

Most services can be accessed by selecting the appropriate icon from the access bar at SupportLinc.com (username = **iu**):



Service	Description	How to Access	Availability
In-the-Moment Telephone Counseling	Speak to a licensed mental health clinician about personal or work-related concerns	Phone: Call 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: • Phone: Call 888-881-LINC (5462) to schedule Video Sessions: • Website: Select <i>eConnect</i> icon from access bar; or • Mobile App: Select <i>Counselor Connect</i> from menu Text Sessions: • Website: Select <i>Textcoach</i> icon from 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
Web Portal	Extensive library of articles, audio and video lessons, self-assessment tools, tip sheets, training modules, and toolkits	Website: Enter username iu at SupportLinc.com	Unlimited 24/7/365 access
Textcoach™	Exchange text messages, voice notes, tip sheets, videos and resource links with a licensed SupportLinc Coach. Not suitable for severe or acute conditions.	Website: Select <i>Textcoach</i> icon from 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
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	Website: Select <i>Navigator</i> icon from access bar	Unlimited 24/7/365 access
Virtual Support Connect	Moderated group support sessions hosted by experienced counselors and subject matter experts on a wide variety of topics such as grief, caregiver support, addiction, and more.	Website: Select <i>Digital Group Support</i> icon from access bar	Varies - visit website for a list of session topics and dates
Animo	Self-directed modules based on Cognitive Behavioral Therapy (CBT)	Website: Select <i>Animo</i> icon from access bar	Unlimited 24/7/365 access
Legal & Financial	Consultation with local attorney or financial expert	Phone: Call 888-881-LINC (5462)	Free 30 min. consultation
Expert Referrals	Referrals to local service providers including child/elder/pet care, home repair, and more	Phone: Call 888-881-LINC (5462)	Unlimited 24/7/365 access
Wellbeing Place Blog	Articles, tips and healthy recipes to help you improve your overall wellbeing	Website: 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	Website: 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	Phone: Call 888-881-LINC (5462)	Unlimited 24/7/365 access
Critical Incident Response (CIR)	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 CIR services, contact AskHR immediately at 812-855-6709 or askhr@iu.edu .	A representative will respond to your request within 24 hours.