

Book an appointment online in 10 simple steps

The screens below are from the Converge app, but booking works exactly the same way in the online Wellbeing Portal.

Converge app

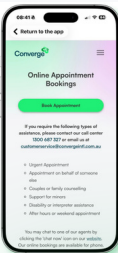
Wellbeing Portal

Phone, video or in person

01

1 Start your booking

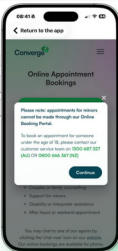
In the app, tap **Book Appointment**. In the Wellbeing Portal, sign in and select **Book Appointment** (both open the same booking portal).



02

2 Read the notice, then continue

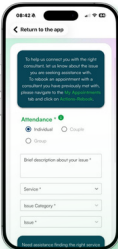
Appointments for anyone under 18 can't be made online, you'll need to call us instead. Tap **Continue** to keep going.



03

3 Tell us who the session is for

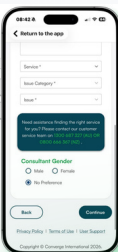
Choose **Individual**, **Couple** or **Group**, then add a brief description of what you'd like support with.



04

4 Open the Service field

Three fields shape your match: **Service**, **Issue Category** and **Issue**. Start at the top with Service.



05

5 Pick the service you need

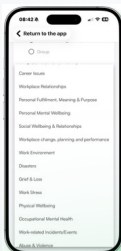
Employee Counselling, Manager Support, Career Coaching, Financial, Legal Support, the specialist services, and more. Tap **?** beside any option to see what it covers.



06

6 Choose your issue category

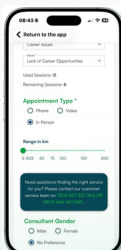
Work Stress, Grief & Loss, Workplace Relationships, Personal Mental Wellbeing and more, then pick the specific **Issue** underneath.



07

7 Choose how you'd like to meet

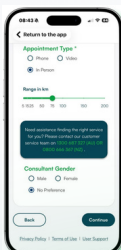
Phone, **Video** or **In Person**. Your used and remaining sessions are shown just above.



08

8 Set your preferences, then continue

For in-person sessions, set how far you're willing to travel. Choose a consultant gender or **No Preference**, then tap **Continue**.



09

9 See what's available

Today's times appear first, followed by upcoming days in your time zone. Tap **See more** for further dates.



10

10 Select a time and book

Tap the time that suits you, then tap **Book**. Your confirmation arrives with everything you need for the session.



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