






SUPPORTLINC 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 at SupportLinc.com and select the eConnect icon () from the access bar; OR Mobile App: Enter username iu in eConnect® mobile app then select <i>Counselor Connect</i> from menu Text Sessions: <ul style="list-style-type: none"> Website: Enter username iu 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 at SupportLinc.com and select the Textcoach icon () from the access bar; OR Mobile App: Download the Textcoach™ mobile app 	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 at SupportLinc.com	Unlimited 24/7/365 access
Mental Health Navigator	Complete a short survey to receive a personalized report that measures your overall wellbeing, and recommends the best care options based on your results	Enter username iu at SupportLinc.com and select the <i>Navigator</i> icon () from the access bar	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 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
Wellbeing Place Blog	Articles, tips and healthy recipes to help you improve your overall wellbeing	Enter username iu at SupportLinc.com and select the <i>Wellbeing Place</i> tile	Unlimited 24/7/365 access
Savings Center	LifeMart discount program featuring national and local discounts on products and services	Enter username iu at SupportLinc.com and select the <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
Critical Incident Response	SupportLinc will arrange for counselors to provide on-site or virtual support in a group session in the event of a major change, loss, or traumatic workplace event	Submit the online request form . If there is an urgent need for Critical Incident Response services, contact AskHR immediately at 812-855-6709 or askhr@iu.edu .	A representative will respond to your request within 24 hours.