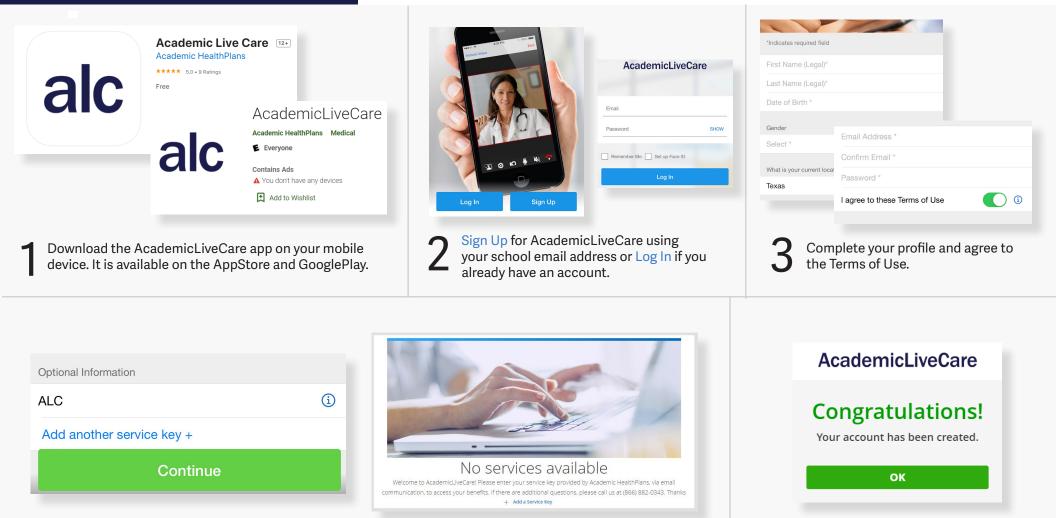
## AcademicLiveCare | Mobile User Guide

A Telehealth Solution for Midwestern University - Illinois Campus



## 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.

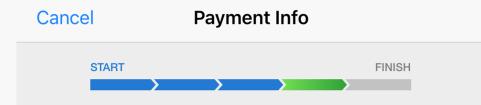


For Medical/Urgent Care, see the first available provider or find a specific provider by using the search and filters tools. Once a provider is selected, the cost of the visit will be shown, however this amount will be made \$0.00 once your Coupon Code is applied.

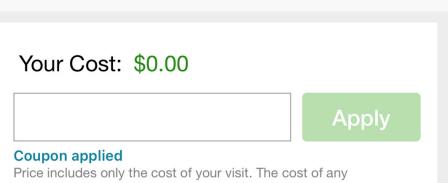
Provide details about your visit and acknowledge that you have read the Notice of Privacy Practies.

|   | Jennifer Marshall<br>Family Physician               |              | Visit Copay:                              | < Get Started   |
|---|---|--------------|---|---|
| See the first qualleble provider  | Available Now                                       | -            | \$59.00                                   | START FINISH  |
| See the first available provider<br>The quickest way to start your visit. | Mary Jones<br>Family Physician<br>Available Now     | $\mathbf{O}$ | Languages Spoken:<br>English, French      | Please provide some details about your visit and we'll connect you with a qualified provider. |
| See Next Provider   | Martha Ballard<br>Internist<br>Available Now        | $\bigcirc$   | Professional Education:<br>Montreal, 1990 | connect you with a quanned provider.  |
| Filter  | Jason Bartlett<br>Family Physician<br>Available Now | ٥            | Years of Experience:<br>32 years          | I acknowledge receipt of these Notices (1)<br>of Privacy Practices                            |
| J   | Family Physician                                    | $\mathbf{O}$ |   |   |

On the payment screen, enter Coupon Code **ALCMWUIL23** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.



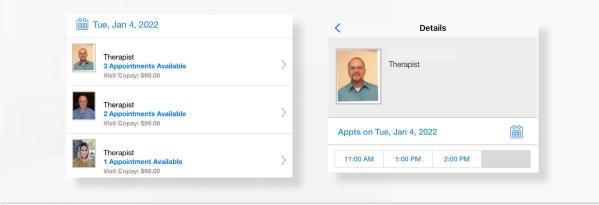
You're about to be connected with a highly qualified provider. Please enter your payment information below.



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                                  | Appointment |
|---|-------------|
| <b>Tue, Jan 4, 2022 at 2</b><br>Therapist | :00 PM CST  |
| Who is this visit for? *                  |             |
| Me  | <b>S</b>    |
| 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 **ALCMWUIL23** and click 'Apply' to make the cost of your visit free.

| Your Cost: \$0.00   |       |
|---|-------|
|   | Apply |
| Coupon applied<br>Price includes only the cost of your visit. The co<br>medications or treatments prescribed as a resu<br>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.

