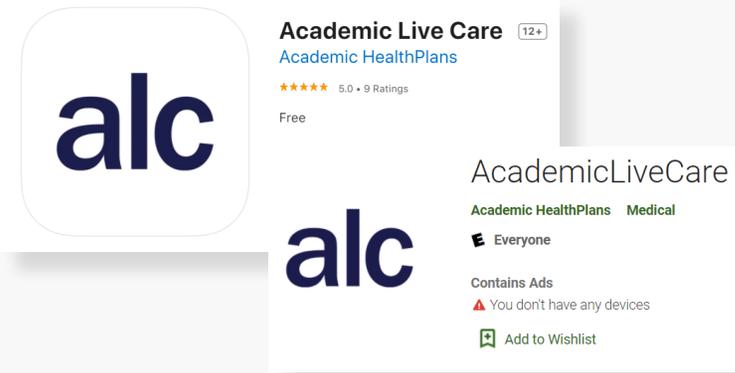
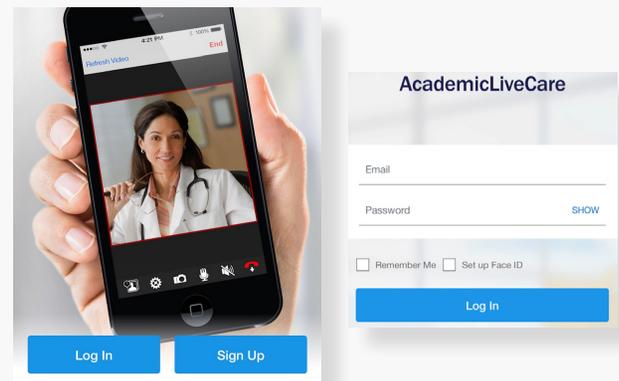


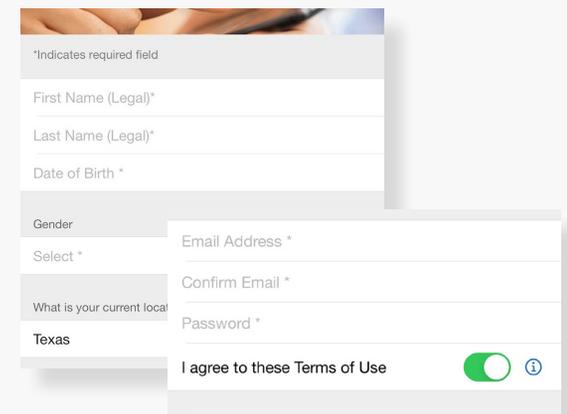
How to Sign Up



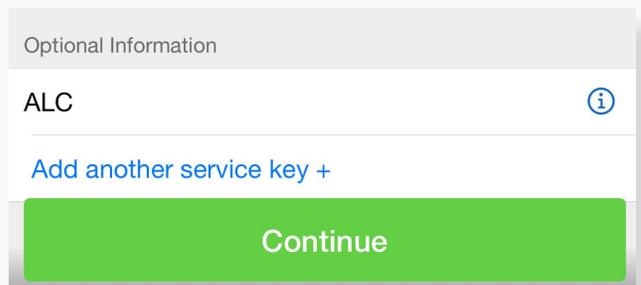
1 Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.



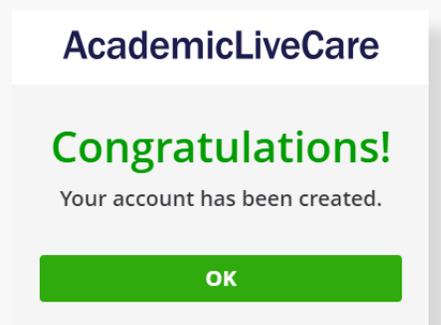
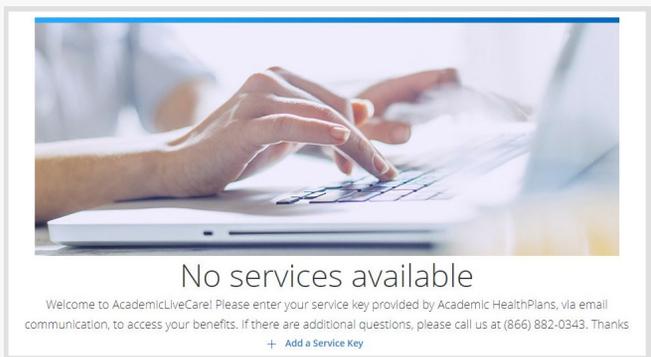
2 Sign Up for AcademicLiveCare using your school email address or Log In if you already have an account.



3 Complete your profile and agree to the Terms of Use.



4 When prompted to enter a Service Key, enter **ALC** 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 sign-up is complete. If you see this message, click [Add a Service Key](#) and enter **ALC**.



5 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.

The image shows four service category cards arranged horizontally. Each card has a title at the top, a light-colored bar in the middle with a category name, and a button at the bottom.

- medical**: Button: Visit Now
- therapy**: Button: Schedule Appointment
- psychiatry**: Button: Schedule Appointment
- diet & nutrition**: Button: Schedule Appointment

For [Medical/Urgent Care](#), see the first available provider or find a specific provider by using the search and filters tools. Once a provider is selected, the cost of the visit will be shown, however this amount will be made \$0.00 once your [Coupon Code](#) is applied.

The screenshot shows a provider selection interface. On the left, a box says "See the first available provider" with a "See Next Provider" button and a "Filter" icon. In the center, a list of providers is shown, each with a profile picture, name, title, and "Available Now" status, followed by a right-pointing arrow.

	Jennifer Marshall Family Physician Available Now	>
	Mary Jones Family Physician Available Now	>
	Martha Ballard Internist Available Now	>
	Jason Bartlett Family Physician Available Now	>

On the right, a details box shows:

- Visit Copay:** \$59.00
- Languages Spoken:** English, French
- Professional Education:** Montreal, 1990
- Years of Experience:** 32 years

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

The screenshot shows a "Get Started" form with a progress bar from "START" to "FINISH". Below the bar, it says "Please provide some details about your visit and we'll connect you with a qualified provider." At the bottom, there is a checkbox area: "I acknowledge receipt of these Notices of Privacy Practices" with a green toggle switch and an information icon.

On the payment screen, enter your [Coupon Code](#) and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider. Enrolled students will receive the school-specific Service Key and Coupon Code via email. If you are unable to locate the code via email, you can request it by calling the toll-free number listed on the Contact page of your school's student health insurance website.

The screenshot shows a payment screen with a "Cancel" button and "Payment Info" text. Below is a progress bar from "START" to "FINISH".

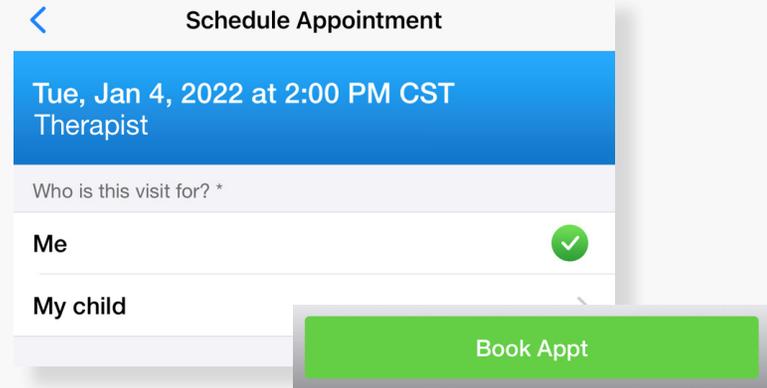
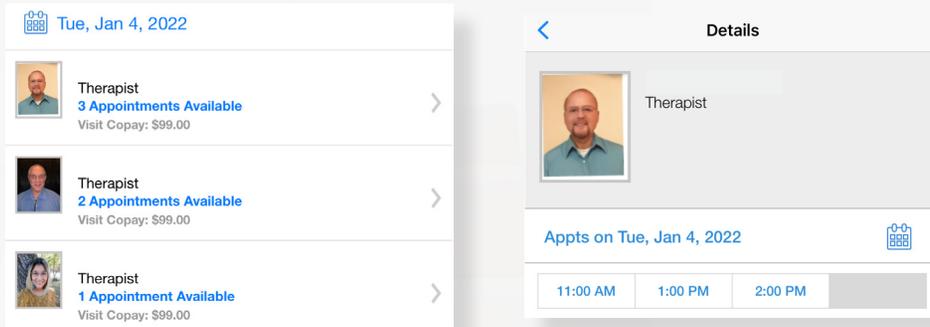
You're about to be connected with a highly qualified provider. Please enter your payment information below.

The screenshot shows a coupon application screen. It displays "Your Cost: \$0.00" in green. Below is a text input field and a green "Apply" button.

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.

How to Schedule an Appointment

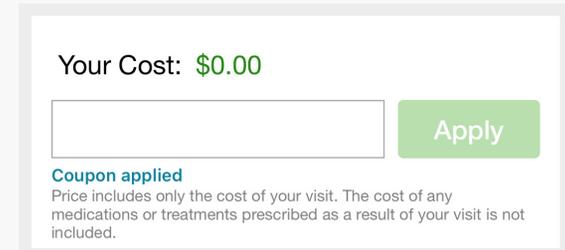
For [all other care](#), schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



Review your appointment details and click [Book Appt](#) to confirm your visit.

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 your [Coupon Code](#) and click 'Apply' to make the cost of your visit free.



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.



For support, call (866) 882-0343.

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