



YOUR WELLBEING PARTNER

Appointment Hub

A self-service booking portal where you can schedule and manage your EAP appointments via an online platform.



Registering for Appointment Hub

Appointment Hub is Acacia's self-service booking portal that allows clients to directly schedule and manage EAP appointments via an online platform. The Appointment Hub landing page is for new clients, with a 'sign in' option also presented for existing clients.

Existing clients are classified as any individual who has accessed services with Acacia in the past, even if they have not registered with Appointment Hub previously. Existing clients simply need to enter the email address provided on initial engagement and select 'forgot password' to finalise their Appointment Hub setup.

New clients are required to enter their associated organisation's website or domain name to verify eligibility and gain access. This is followed by qualifying questions to ensure alignment with our self-referral policy, and collection of personal details to complete user registration.

Accessing Support

From within the platform, individuals can 'select a service' to engage with. They are then prompted to answer a number of demographic questions before proceeding to appointment booking.

The appointment booking page is grouped by clinician and shows the dates and times available for clients to schedule an appointment. There are also a number of filters that allows individuals to search for professionals with specific specialities or demographics to suit their needs. Clients have the option of booking phone or video appointments, with face-to-face availability coming later this year.

On the Dashboard page, clients are presented with upcoming appointments which include the option to cancel. Entitlements, or 'cases', are also visible with information such as the remaining number of sessions available for each service as well as appointment history. New service entitlements are accessible once 12 months have passed from the open date of your previous case.

What services can I book via Appointment Hub?

The core client services offered as part of your organisation's EAP program. This may include counselling, nutritional support, financial coaching and legal referrals.

What if I can't find a suitable appointment or clinician?

Acacia's Intake Team is always available to assist should you not find a suitable appointment. You can reach us via phone or Live Chat from within the platform.

I'm having trouble registering or signing in?

Please connect with our Intake Team who can provide guidance and assist with finalising the setup.

What time zone are the appointments in?

Appointments are presented in your local time, or the time zone associated with your browser. This avoids confusion and the need for tricky conversations.

