

meQuilibrium Program FAQs

What is resilience?

A learned, skill-based set of competencies that help an individual manage stress, bounce back from adversity, and reach their full potential. Resilience includes capabilities such as the ability to control your emotions and behaviors in times of stress, being an agile problem solver, and believing in your ability to get through tough times. Individuals demonstrate resilience when they can face difficult experiences and rise above them.

What is the meQ Assessment?

The meQ Assessment is meQuilibrium's proprietary evaluation, developed by psychologists to identify your meQ Personality, thinking styles, and the areas that create the most stress for you. It measures what's helping you and what's holding you back in four dimensions: mind, body, surroundings, and connection.

Can I change my meQ Assessment answers?

No, once you have fully completed a section of the meQ Assessment, you cannot go back and change your answers. However, you will have a chance to reassess and boost your score each time you complete a skill.

Do I need to complete the meQ Assessment in one sitting?

No, you may complete the meQ Assessment on your own schedule. However, don't forget to save your answers after each session by clicking the Save and Continue button before you go.

What is the meQ Score?

The meQ Score is a measure of your resilience. It assesses the resources you have available to deal with life's challenges on a scale of 0 to 100. People tend to score between 50 and 70 on a scale of 100. Don't worry if your score is lower than you expected--it just means you have a lot going on. Your meQ Score can change, rising as you complete skills, adopt new healthy habits, and boost your resilience.

What are the meQ dimensions?

Your meQ Assessment measures your resilience in four key dimensions:

- **Mind:** your emotional health and thinking styles
- **Surroundings:** your interaction with the world, personal relationships, problem-solving style, time management, and physical environment
- **Connection:** your relationship with the world and the things that matter the most to you
- **Body:** the two-way relationship between your physical wellbeing and stress

What are resilience factors?

The 18 traits developed by meQuilibrium that define resilience. Examples include: self-confidence, body image, support of family, worrying, motivation, and optimism. Based on the results of your assessment and work in the program, meQ determines how each factor contributes to your resilience profile. Each is shown as either a "lift" or a "drag" depending on whether it's working in your favor or against you. The factors are the basis on which we build your personalized program.

What are Emotion Radars?

Our habitual ways of scanning for clues about what's happening to and around us in the world. Because we are wired to default to negative emotions first, we will scan for one of the seven primary negative emotions: anger, anxiety, frustration, sadness, guilt, embarrassment, and shame. For example, an anxiety radar will scan for a future threat and an anger radar will scan for a violation of rights.

What is a Thinking Trap?

Habitual and often inaccurate thought patterns that make our problems seem worse than they actually are.

What is My meQ?

My meQ is your home base. It features:

- **My Dashboard:** your meQuilibrium mission control, home of:
 - **Active Skill:** your current skill, with supporting readings and activities
 - **Activities:** your saved and recent meQ activities
 - **My Cup of Calm:** our most recent blog post
 - **How Are You Feeling Today?:** an interactive mood tracker
- **My Profile:** home of your meQ Score, meQ Personality, and resilience factors

What is Mindful Moment?

Mindful Moment is a series of quick actions available exclusively through the meQuilibrium app that will help you calm your mind and body. The goal is to create an intentional pause in your day--reducing stress and increasing mindfulness.

What is My Profile?

Your profile is a report of the findings from the meQ Assessment. It shows your meQ Score, meQ Personality, strengths, and vulnerabilities.

What are the meQ Personalities?

The five meQ Personalities; each user fits into one type, based on the assessment and the way you respond to stress. They are: Adventurer, Caretaker, Optimist, Problem Solver, and Regulator.

How do I check my progress?

There are around five reassessment questions at the end of every skill which measure your improvement at different stages of your journey. In addition, there are quarterly reassessments, typically 15 questions or less, that you will be prompted to complete via email or on the site every 90 days.

What are badges?

Badges are awarded when you complete skills. There are two types of badges: silver and gold. Complete the Learn step of each skill to earn a silver badge. Complete a set number of additional steps, made up of relevant blog posts and activities, to master the skill and earn a gold badge.

What are skills?

Skills are the foundation of the meQuilibrium program, where you build your resilience and learn new strategies for dealing with stress. Comprised of videos, workbooks, related readings, and activities, the skills are you are assigned represent a personalized program just for you, based on the results of your meQ Assessment.

How do I complete a skill?

You complete a skill by doing the minimum number of actions assigned to the skill, which is typically around four. You earn a silver badge after completing the Learn portion. Complete the set number of additional steps, made up of activities and readings, to master the skill and earn a gold badge.

Where can I find the skill I was working on?

Your active skill can be found on the My meQ page, at the top of My Dashboard.

How can I get to the next step of a skill?

Advance to the next step by clicking the Next button at the bottom of each page.

What is meQuilibrium mobile app?

The meQuilibrium mobile app is a free companion app for meQuilibrium users. You can download via the links below:

- [iPhone users, click here.](#)
- [Android users, click here.](#)

Are meQuilibrium skills available on the mobile app?

Yes, the mobile app offers access to the entire meQuilibrium program.

What is my login information for the mobile app?

Once you have established an account on meQuilibrium, you can use the same email and password to access the mobile app. If you access meQuilibrium

through your employer's benefit site, you will establish meQ credentials when you register and can then use those credentials to access the meQ app.

Do actions taken on the mobile app link to meQuilibrium.com?

Yes. All activity is accessible from both web and mobile.

What version of iPhone or Android does the mobile app support?

The meQuilibrium mobile app is supported on iOS and Android devices. The app is designed for phones but will operate on most tablets without issue. For best results, use:

- iPhone version 5 and later
- Android version 5 and later

Can I change my email address?

Yes, you can change your email address. Simply go to Settings, found in the drop down under "Hi, (your name)". Once there, you can change your email under the Account section. Be sure to follow the instructions, which include a confirmation email to your new email address. You will need to click on a link in the confirmation email to complete the change.

How can I change my password?

First, be sure you are using the correct email you use to access meQuilibrium. Then, if you have login credentials on meQuilibrium.com, you can reset your password [here](#).

Who do I contact if the above does not answer my meQuilibrium question?

If you're experiencing an issue or have a question about using meQuilibrium, you can contact us one of two ways. You can email us at support@meQuilibrium.com or give us a call at 617-600-6671.