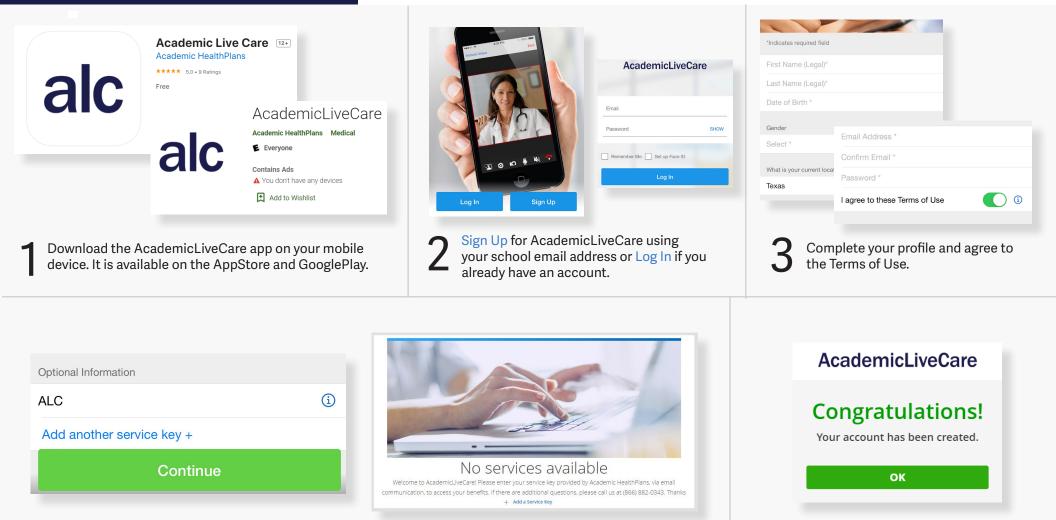
# AcademicLiveCare | Mobile User Guide

#### A Telehealth Solution for University of Colorado Boulder



## How to Sign Up



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**.

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.

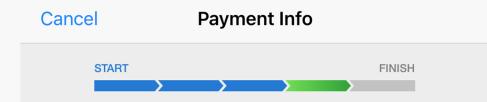


For Medical/Urgent Care, see the first available provider or find a specific provider by using the search and filters tools. Once a provider is selected, the cost of the visit will be shown, however this amount will be made \$0.00 once your Coupon Code is applied.

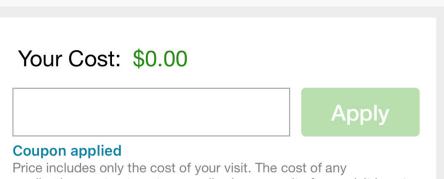
Provide details about your visit and acknowledge that you have read the Notice of Privacy Practies.

	Jennifer Marshall Family Physician		Visit Copay:	< Get Started
See the first available provider The quickest way to start your visit.	Available Now Mary Jones Family Physician		Languages Spoken:	START FINISH
See Next Provider	Available Now Martha Ballard Internist		English, French Professional Education:	Please provide some details about your visit and we'll connect you with a qualified provider.
Filter	Available Now		Years of Experience:	I acknowledge receipt of these Notices
	Available Now	•	32 years	of Privacy Practices

On the payment screen, enter Coupon Code **ALCCUB24** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.



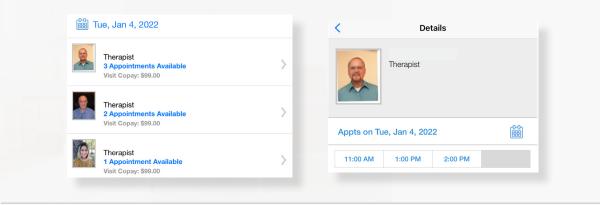
You're about to be connected with a highly qualified provider. Please enter your payment information below.



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.



Schedule App	ointment
<b>Tue, Jan 4, 2022 at 2:00</b> Therapist	PM CST
Who is this visit for? *	
Ме	$\checkmark$
My child	×
	Book Appt

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 **ALCCUB24** and click 'Apply' to make the cost of your visit free.

Your Cost: \$0.00	
	Apply
Coupon applied Price includes only the cost of your visit. The medications or treatments prescribed as a res included.	

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.

