

Setting up your availability

This guide is part of getting set up in the new AccessEAP Professionals Hub. It covers accessing your working hours and setting them up, the main task before you can be booked. It also covers connecting your personal calendar, a simple add-on once your hours are set.

This is the last step in your first-login pack. If you haven't already, start with *Uploading Your Documents* first.

Setting your working hours

Your working hours tell the system when you're available to see clients. You'll need to set these up yourself before you can be booked, and you can change them any time.

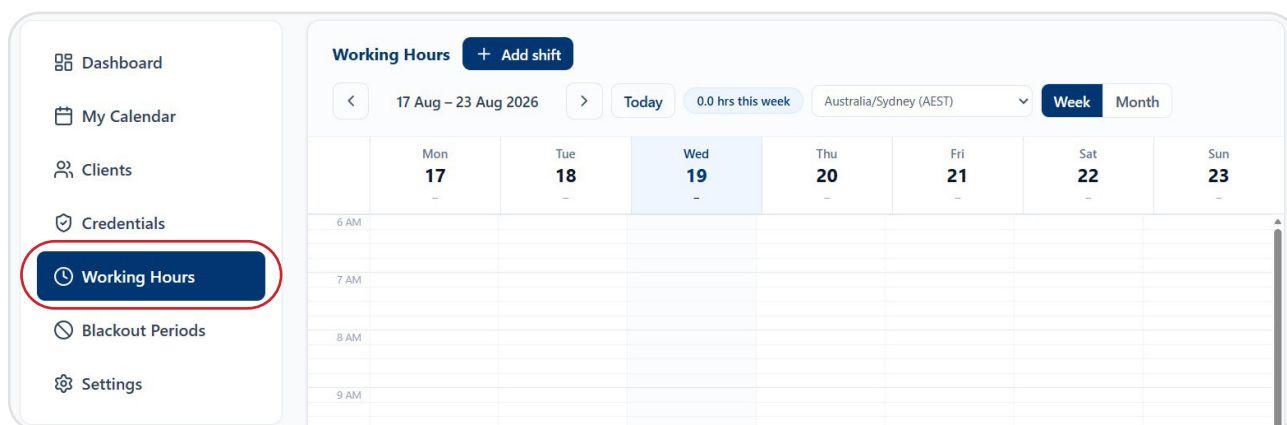
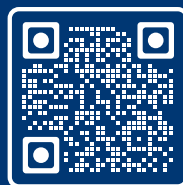
Why it's worth doing

Your availability is what lets clients book you, at the times you can actually work, without anyone phoning you. It's built to be as simple as dragging on a calendar.

If you're setting up both today, connect your calendar first (see page 5), then add your working hours. That way your true availability shows correctly from the very first day.

How to set your hours

1. Open 'Working Hours' from the left menu panel. Click and drag across the day and time you want to work, or click the '+ Add shift' button.

- In the 'Add shift' pop-up window, choose the service/s you'll offer for that time. Only services AccessEAP has enabled for you will appear.

Add shift [X]

SERVICES

EAP Counselling Coaching Onsite Support

Critical Incident Response Conflict Resolution and Mediation

- Choose the modality: video, phone, or face-to-face.
- For face-to-face, choose your service location. If you belong to a practice or clinic, you'll see it in the Service Location dropdown to select.

SERVICES

EAP Counselling Coaching Onsite Support

Critical Incident Response Conflict Resolution and Mediation

MODALITIES

Video Phone **✓ Face-to-Face**

Service location *

Practice Location 1 - 88 Queen Street, Auckland CBD

- Set the start and end time.

Service location *

Practice Location 1 - 88 Queen Street, Auckland CBD

Start time * **End time ***

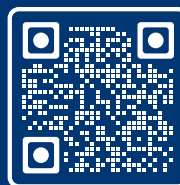
09:00 AM 10:00 AM

- You can add a recurring shift by enabling the 'Make Recurring' toggle. Once enabled, frequency settings will become visible.

09:00 AM 10:15 AM

Make Recurring

FREQUENCY



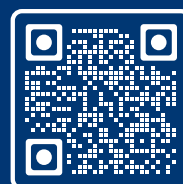
7. Select your frequency settings and click on Save. The time becomes bookable and appears on your calendar.

To change a recurring block, click it from your calendar and choose to 'edit the entire series', 'edit just this occurrence', 'skip this occurrence' to remove it for one week only, or 'delete the series' to remove it completely .

Taking leave

Blackout Periods is where you set any times you're not available, for example, when you want to take leave.

1. Open 'Blackout Periods' from the left-hand menu.
2. Select Add Period.

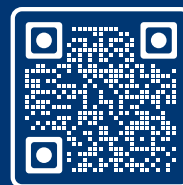


3. In the pop-up window, set the start date and time, and the end date and time.
4. Select a reason from the drop down list.

5. Select 'Add Period' to save.

Your calendar now blocks all bookings for that period. If an existing appointment falls inside a new blackout period, it's automatically declined and the client is emailed to reschedule. It's designed to protect you if you're suddenly unwell, but check your calendar before blocking out time, so you don't cancel a session you intended to keep.

You can add more than one blackout period, and you'll see all of them listed on the main Blackout Periods page. From there, you can also edit or delete any scheduled period.



Add your calendar too

Your Professionals Hub calendar already manages your AccessEAP bookings, working hours, and blackout periods, so you're covered from day one. Connecting your personal Outlook or Gmail calendar on top of this is optional, but we strongly recommend it. It's the simplest way to make sure another commitment doesn't clash with a client booking.

Why it's worth doing

Your calendar handles your AccessEAP bookings automatically. Connecting your personal calendar means we'll also see when you're busy with something outside AccessEAP, so we never offer a client a time you can't make. Connect it once and it keeps syncing from then on, there's nothing to repeat.

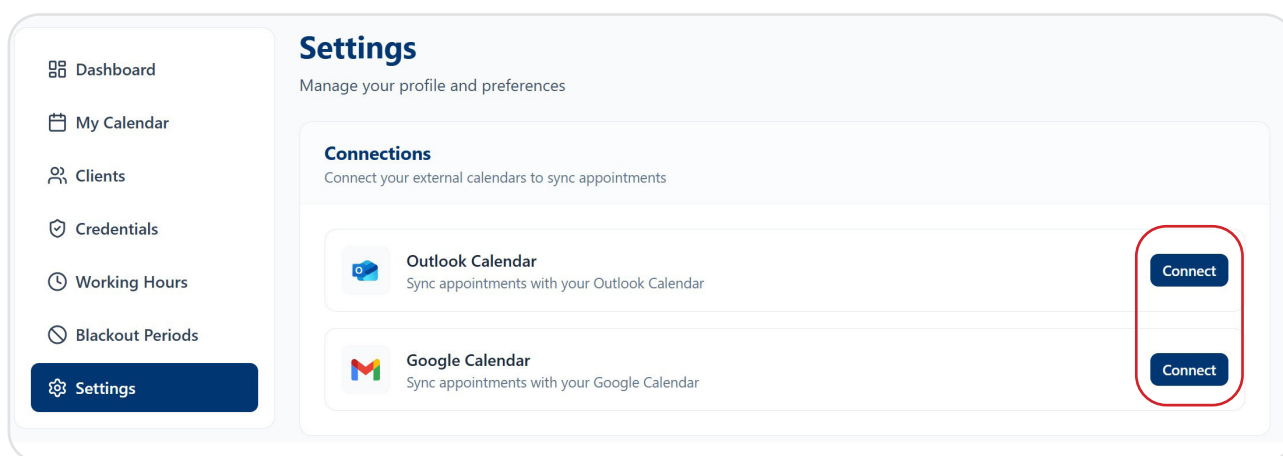
Connecting your calendar

There are two calendar types supported at this stage. You'll need one of the following:

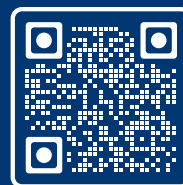
- A Microsoft Outlook or live.com calendar
- A Google (Gmail) calendar

To connect your calendar, follow the steps below:

1. Open Settings from the left-hand menu.
2. Below Connections, choose Outlook Calendar or Google Calendar, and select Connect.
3. Choose Outlook Calendar or Google Calendar, and select Connect.
4. You're connected. There's nothing further to do, it keeps syncing automatically from here.



If you cannot or would rather not connect a calendar, that's okay. Bookings still come through, it's then up to you to manage them and decline any you can't do, similar to how things work today. If you use scheduling software that doesn't sync, or don't have an Outlook or Gmail calendar, you'll manage your availability directly in the Professionals Hub, which is how many associates already work.



What happens once you're connected?

Once connected, it's always syncing, there's no need to press sync yourself. Anything already in your personal calendar during your working hours is automatically blocked out, so clients can't book you then. Bookings made through the Professionals Hub also flow out to your personal calendar, so you can see them there too. Your external appointments only ever remove availability, your AccessEAP bookings stay protected.

Common Questions

Will AccessEAP see my private appointments?

No. Your private commitments stay private, they simply block the time so we know you're not available. The purpose of sync is availability only, to check when you're free, not what you're doing.

Will clients see my calendar?

No. Clients never see your calendar or what's in it. They only see bookable times, the open slots inside your working hours. Anything else in your day simply doesn't appear.

Do bookings I accept in the Professionals Hub show up in my personal Outlook or Gmail calendar?

Yes. Once your calendar is connected, Professionals Hub bookings flow out automatically, so you can see them alongside everything else.

What if I don't have Outlook or Gmail, or use different scheduling software?

You'll manage your availability directly in the Professionals Hub, the same as many associates already do. Support for other calendar types may be added in future.

Can I disconnect my calendar later if I change my mind?

Yes. You can disconnect it at any time from your Professionals Hub settings. If you do, you'll just need to manage your availability directly in the hub from then on, the same as if you'd never connected one.

Need a hand?

You're not doing this alone. If anything is unclear, you can reach out to the Associates Support Team, by calling us or sending an email to associates@accesseap.com.au. We're happy to support you through it.



AU 1800 818 728
NZ 0800 448 805
WEB accesseap.com.au


**Better support,
easier access.**
We're here to help.
Raise a request or find
related resources.

