





SUPPORTLINC EMPLOYEE ASSISTANCE PROGRAM (EAP) Services & Access Points

The following services and resources are available at no cost to IU employees, Residents, Graduate Appointees, Fellowship Recipients, and household members.

Service	Description	How to Access	Availability
Telephone Counseling	Speak to a licensed mental health clinician about personal or work-related concerns	Call 1-888-881-LINC (5462)	Unlimited 24/7/365 access
Short-Term Counseling	Up to six (6) face-to-face counseling sessions per presenting issue with a licensed mental health clinician (in person or virtually) One (1) week of text therapy = one (1) face-to-face session	In-Person Sessions: <ul style="list-style-type: none"> Call 1-888-881-LINC (5462) to schedule Video Sessions: <ul style="list-style-type: none"> Website: Enter username iu (lowercase) at SupportLinc.com and select the eConnect icon () from the access bar; OR Mobile App: Enter username iu (lowercase) in eConnect® mobile app then select <i>Counselor Connect</i> from menu Text Sessions: <ul style="list-style-type: none"> Website: Enter username iu (lowercase) at SupportLinc.com and select the Textcoach™ icon () from the access bar; OR Mobile App: Download the Textcoach™ mobile app 	In-person session availability varies by provider Secure video sessions available between 8 a.m. and 7 p.m. CST, Monday through Friday Text sessions are asynchronous—Coaches log in between 8 a.m. and 7 p.m. CST, Monday through Friday, and reply to messages
Textcoach™ (Text Therapy)	Exchange text messages, voice notes, tip sheets, videos and resource links with a licensed SupportLinc "Coach" <i>Not suitable for severe or acute conditions.</i>	<ul style="list-style-type: none"> Website: Enter username iu (lowercase) at SupportLinc.com and select the Textcoach™ icon () from the access bar; OR Mobile App: Download the Textcoach™ mobile app 	Asynchronous—Coaches log in between 8 a.m. and 7 p.m. CST, M-F, and reply to messages
Web Portal	Extensive library of articles, audio and video lessons, self-assessment tools, tip sheets, training modules, and toolkits	Enter username iu (lowercase) at SupportLinc.com	Unlimited 24/7/365 access
Animo	Self-directed modules based on Cognitive Behavioral Therapy (CBT) to help strengthen mental health and well-being	Enter username iu (lowercase) at SupportLinc.com and select <i>Animo</i> icon () from the access bar	Unlimited 24/7/365 access
Legal Services	Consultation with local attorney	Call 1-888-881-LINC (5462)	Free 30 min. consultation
Financial Services	Consultation with financial expert	Call 1-888-881-LINC (5462)	Free 30 min. consultation
Expert Referrals	Referrals to local service providers including child/elder/pet care, home repair, and more	Call 1-888-881-LINC (5462)	Unlimited 24/7/365 access
Savings Center	LifeMart discount program featuring national and local discounts on products and services	Enter username iu (lowercase) at SupportLinc.com and select <i>Savings Center</i> tile	Unlimited 24/7/365 access

The following additional services are also available at no cost to IU supervisors and managers.

Service	Description	How to Access	Availability
Manager Consultations	Expert guidance and support for IU supervisors to help address a wide variety of concerns including work performance, inappropriate workplace behavior, personal concerns impacting work, difficult conversations, employee conflicts, and more	Call 1-888-881-LINC (5462)	Unlimited 24/7/365 access
Web Portal	Extensive library of articles, audio and video lessons, self-assessments, tip sheets, training modules, and toolkits for supervisors	Enter username iu (lowercase) at SupportLinc.com and select <i>Career</i> under the access bar	Unlimited 24/7/365 access
ResponseLinc (Critical Incident Response)	SupportLinc will arrange for counselors to provide on-site guidance and assistance in the event of a major change, loss, or traumatic workplace event	Contact IU Human Resources Employee Relations at hremprel@iu.edu or 812-856-1234	Available 24/7/365