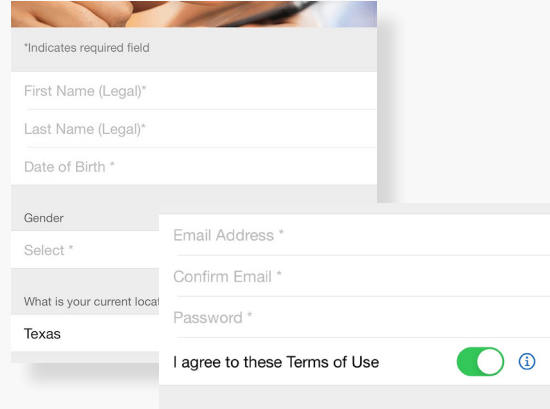
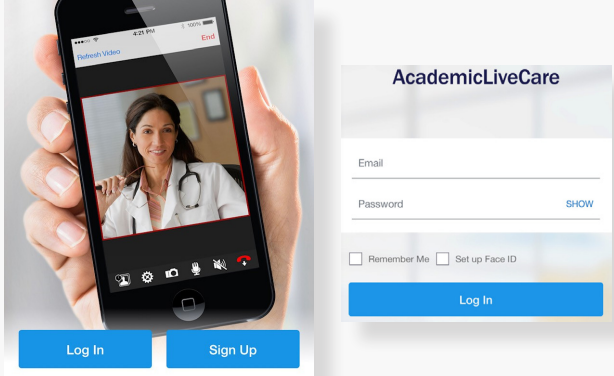
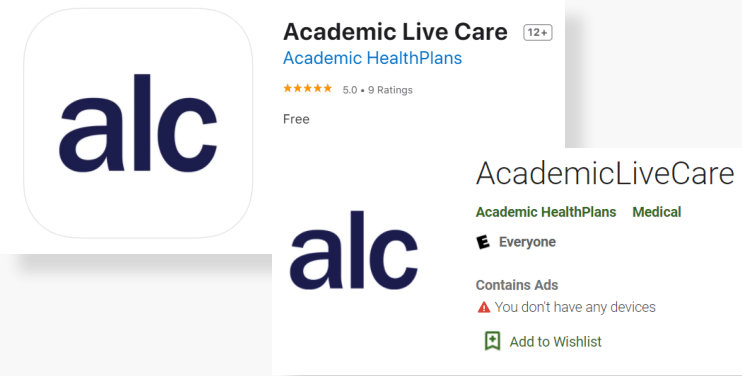


SERVICE KEY
ALC

COUPON CODE
LIVECAREMINES24

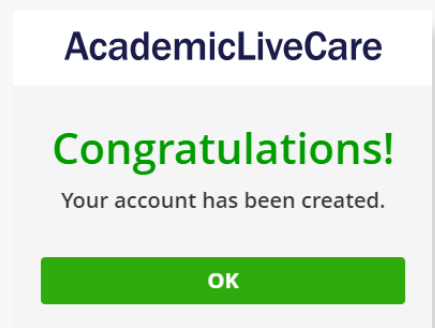
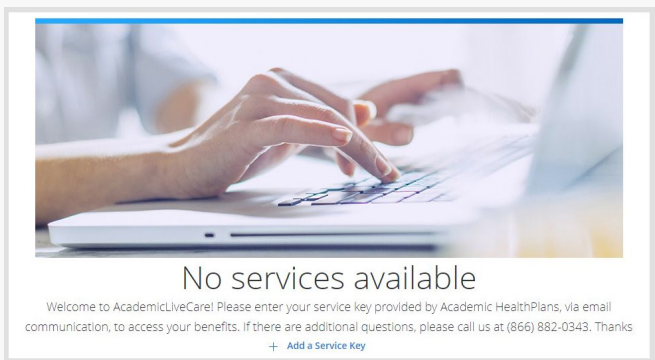
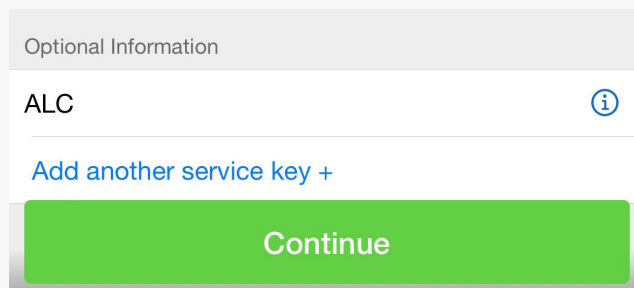
How to Sign Up



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 and a 'Schedule Appointment' button. The 'medical' card has a 'Visit Now' button. The 'therapy', 'psychiatry', and 'diet & nutrition' cards have 'Schedule Appointment' buttons.

- medical**: Visit Now
- therapy**: THERAPY, Schedule Appointment
- psychiatry**: PSYCHIATRY, Schedule Appointment
- diet & nutrition**: NUTRITION & WEIGHT LOSS, 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. On the right, a details box shows: 'Visit Copay: \$59.00', 'Languages Spoken: English, French', 'Professional Education: Montreal, 1990', and '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' progress screen. It has a back arrow on the left and a progress bar with 'START' and 'FINISH' markers. Below the progress 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 toggle switch for 'I acknowledge receipt of these Notices of Privacy Practices' which is currently turned on, and an information icon.

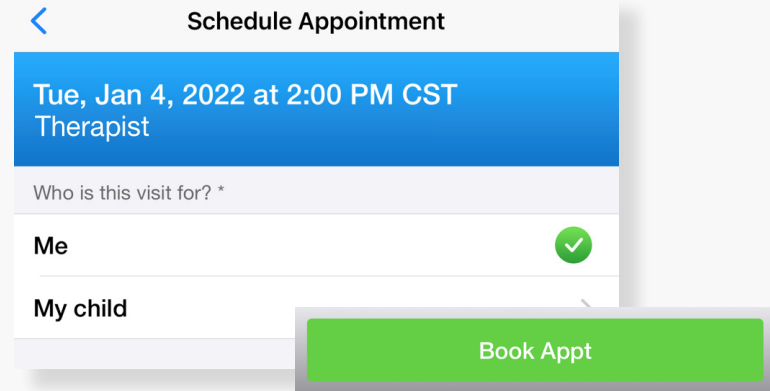
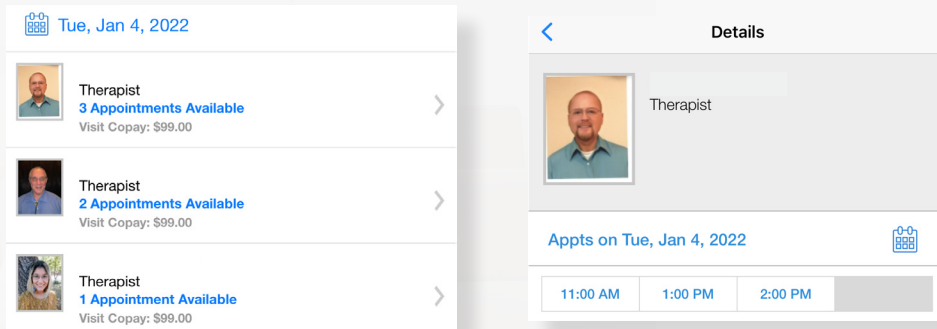
On the payment screen, enter your [Coupon Code](#) and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider. Enrolled students will receive the school-specific Service Key and Coupon Code via email. If you are unable to locate the code via email, you 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 a 'Payment Info' header. Below the header is a progress bar with 'START' and 'FINISH' markers. The progress bar is mostly blue, with the final segment highlighted in green. Below the progress bar, it says '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 this is a text input field and a green 'Apply' button. Below the input field, it says 'Coupon applied' and '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

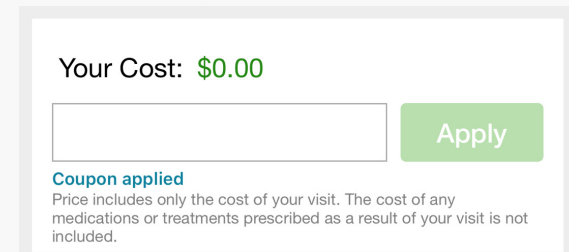
For [all other care](#), schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



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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