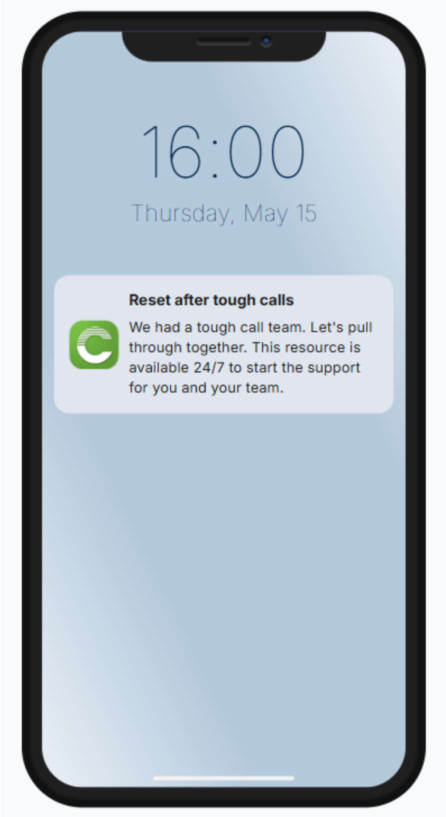
Schedule when to send your notification

* Date
05/15/2025

* Time
04:00 PM

* Time zone
America/Chicago

Cancel Schedule

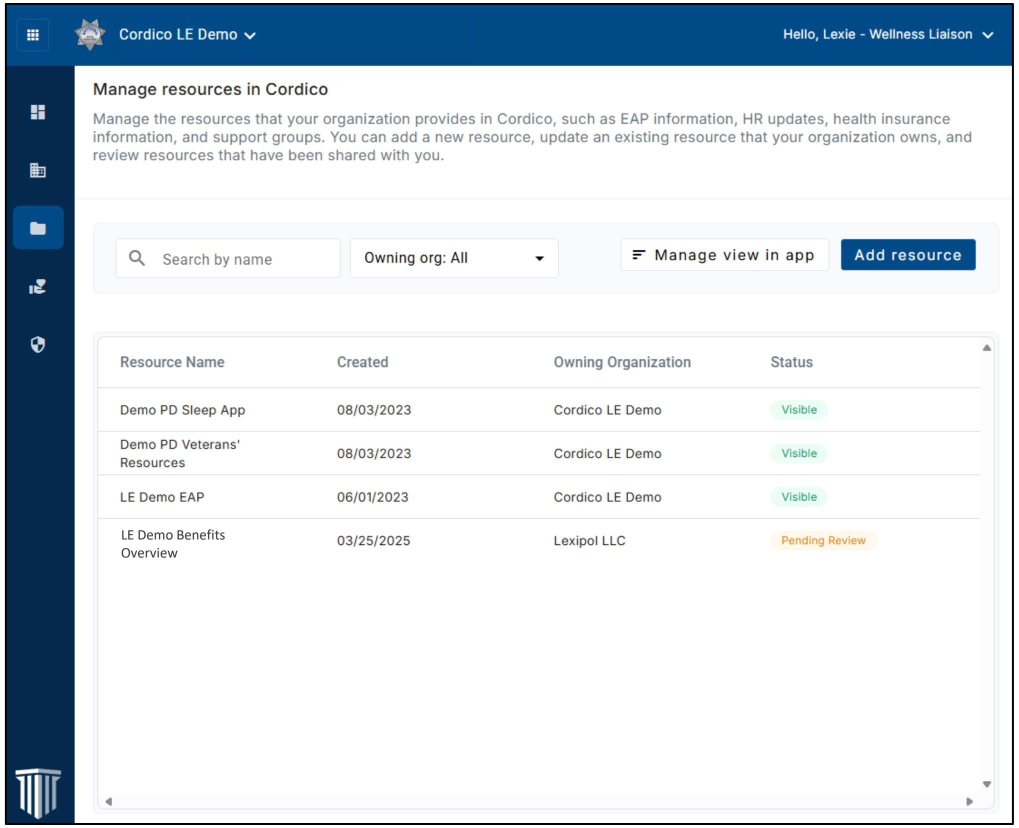


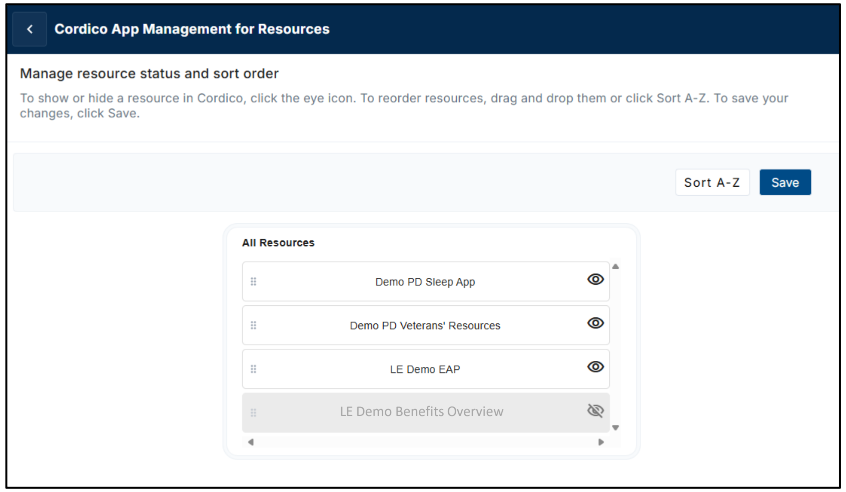
Note: The amount of text shown on the home screen may vary slightly depending on the device type (Android or iOS) and screen size. Most devices display about 150 characters, though larger screens may show more. If the message is cut off, click and hold to view the rest of message. This works on most device notification screens.
Also, users can always view the full message by tapping into the **Notifications** section under **My Org** in the app.

Create a resource

The Resources section is a flexible area for including information on additional wellness programs, local support networks, additional employee benefits, and other wellness topics of interest.

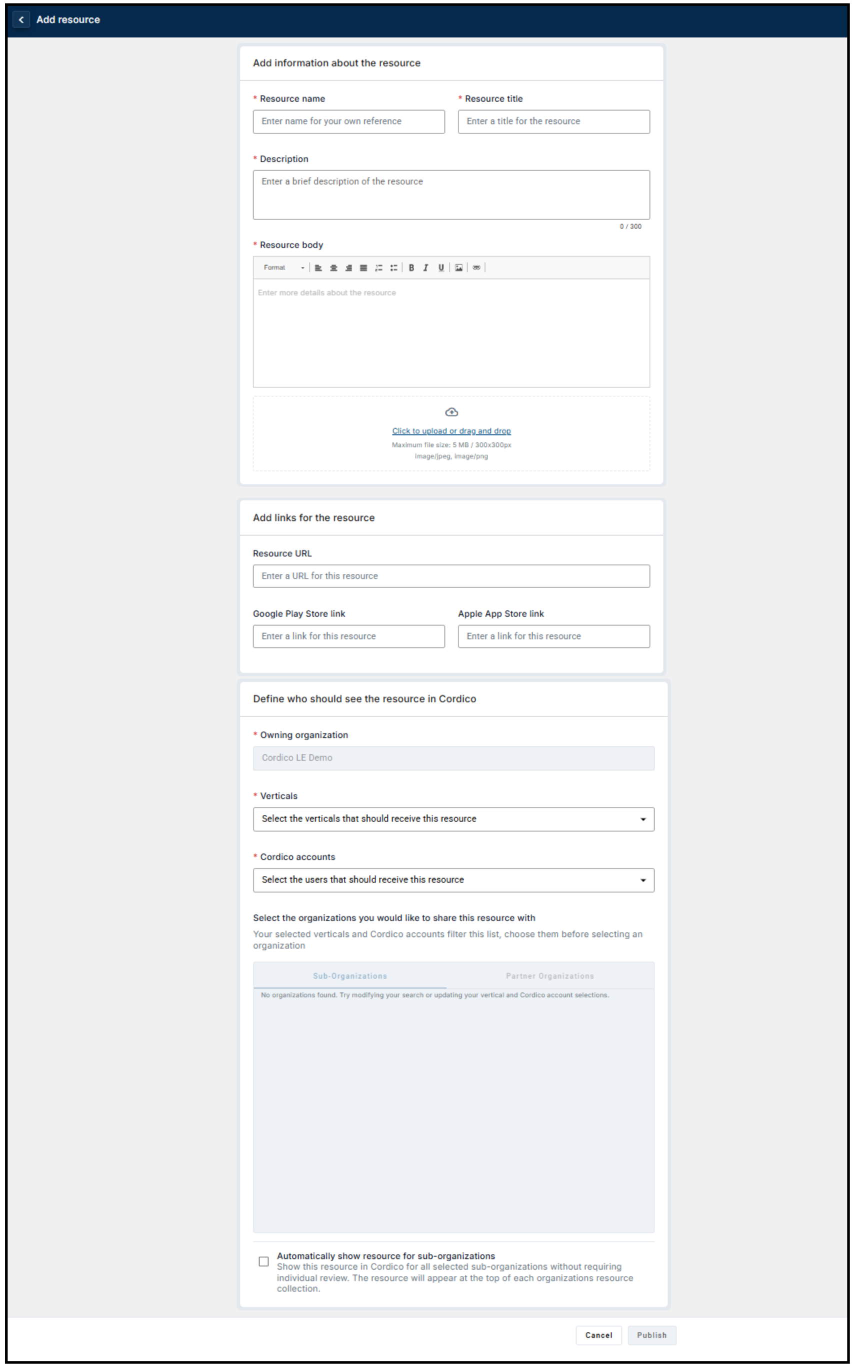
1. In the Update My Org in Cordico section of the dashboard, Click 'Add or update resources' or click Resources in the My collections section on the left side menu.
2. On the Manage Resources in Cordico page, you will see a list of your organization's resources.
   - When a resource says 'Visible,' this will show in your organization's Cordico app.
   - If the status is 'Pending Review,' this indicates the resource was shared with your organization. Click on that resource to review and decide if you wish to share with your organization.
3. To change the order that resources are displayed in your app, click 'Manage view in app'.
   - On this page, you can drag and drop the resources in the order you want them to display in the Cordico app. Make sure to click 'Save' to update.
   - On this page, you can also click the eye icon for each resource if you want to no longer make that resource visible in the app.





Create a resource

1. To add a new resource, click 'Add resource' and complete all required fields on the form.
    - You'll be asked to populate the following information: Resource name and title, Description, Body and Image, URL (optional)
    - The form will also provide you the choice of which app experiences you want the resource to be available in:
        - Using the Vertical & Cordico accounts drop downs, you can choose the vertical and account types that should view this resource. For example, you may have some resources that you only wish to share with law enforcement, spouses or peer supporters.
        - If your organization has sub-organizations or partners, you will see the options to share the resource with them.
            - If you have a partner or sub-organization that you work with that is not appearing, contact your CSM.
            - The check box at the bottom of the form can be used to override the review cycle for your sub-organizations. For sub-orgs when this box is not selected, the resource will be shared with the liaison who will need to review and approve the resource before it is shared. Partner Orgs will always need to review.
2. Click 'publish' when the information is complete.
3. At any time, you can select a resource to edit the information.



Cordico Analytics *(1 of 4)*

Cordico Analytics provides anonymous, agency-level insights into how personnel are engaging with the app. If you don't see your analytics, contact your Customer Success Manager—reports are included in your subscription but not enabled by default.

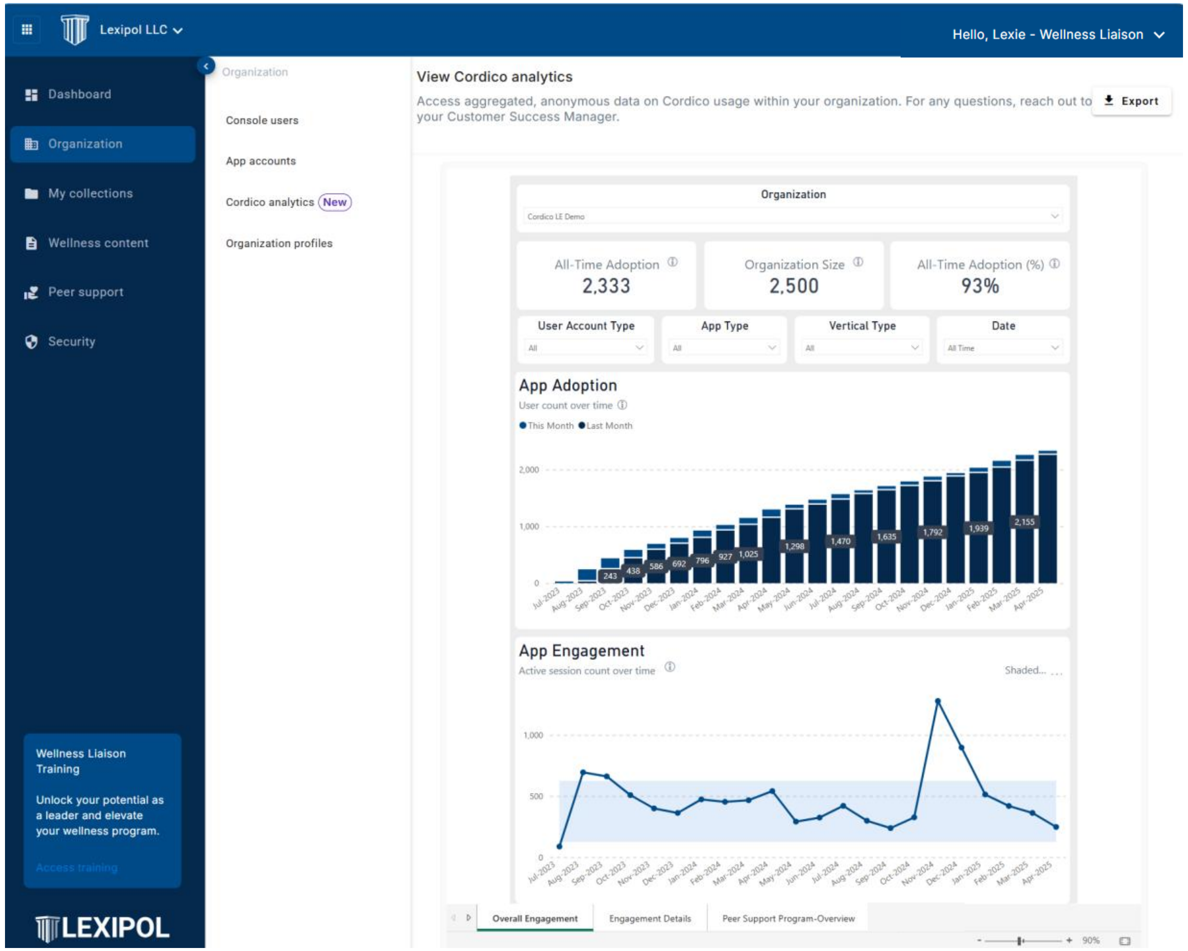
Note: Usage data is aggregated and never compromises individual anonymity or confidentiality.

Accessing your analytics:

- Go to the Lead Your Wellness Program section of the dashboard and click View Analytics, or
- Use the left-hand menu: click Organization, then Cordico Analytics.

Filtering the data:

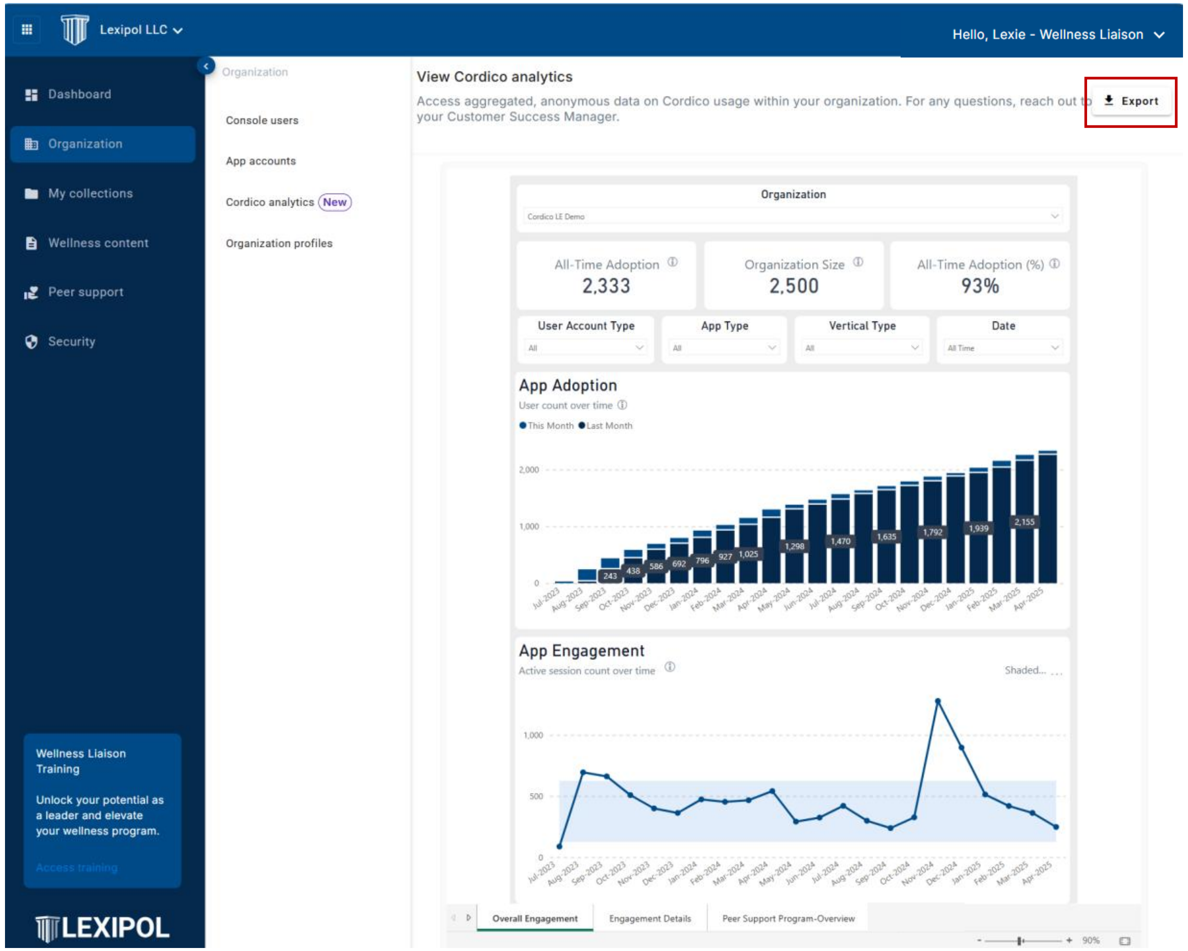
- On each report page, you can filter by organization (including sub-orgs, if applicable), account types, app types, vertical type, and date.
- Note: Filters must be applied individually on each page of the report.



Cordico Analytics *(2 of 4)*

Exporting:

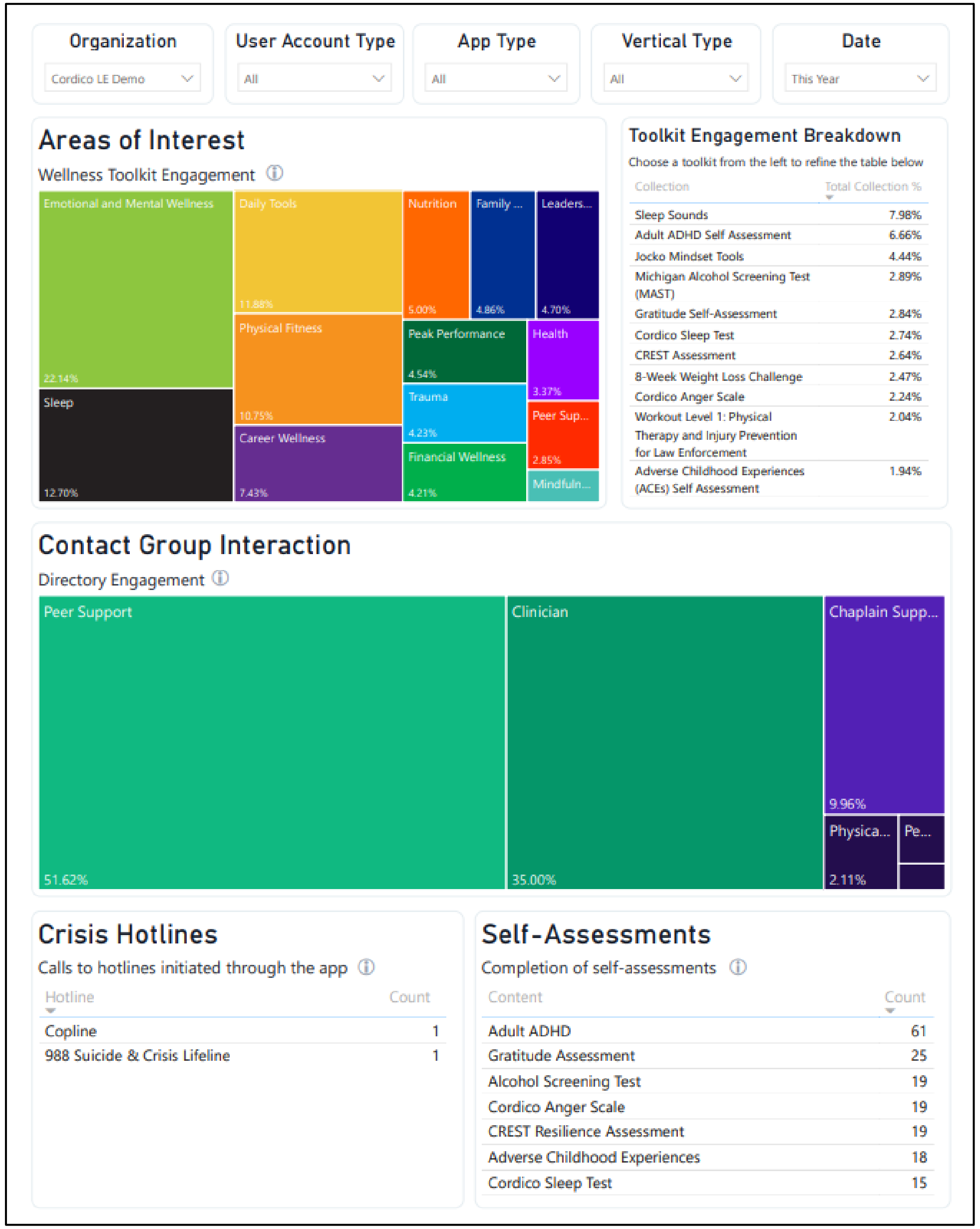
- Click the Export button on the top right-hand corner of your console.
    - Note: This button will only export the page you selected. You'll need to export each page separately.
    - Depending on your browser and device, the export process may vary. For example, your browser may automatically choose "Save as PDF" or require manual selection.
    - Note: For the best experience, we recommend using the Wellness Console with Chrome, Edge, or Firefox browsers. Safari may experience slower export processing times and may display incomplete reports depending on your device's screen size.
- Once you click Save, the report will automatically be called Cordico_Analytics_Report_[Name of the Page Exported]_[Date]; however, you can override or change the name as you wish.



Cordico Analytics *(3 of 4)*

Navigate through your reports with the tabs on the bottom of the screen

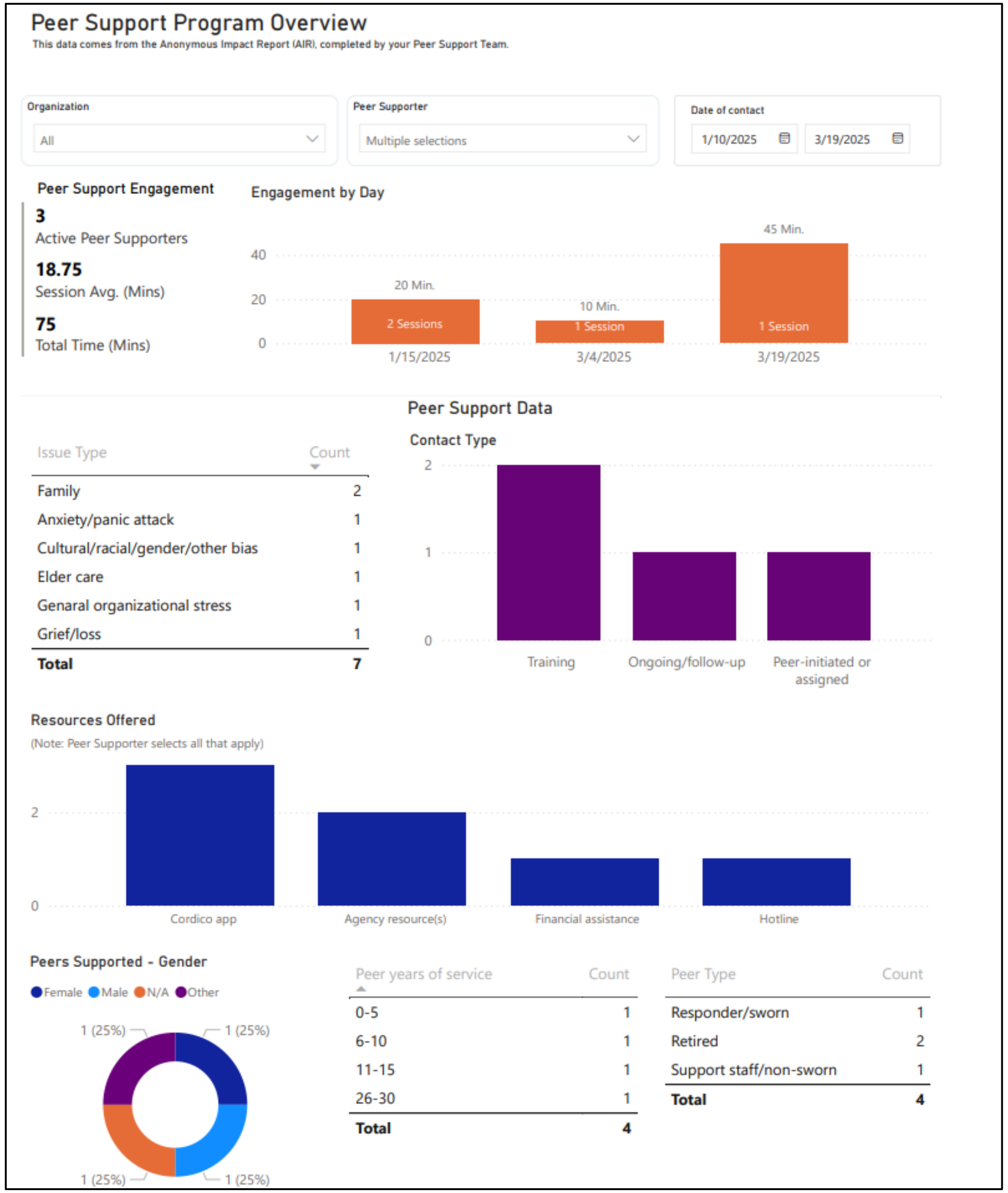
1. Overall Engagement
   - App adoption: Represents the cumulative percentage of your agency that has accessed Cordico over time.
     - *Note:* Once users log in, they remain logged in unless they manually log out.
   - App engagement: Tracks monthly activity in relation to the engagement goal set by you and your Customer Success Manager (CSM). Your CSM can provide benchmarks tailored to your agency's size and wellness culture.
2. Engagement Details
   - Areas of Interest: Shows relative popularity of Cordico toolkits, highlighting most accessed topics. Selecting a toolkit filters the engagement breakdown table to show only data for that topic.
   - Toolkit Engagement Breakdown: Displays the percentage of activity across individual guide modules within a selected toolkit.
   - Contact group interaction: Relative popularity of contact types accessed in the Directory
   - Crisis hotlines: Insights into hotline calls initiated through Cordico.
   - Self-assessments: Reports on the number of self-assessments completed by personnel in your agency.



Cordico Analytics *(4 of 4)*

3. Peer Support Program – Overview

- This page displays aggregated data from the Anonymous Impact Report (AIR) form—a secure tool that allows peer supporters to confidentially document their interactions using a structured format.
- The insights presented here help your team identify trends and strengthen your peer support efforts.
- Note: If your agency has not enabled this feature, this page will be blank. To get started, please contact your Customer Success Manager.



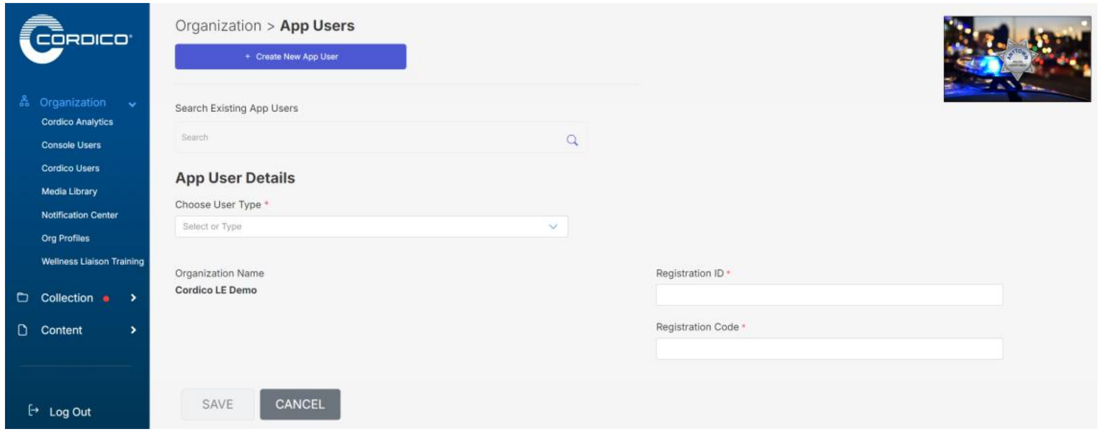
View login details and create new app users

To view login credentials for an existing app account, click **Cordico Users** in the Organization section of the left side menu.

- Ensure your Organization name is entered in the search bar and in the “Search Existing App Users” bar, click in the bar to view existing app user types
- Click on one of the App Users and you will see: App User Type, the Registration ID, and Registration Code

Your organization can have up to 5 distinct logins for Cordico: Active, Peer, Retired, Senior Leader, Spouse

- To create a new App User Type, click **Cordico Users** in the Organization section of the left side menu.
- Click **+ Create New App**
- Select the appropriate user type in the drop down and create a **Registration ID** and **Registration Code**
- Registration Code must have at least one capital letter, at least one number and be at least 6 characters
- Click **Save**

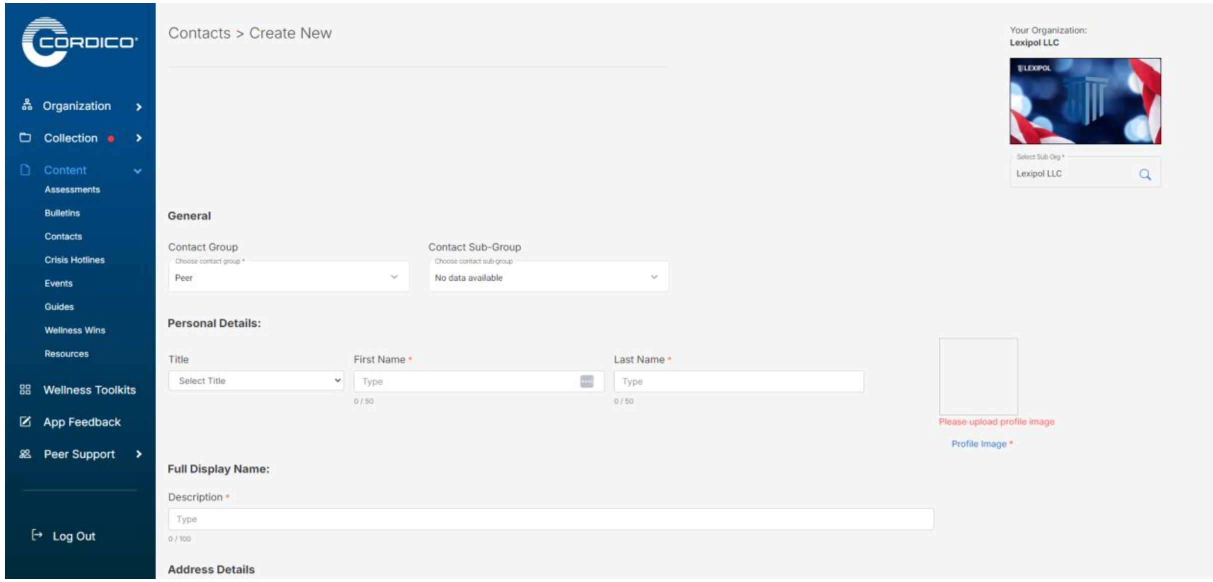


Add a contact

Contacts are an excellent body of resources used by many departments to place their users in direct contact with support and counseling resources. Peers and chaplains can offer users a support network, while clinicians provide professional help for emotional and mental wellbeing.

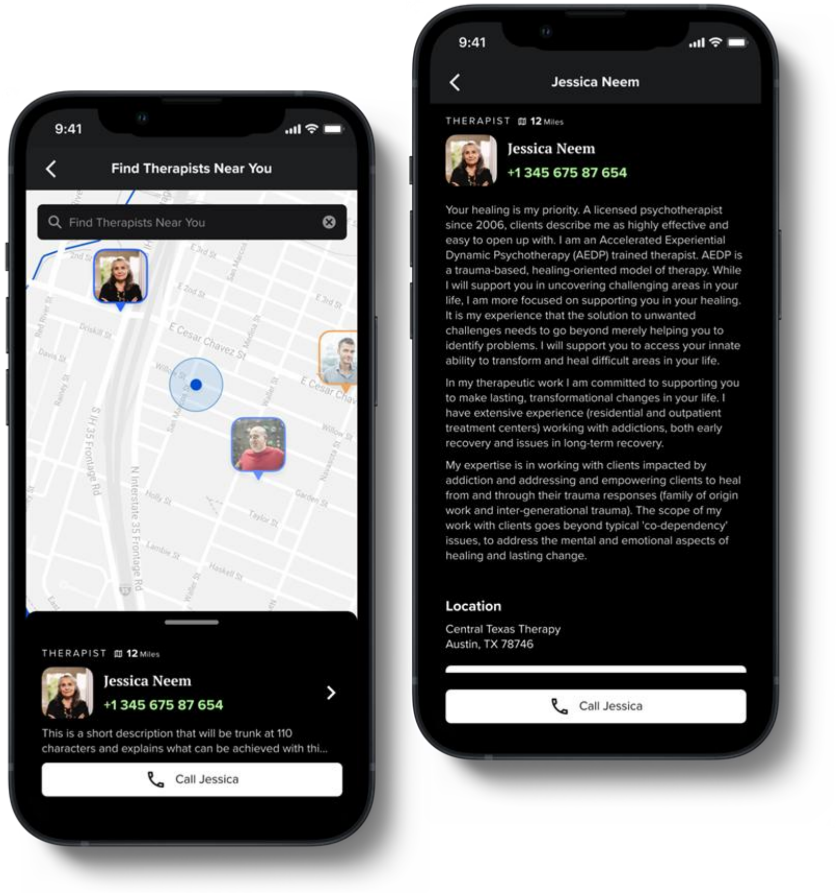
You can easily add therapists, peer support members, and chaplains with just a few steps.

1. Click **Contacts** in the Content section on the left side menu
2. Select **New Contact then Create New Contact**
3. Choose **Create Contact** and fill in the details
   - *Note the red asterisk will indicate if a field is mandatory*
   - *You must choose a Contact Group, although Sub-Groups are optional.*
   - **Image dimensions are 250 x 250, png, jpg, jpeg, 5MB**
   - **File names should not have spaces or special characters**



Add a contact

4. Click **save** and the contact will **automatically be added to the directory**, which you can view in Collection → Directory in the wellness console or in the Directory of the mobile and web app.
    - To edit or delete an existing contact, click Contacts in the Content section on the left side menu. Select a Contact Group and Sub-Group if necessary. Search for the existing contact name. Once selected, you can **Modify** or **Delete** the contact.

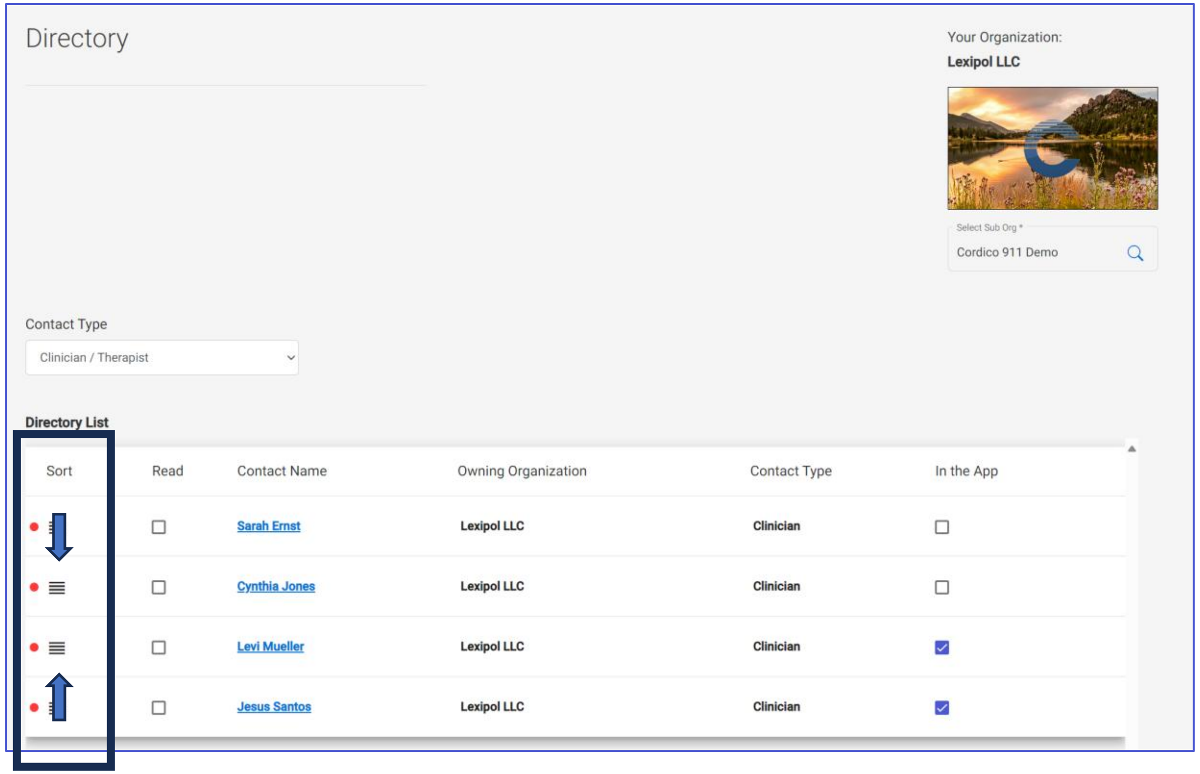


Reminder: *Adding or modifying a contact in the wellness console will immediately update the directory in the mobile app for your organization.*

Sort contacts in the directory

Easily re-arrange the order of therapists, peer support members, and chaplains with just a few steps.

1. Click **Directory** in the Collection section on the left side menu
2. Select the **contact type** in the dropdown menu that you want to sort
3. Rearrange the contacts to the order in which you want them to appear in the mobile app by clicking and holding the **icon in the sort column** and dragging the row up or down



Create new contact groups and subgroups

Agencies with varied types of support can benefit from creating new groups and sub-groups of contacts. For example: *Peer Support, Retiree Peer Support, Family Support, CISM Team*. Larger agencies may want to utilize sub-groups for peer teams by dividing them into regions. Agencies with different types of medical professionals may from clinician sub-groups such as *Clinicians, Occupational therapists*, or *Surgeons*.

Creating Groups

1. Navigate to Content, then Contacts
2. Click Group Settings
3. Click Create New Group
4. Enter the Group's Name and then click Create
5. To add a contact to the new group, select the group from the Contact Group dropdown while editing or creating the contact.

Creating Sub-Groups

1. From the Group Settings Page, select the top-level group for the sub-group. For example, if you want to make a regional subgroup for your peer team, select the Peer Support group.
2. Click Create New Sub-Group
3. Enter the Sub-Group's name and click create
4. To add a contact to the new sub-group, select the sub-group from the Contact Sub-Group dropdown while editing or creating the contact. The Sub-Group will only appear if the appropriate group has been selected from the Contact Group dropdown.

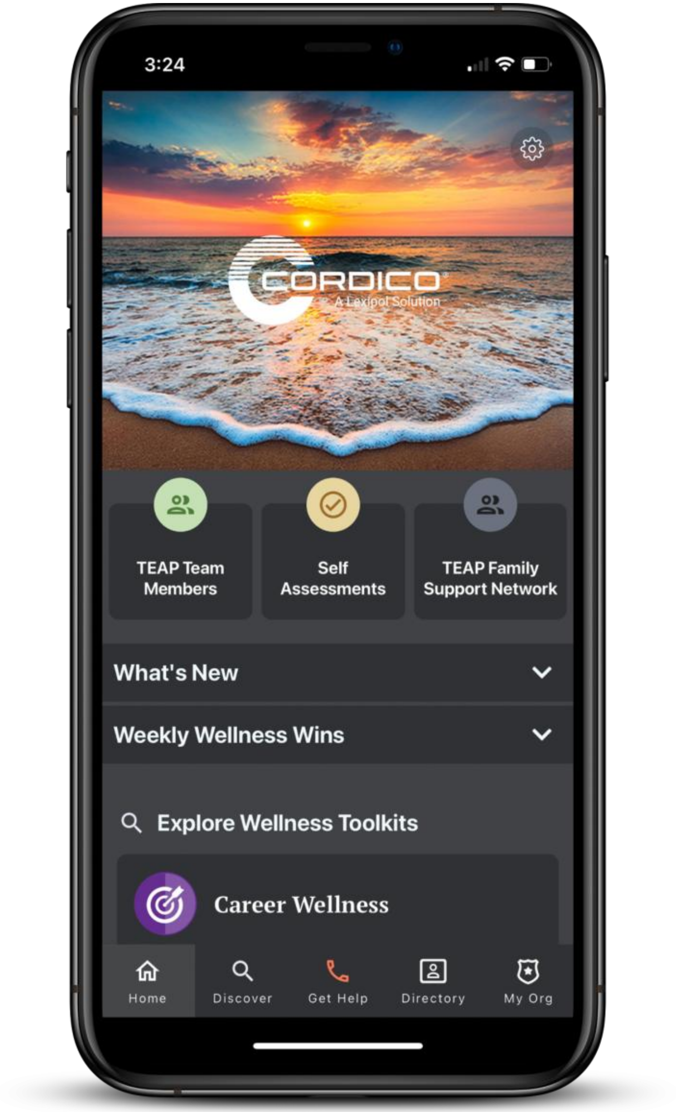
Customize quick action contacts

Utilizing Group Settings will allow you to customize what two quick action contact buttons appear on the Home tab of your app.

1. Navigate to Content, then Contacts
2. Click Group Settings
3. Rearrange the contact groups by clicking and holding the icon in the sort column and dragging the row up or down

The top Contact Group will appear on the left quick action button of your home screen and the second will appear on the right.

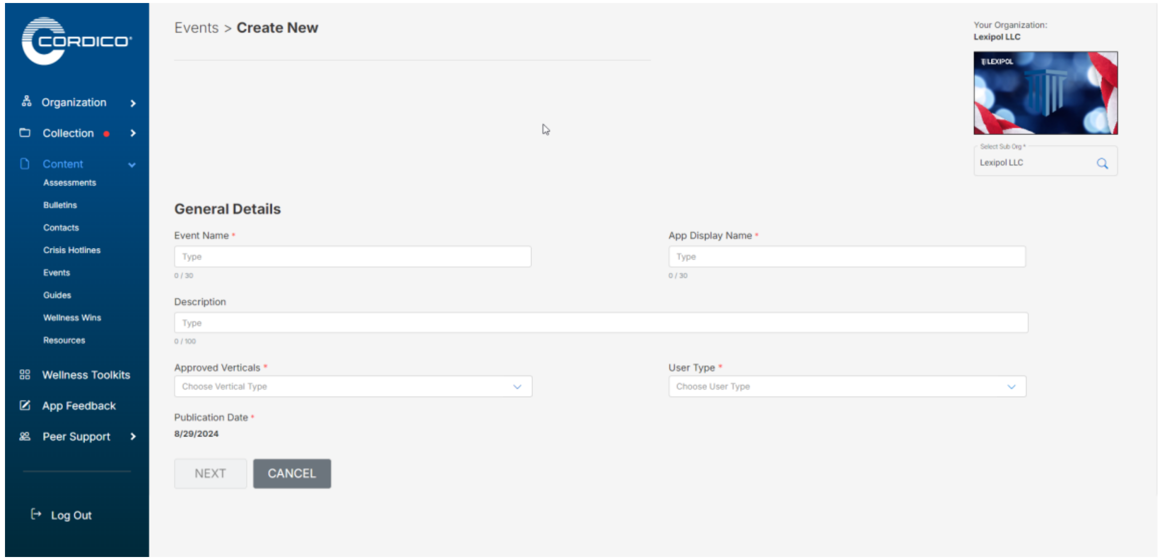
	ID	Contact Group
≡	24	TEAP Team Members
≡	21	TEAP Family Support Network



Add an event to the calendar

The Events tab is great for bringing awareness to upcoming functions and trainings. We recommend using it to remind users of trainings and other Wellness events your organization is hosting.

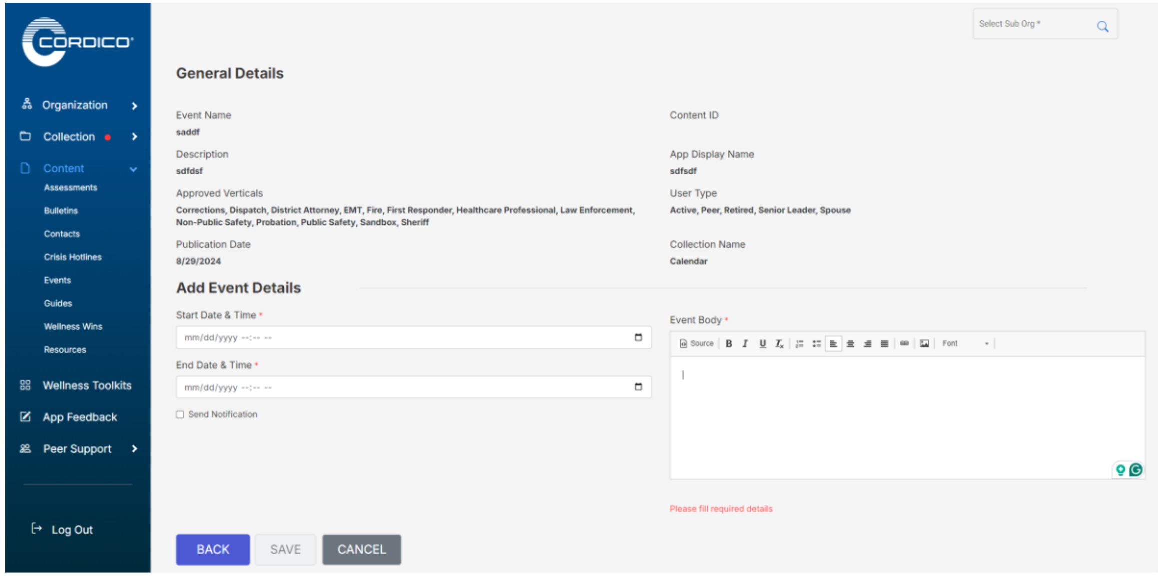
1. Click **Events** in the Content section on the left side menu
2. Select **+ Create New Content**
3. Fill in your event details and select next
4. Add the **date** and **time** as well as information about your event
    - The time is based on **your** local time, so events in other time zones will need to be scheduled accordingly.



Add an event to the calendar

5. *If you want to send a notification about this event (either now or in the future) select the box next to Send Notification and add the details*
   - *You may send standard notifications or alter the notification's message with a custom notification.*

6. Your event will be **automatically added to the calendar**, and you can view your event in:
   - The Collection → Calendar section of your wellness console
   - In the mobile and web app under Department → Events

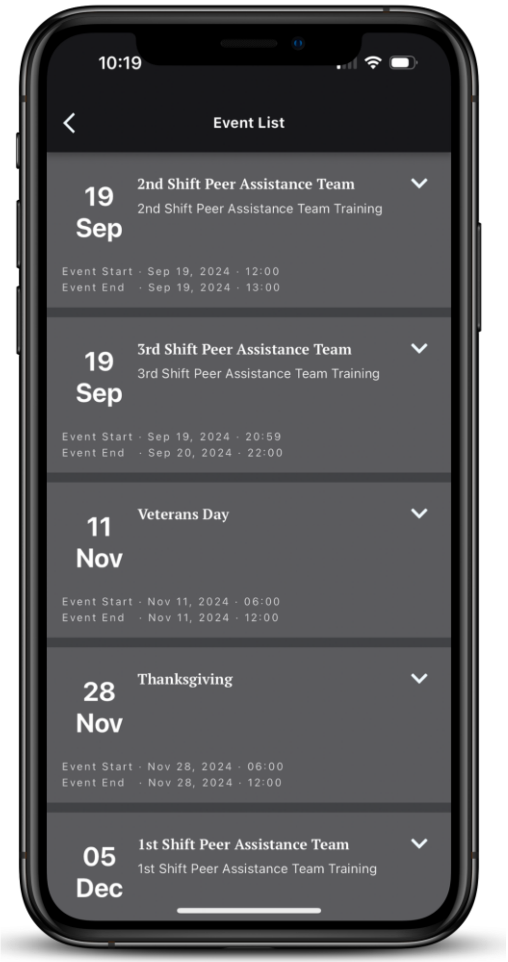


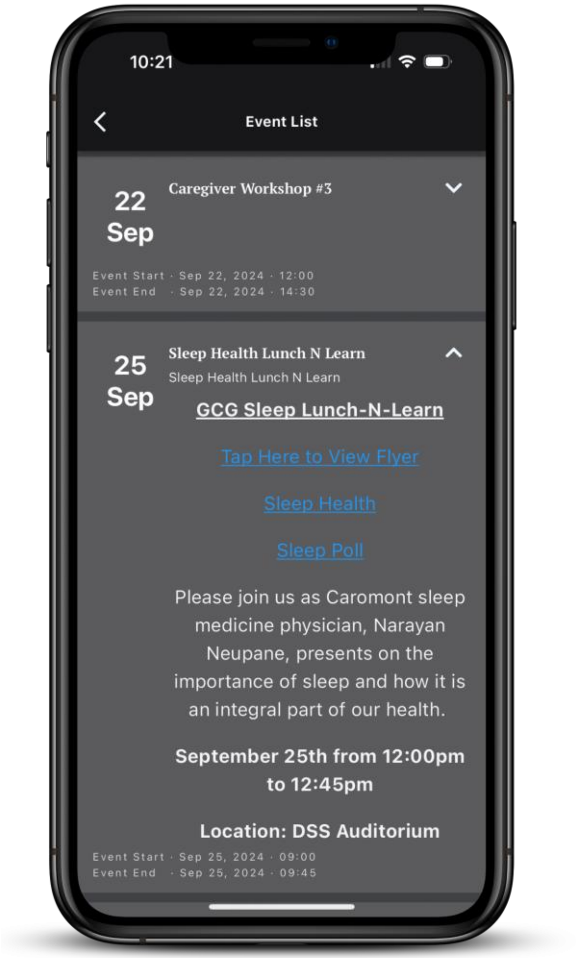
To edit or delete an existing event, click Events in the Content section on the left side menu. Search for the existing event name. Once selected, you can **Modify** or **Delete** the event.

Utilizing events

Events are a great way to make use of the calendar feature in your app and bring attention to upcoming events in your organization or community. Common examples of events include:

- Coffee with a Cop
- Range Days
- Wellness Events
- Food Drives
- Toy Drives
- Career Fairs
- Webinars
- Walk & Run Events
- Workshops



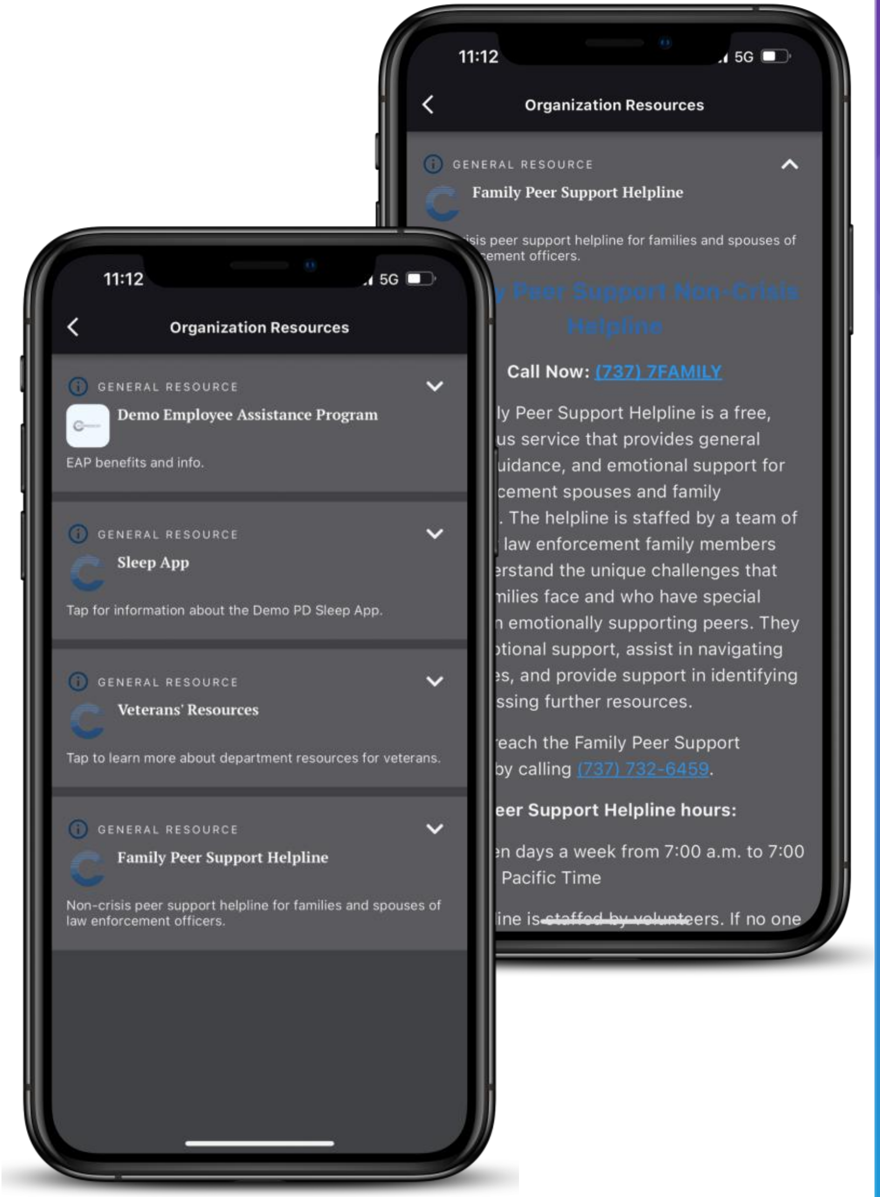


Customize your resources

Resource Management within the Wellness Console is designed to enhance the efficiency and customization of how you share wellness resources with your personnel.

How to Leverage This Tool:

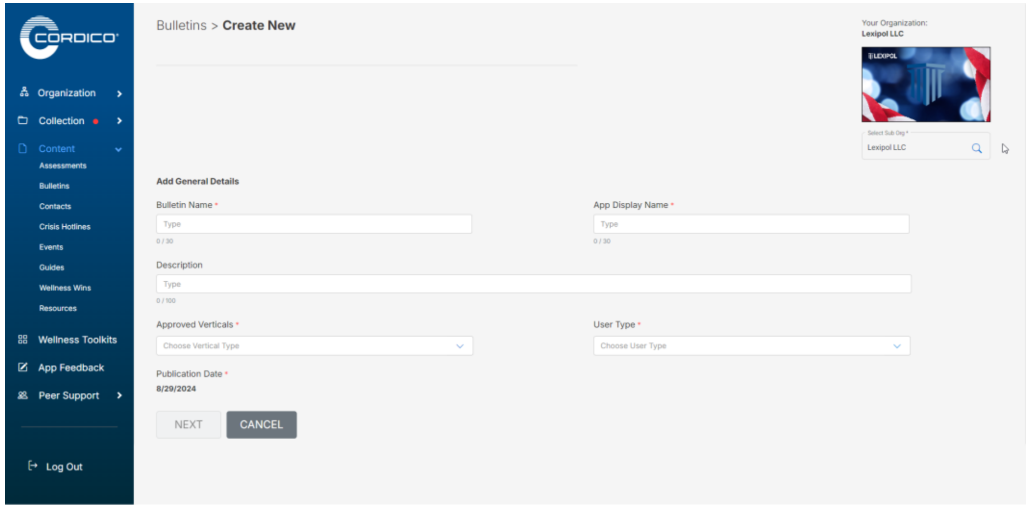
- Share essential links, including shift schedules, CAD/dispatch systems, HR/timecard submissions, and agency policies.
- Offer support tools, such as veteran resources and department workouts, to enhance well-being.
- Honor the fallen with an 'In Memoriam' section, paying tribute to those who have made the ultimate sacrifice.



Create a bulletin

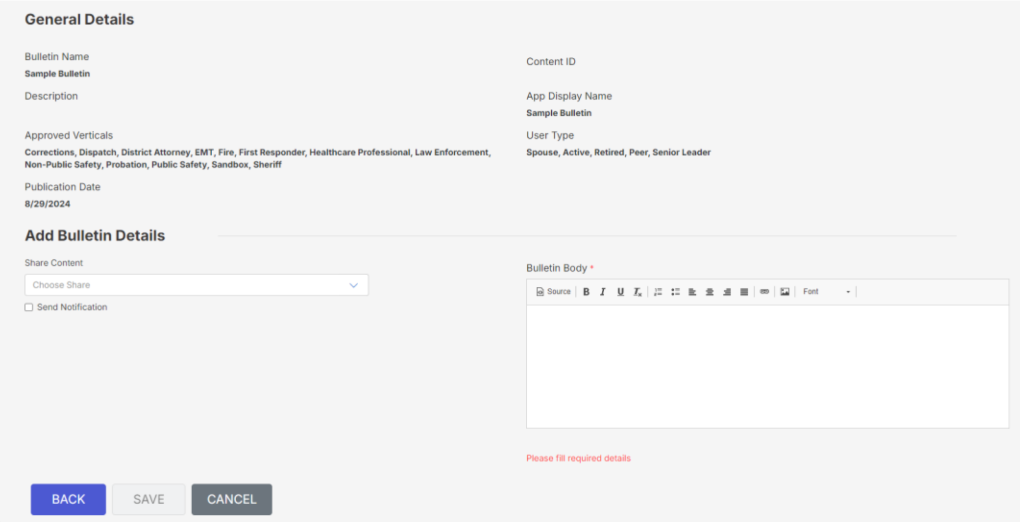
Bulletins are a great way to bring attention to new programs, communicate with the department, and post long-term messages to your users.

1. Click **Bulletins** in the Content section on the left side menu
2. Select **+ Create New Bulletin**
3. **Add General Details** and click next
4. Bulletin name is the name you will see in the Wellness Console in the list of bulletins created, whereas App Display Name is what app users will see
   - Use the verticals and user type dropdowns to select who should see this bulletin
   - *We recommend selecting "**All**" for the Approved Verticals*



Create a bulletin

5. Use the **Bulletin Body** section to add information
    - If you want to send a notification about this bulletin (either now or in the future), select the box next to Send Notification and add the details. A standard notification will include the information you see, or you can select custom to create your own notification.
6. Save the bulletin. It will be **automatically added** and you can view your bulletin in:
    - The Collection → Bulletin List section of your Wellness Console
    - In the mobile and web app under Department → Bulletins



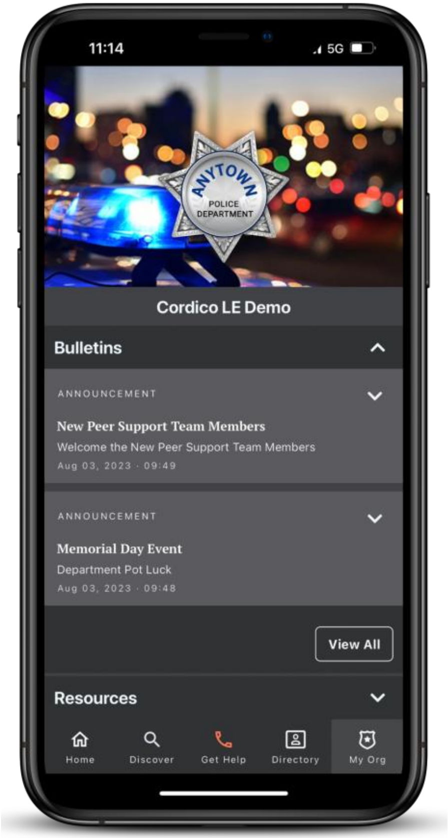
To edit or delete an existing bulletin, click Bulletin in the Content section on the left side menu. Search for the existing bulletin name. Once selected, you can **Modify** or **Delete** the bulletin.

If you wish to reformat the posted text, please reach out to your Customer Success Manager who can assist you.

Bulletin examples

The most common bulletins are welcome messages. This can be from your leadership team, program funder, or wellness team members in the form of a written or video message. Additional examples can be found below:

- Financial Fitness Flyers
- Registration Links for Events
- Podcasts
- Updates to existing programs, policies, or procedures
- Wellness Challenges
- Fitness Challenges
- Suicide Awareness
- Recognition of Promotions
- Monthly National Wellness Topics



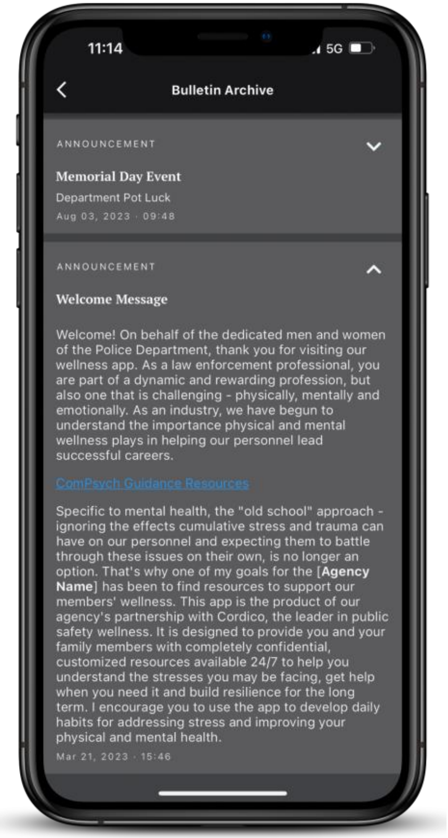


Photo resizing

Resources, Contacts, and Hotlines are required to have images. Please follow the steps below to resize your images based on the image size requirements graph on the right. *Placeholder images can be found in the next slide.*

If you do not have an existing tool or application to resize your images, follow the steps below using the free Adobe Image Resizer online. Please keep in mind this is a third-party tool and should be used at your own discretion. Additional information can be found in the Adobe Terms of Use and Privacy Policy.

1. Open the Adobe Image Resizer
2. Select Upload your photo and choose the corresponding image file you wish to resize
3. Under Aspect Ratio, select Custom
4. Change the smallest number from the width and height to the corresponding content requirement in the table to the right.
5. If the width and height are not the same size, click the lock button and enter the corresponding width or height for your corresponding content requirement in the table to the right.
6. You can now click and drag the image around to center it as needed. Once the image is to your liking, select Download.

   The file will now be saved in your downloads on your device and can be uploaded into the console.

Image Size Requirements		
Content Type	Width	Height
Contacts	250px	250px
Hotlines	250px	250px
Resources	300px	300px

Placeholder Images

When adding new Contacts, Resources, and Hotlines, it is best to have a unique image that is directly associated with that content. I.E., a profile image for a contact or an organization logo for a resource or hotline. If you cannot locate a related image, you can visit the link below for pre-sized images based on the content type.

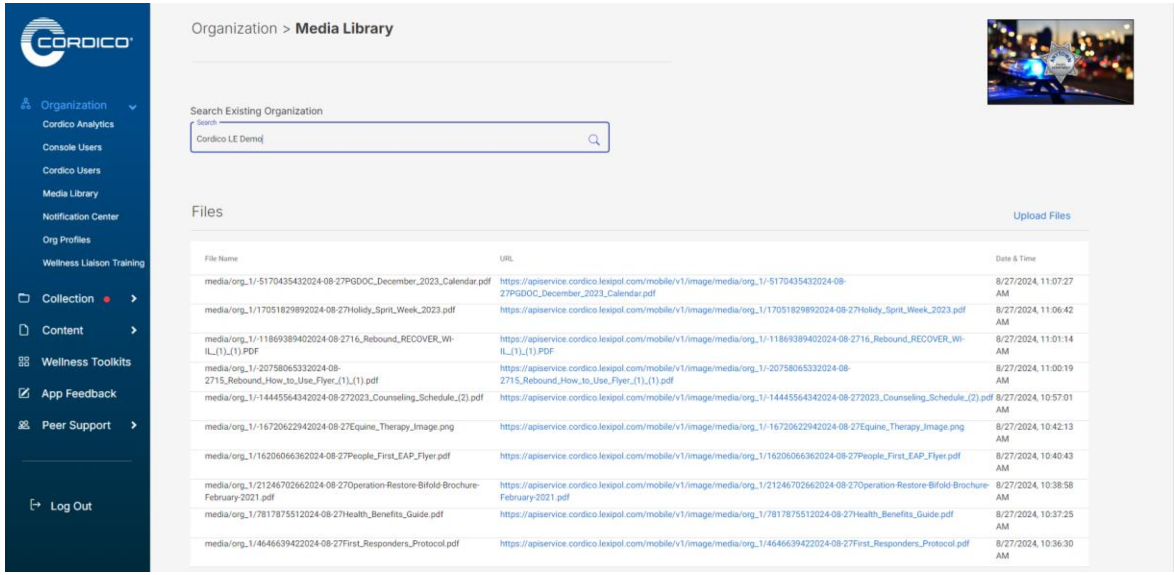
[Placeholder Images]

Password: Wellness1

How to upload images and PDFs

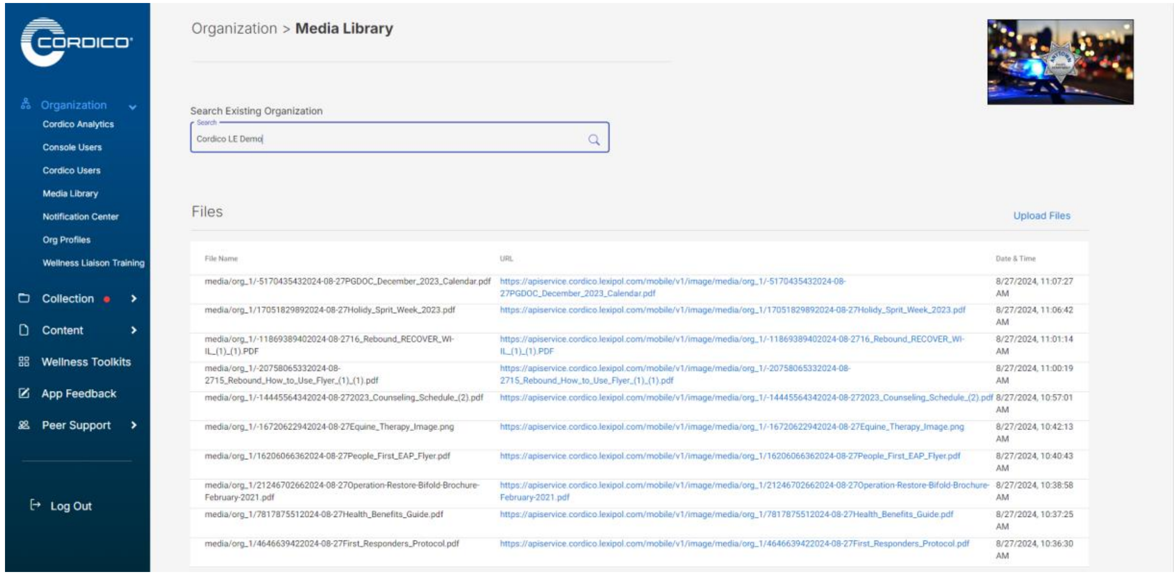
In order to add images or PDF's to a Resource, Bulletin, or Event, you need to upload the files into the Media Library.

1. Go to Organization > Media (*Make sure to rename the file appropriately to describe the media* ***i.e.*** *AgencyNameEAP*)
2. Click Upload Files, Select the file and click Open
3. Copy the URL ***(When uploading multiple files, we recommend pasting the URLs onto a separate document for ease of use)***
4. Create/Edit the Content Body you wish to add the media to
5. To embed an image in the resource body:
    - Select Image in the toolbar on the top right of the Body
    - Paste the media URL into the URL field
    - Change the highest number between Width and Height to 200 and select OK



How to upload images and PDFs

6. To add a PDF in the resource body: ***(PDF's are not embeddable in the resource body but you can link text to the PDF)***
   - For EAP Flyers, add the text "Tap here to view EAP Flyer"
   - Highlight the text, select Link in the top toolbar and Paste the PDF URL into the URL field. Click OK and hit save.
7. Be sure to add the content to its corresponding collection if not already done.



When should I upload an image?

Common use for uploading images and PDFs to the media library include infographics, linking to EAP PDFs, event flyers, and more. Below are some examples for when you may want to embed an image or link a PDF in the Media Library.

- Announcement Letters
- Event Flyers
- Workout Visual Aids
- Department Logo
- Signatures
- QR Codes
- Contact/Biography Images

Have additional questions?

Contact your customer success manager - they are here to help!

Troy Liquin, Customer Success Lead – Wellness
469-731-0821, tliquin@lexipol.com
Schedule an appointment

Lisa Harrell, Customer Success Manager – Wellness
469-731-0822, lharrell@lexipol.com
Schedule an appointment

Zoe Parks, Customer Success Manager – Wellness
469-314-2926, zparks@lexipol.com
Schedule an appointment

Ready to get started? Visit:
https://wellnessconsole.cordico.com/