Q: How do I schedule an appointment with an On-site EAP Consultant?

A: In order to schedule an appointment online, you’ll need to register on the scheduling portal site by creating a user ID and password. If you have already registered, you can skip to Step 2 below.

Step 1: Create an account

1. Click on the on-site custom portal link provided to you by your employer.
2. You will be prompted to create an account.

3. Enter your personal information as requested:
   a. First Name
   b. Last Name
   c. Address
   d. Email
   e. Gender
   f. Phone number
   g. Date of Birth
   h. Select the applicable “Client Type” from the drop-down menu.
   i. Create a password:
      i. Password must be a minimum of 8 characters and include one uppercase letter, one special character and one number. It is recommended to use the
combination in the following order: uppercase letter, special character and number. Example: Password@123

j. Confirm your password.

4. Once you review and accept the terms of the privacy policy for your country, you will be directed to the login screen to log in.

5. Congratulations — you’ve successfully registered on the scheduling portal site!

Step 2: Log in to your account

1. Click on the on-site custom portal link provided to you by your employer.
2. Select “log in” from the upper right-hand corner.
3. You will be prompted to log in to your account.

4. Enter your selected user name and password to log in to your account.

Step 3: Book an appointment

The “On-site Service” tab

1. Once you log in to your account, you will be brought to the dashboard of services available to you.
2. Select “Book an Appointment”.

3. Select the service you are interested in (the service will highlight grey).

4. Select “Next”.
The “My Details” tab

1. You will be prompted to enter your personal and contact information, such as name, phone number, address, email, etc.
2. Click “Permission to leave message” if you are comfortable with a provider leaving a confidential message in your voicemail box.
3. We will be asking some additional information to better understand your situation. Answer these questions to the best of your ability:
   a. Rate your level of wellbeing at the time you are scheduling the appointment on a scale from 1 to 10.
   b. Did you miss any work as a result of your issue?
   c. Assess your ability to handle stress on a scale from 1 to 10.
4. Select “Next”.
The “Appointment” tab

1. Select the appropriate office location from the drop-down menu.
2. Click on the calendar on the right side of the screen to see appointment availability.
3. Select an appointment date and time that works best for you (the appointment will highlight grey).
4. Select “Next”.

The “Finalise” tab
1. You will be asked to review all information for accuracy.
2. If you need to make corrections, click “Previous” and you will be brought to the screen where you entered all your information.
3. If everything is accurate, click “Submit”.
4. You will receive an email confirming your appointment date, time, location and provider name.

From: noreply@aeapexpert.com  <noreply@aeapexpert.com>
Sent: Thursday, June 14, 2018 5:16 PM
To: Your email address
Subject: Your appointment has been booked

Dear Your Name

Your appointment has been booked:

Provider Name:  Onsite Consultant Name
Onsite Service:  #134 In-Person Consultation @ Your Organization (0/4)
Date:   Monday July 18th, 2018
Appointment Time:   6:30 PM - 7:30 PM

Regards, Provider Portal

Q: How do I cancel an appointment?

A: Cancelling an appointment is quick and easy. Follow these steps:

1. Log in to the portal.
2. You will be brought to your dashboard.
3. Select “Cancel Session”.
4. You will be asked “Are you sure you want to cancel this session?”
5. Click “OK”.
6. Your dashboard will be updated and the appointment will be removed.
Q: How do I reschedule an appointment?

A: To reschedule an appointment, follow these steps:

1. Follow the steps to cancel an appointment.
2. Book a new appointment following the steps outlined under Step 3: Book an appointment.