

AcademicLiveCare | Mobile User Guide

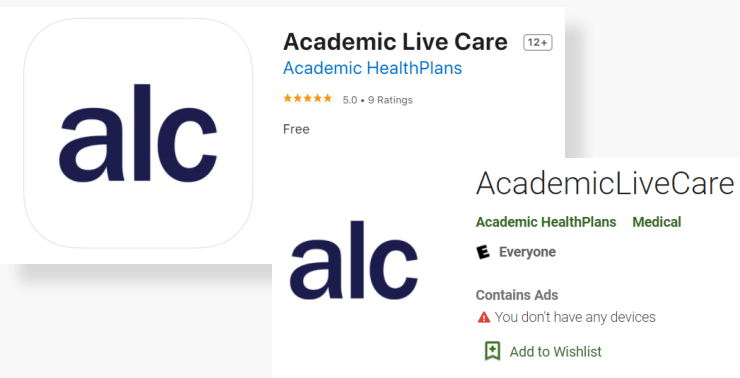
A Telehealth Solution for Hawaii Pacific University

alc

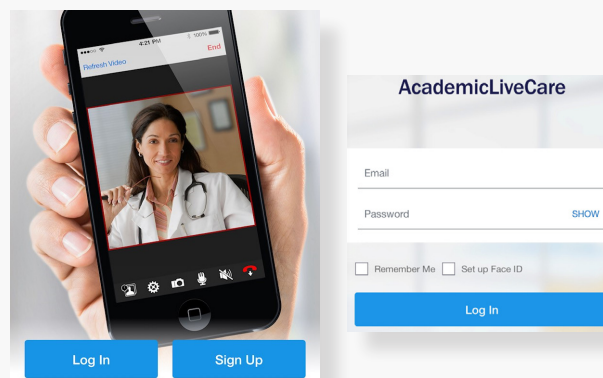
SERVICE KEY
ALC

COUPON CODE
ALCHPU24

How to Sign Up



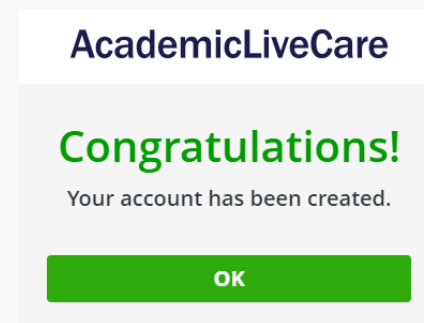
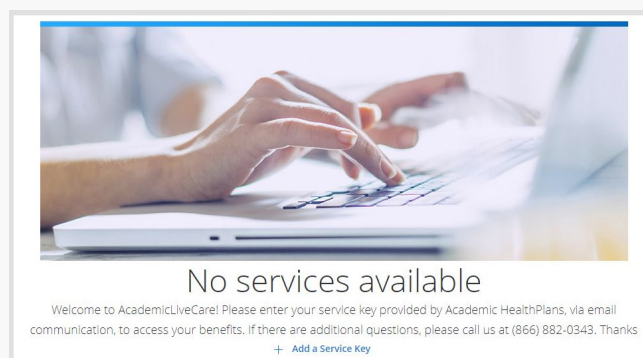
1 Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.



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

A screenshot of the AcademicLiveCare app showing the profile completion screen. The screen has a light gray background with white input fields. Fields include "First Name (Legal)*", "Last Name (Legal)*", "Date of Birth *", "Gender" (with a "Select *" dropdown), "Email Address *", "Confirm Email *", and "Password *". There is a "What is your current location?" section with "Texas" selected. At the bottom, there is a toggle switch for "I agree to these Terms of Use" which is turned on, and an information icon.

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

A screenshot of the AcademicLiveCare app showing the "Optional Information" screen. The screen has a light gray header with the text "Optional Information". Below it, there is a white box containing the text "ALC" and an information icon. Below this box is a blue link "Add another service key +". At the bottom, there is a large green button with the text "Continue".

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.

medical

Visit Now

therapy

Schedule Appointment

psychiatry

Schedule Appointment

diet & nutrition

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.

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

See the first available provider
The quickest way to start your visit.

See Next Provider

Filter

Jennifer Marshall
Family Physician
Available Now

>

Mary Jones
Family Physician
Available Now

>

Martha Ballard
Internist
Available Now

>

Jason Bartlett
Family Physician
Available Now

>

Visit Copay:
\$59.00

Languages Spoken:
English, French

Professional Education:
Montreal, 1990

Years of Experience:
32 years

<

Get Started

START

FINISH

Please provide some details about your visit and we'll connect you with a qualified provider.

I acknowledge receipt of these Notices of Privacy Practices ☒ ⓘ

On the payment screen, enter [Coupon Code](#) **ALCHPU24** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

Cancel

Payment Info

START

FINISH

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

Your Cost: \$0.00

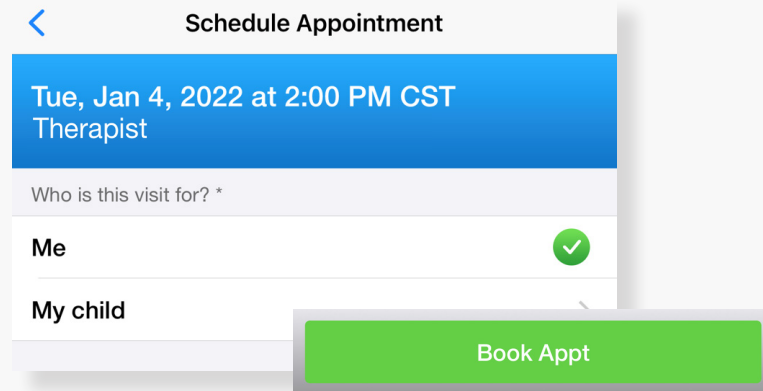
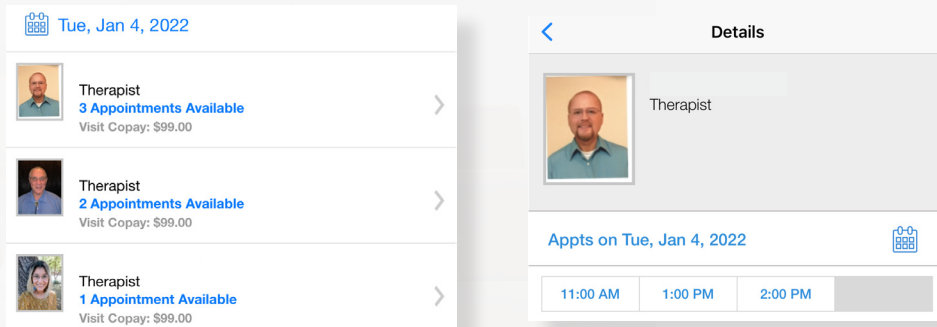
Apply

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.

How to Schedule an Appointment

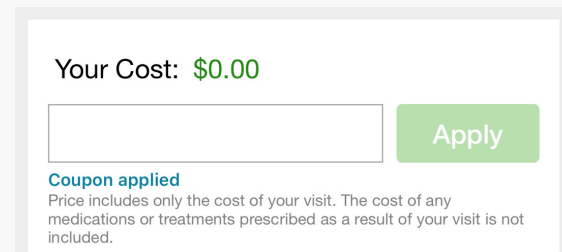
For [all other care](#), schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



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 ALCHPU24](#) 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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