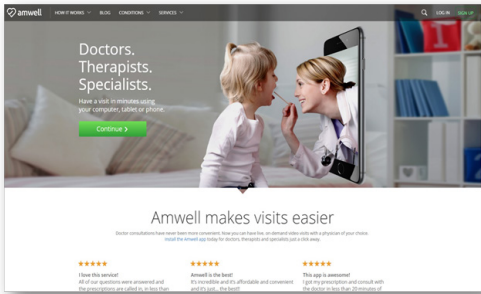
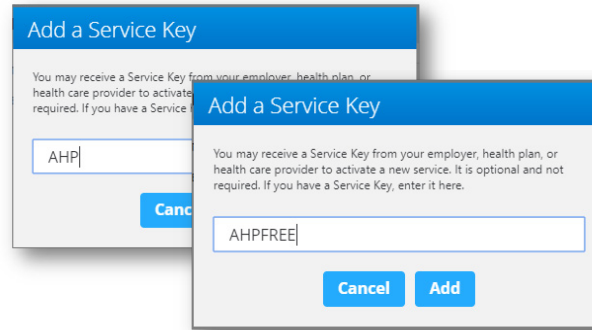


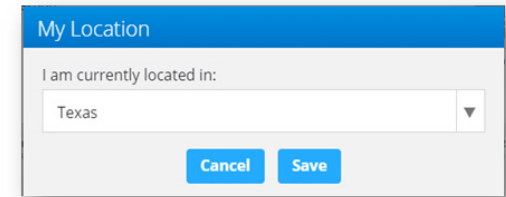
AHP Live Care User Guide



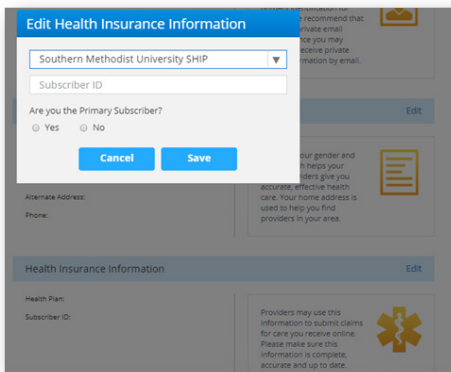
- 1 Please visit ahplivecare.com or download the AmWell mobile app. Click **Sign Up** to create an account or **Log In** if you have an account.



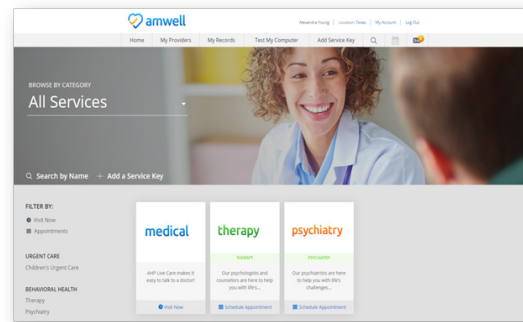
- 2 Enter the **service key** you've been assigned (**AHPFREE** if you are enrolled in SHIP or **AHP** if you are not enrolled in SHIP).



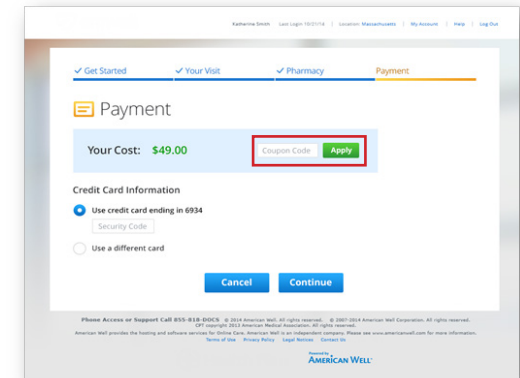
- 3 Select your **location**, as this helps us identify which care specialists are available to assist you.



- 4 Enter your **health insurance information**. SHIP Students will select school name and Non-SHIP Students will select carrier for their current insurance.



- 5 Your **landing page** will reflect all services available to you at the time of log in. Select the care applicable to your needs.



- 6 Fill out the **intake form** step-by-step. SHIP Students will enter coupon code **AHPFREE** to receive the visit free of cost.
(Use of this code by non-members is considered fraud)

What's Next?

7

Now, it's time for your appointment!

- Your provider will thoroughly review your intake form before starting your visit.
- While you wait, a brief overview surrounding telehealth will play, easing you into the care environment, making you feel right at home with telehealth.
- Your provider will take progress notes during your visit and wrap up your visit details once your visit has ended.
- A visit summary will be sent to you via a secure message, accessible any time via the secure inbox, located right on your dashboard.

