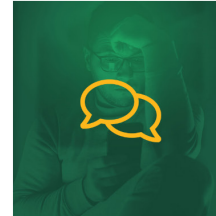


## Getting Started

Visit the Baylor Telehealth Care Hub at [baylor.academiclivecare.com](https://baylor.academiclivecare.com). Your [Home Page](#) will reflect all services available to you. Select the care applicable to your needs.

### Welcome to your Care Hub\_

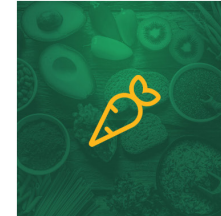
Support when you need it\_



On-demand medical care\_



Learn about nutrition\_



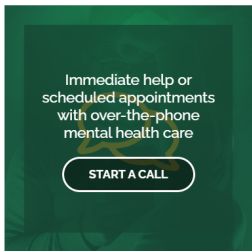
See a psychiatrist\_



To [speak with a counselor](#) immediately or schedule an online or in-person appointment, hover over the image and click 'Start a Call'.

Dial one of the three phone numbers listed based on your current location to connect with a professional.

Support when you need it\_



Get Connected with a Professional

For students within the US:

(833) 969-3998

For students outside the US:

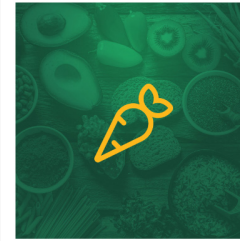
+44 20 8987-6588

For [Medical](#), [Nutrition](#), and [Psychiatry](#) care, hover over the appropriate image and click the corresponding action button to proceed.

On-demand medical care\_



Learn about nutrition\_

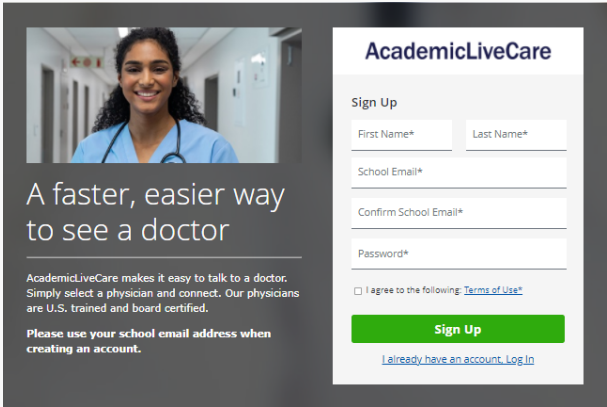


See a psychiatrist\_

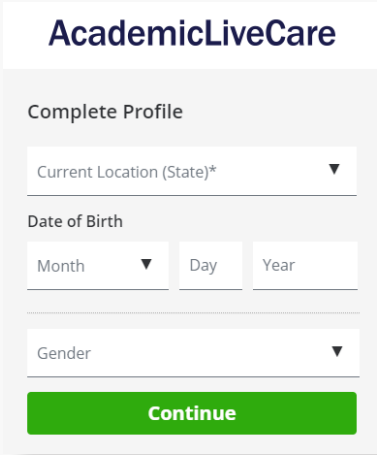


**Note:** You will be redirected to the AcademicLiveCare portal.

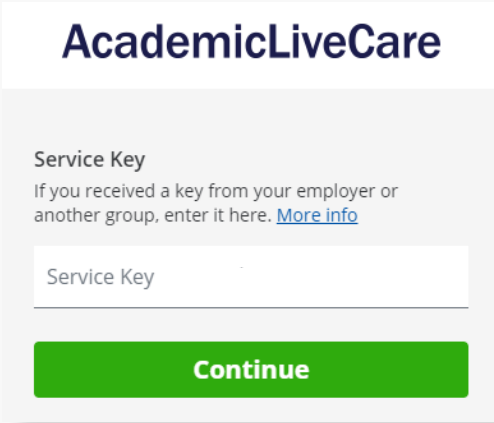
# How to Sign Up



**1** [Sign Up](#) for AcademicLiveCare using your school email address or [Log In](#) if you already have an account.

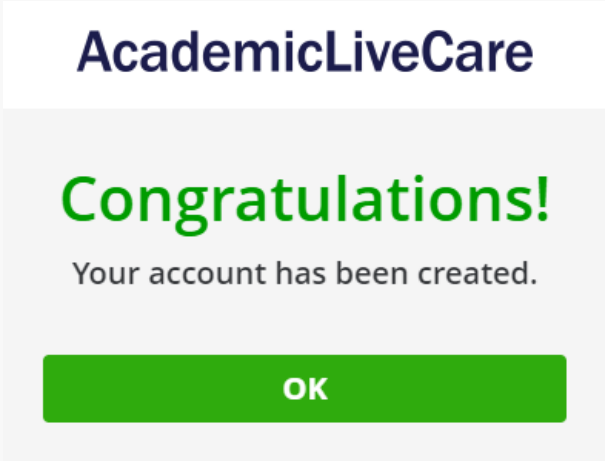
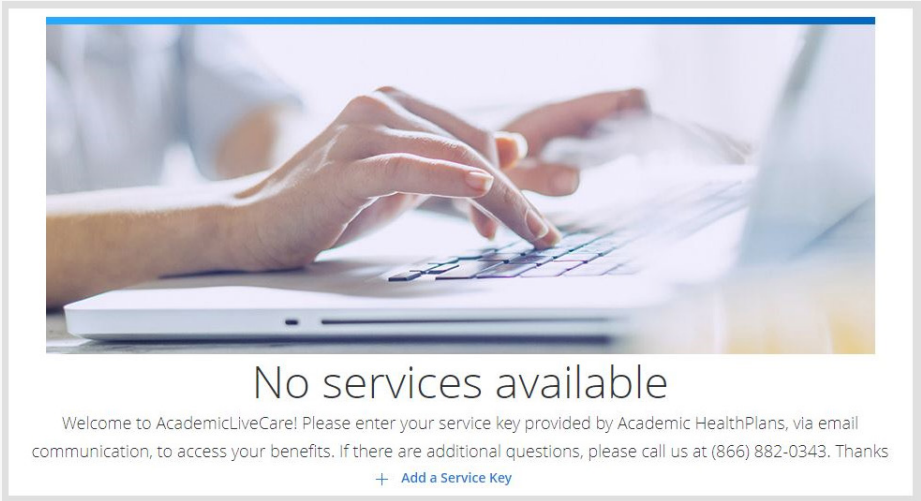


**2** Complete your profile.



**3** When prompted to enter a Service Key, enter **ALCBAYLU** and press 'Continue'.

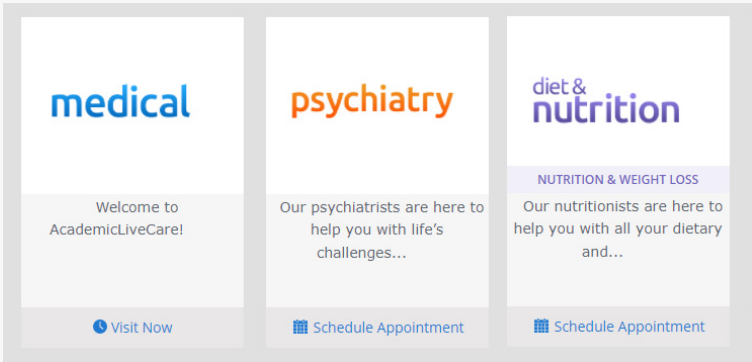
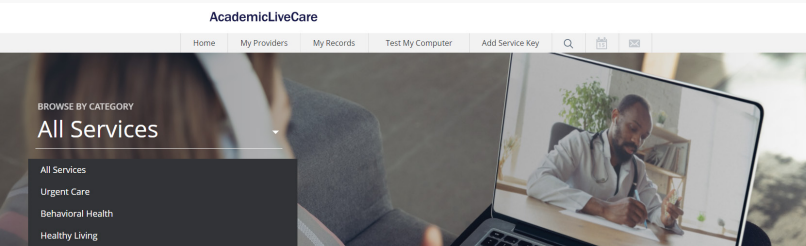
The service key unlocks all AcademicLiveCare services available to you. When a service key is not entered, an error message will appear after your sign-up is complete. If you see this message, click [Add a Service Key](#) and enter **ALCBAYLU**.



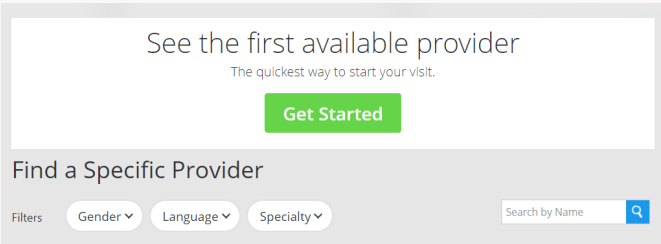
**4** Now that your account has been created, you're ready to Get Care!

# How to Get Care

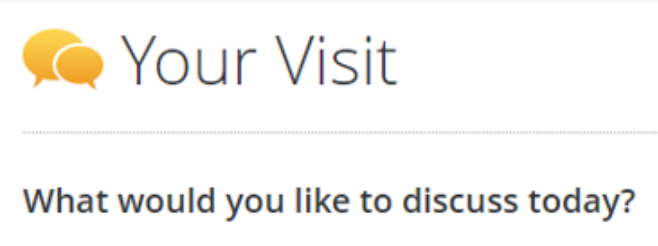
Your [Home Page](#) will reflect all services available to you.  
Select the care applicable to your needs.



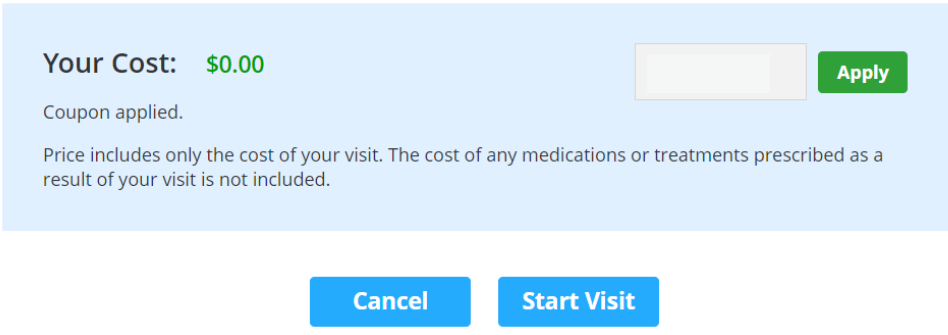
For [Medical/Urgent Care](#), click 'Get Started' to see the first available provider or find a specific provider by using the search and filter tools.



Provide details about your visit and acknowledge that you have read the Notice of Privacy Practices and agree to the Terms of Use.



On the payment screen, enter [Coupon Code ALCBAYLU](#) and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.



# How to Set Up an Appointment

For [all other care](#), schedule a virtual visit by selecting your preferred date to see a list of available providers and appointment times. Or, find a specific provider by using the search and filter tools.

### Schedule an Appointment

Choose by Date

Choose by Provider

### Find a Specific Provider

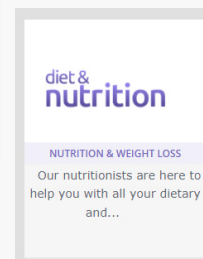
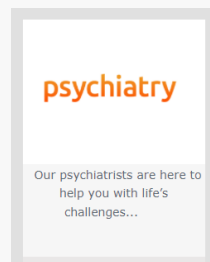
Filters

Gender

Language

Specialty

Search by Name



Review your appointment details and click [Schedule Appointment](#) to confirm your visit.

### Appointment Details

A photo of a female psychiatrist with dark hair, wearing a white lab coat and a stethoscope, smiling.

Psychiatrist  
8:00 AM CDT  
Friday, September 24, 2021

Cancel

Schedule Appointment

At the time of your appointment, right before you are connected to the provider, you will be asked to provide details about your visit.

Enter [Coupon Code ALCBAYLU](#) and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

Your Cost: **\$0.00**

Apply

Coupon applied.

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Cancel

Start Visit

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 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.