

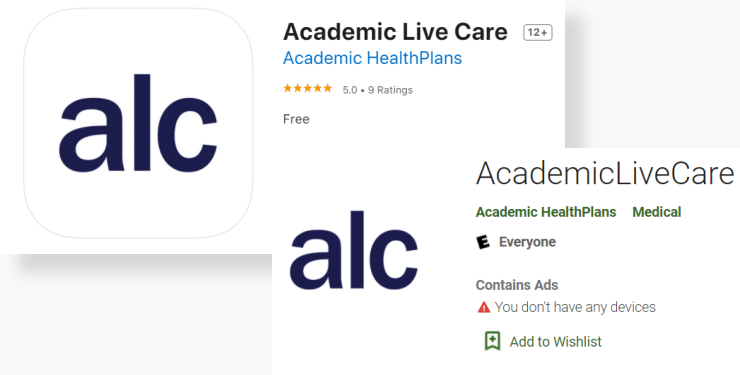
# Cowboy Care | Mobile User Guide

## A Telehealth Solution for OSU Institute of Technology Employees

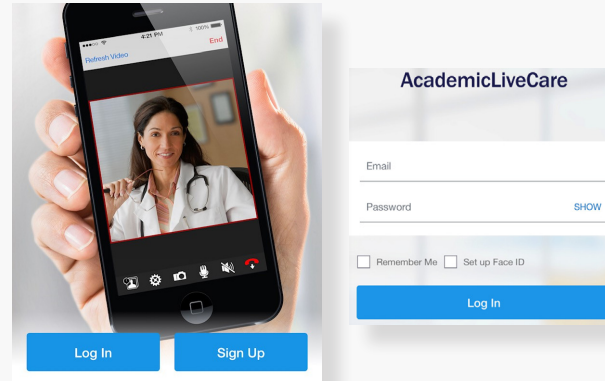
SERVICE KEY  
ALC

COUPON CODE  
OSUITEE

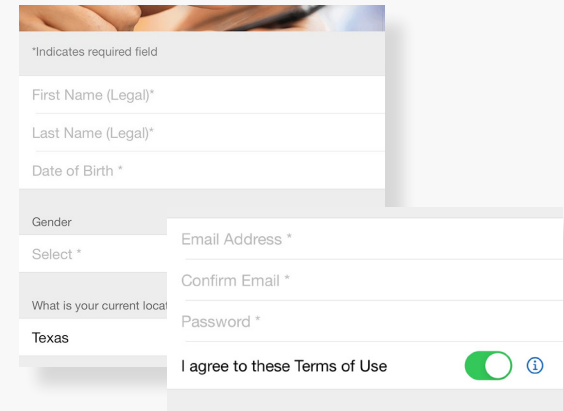
### How to Sign Up



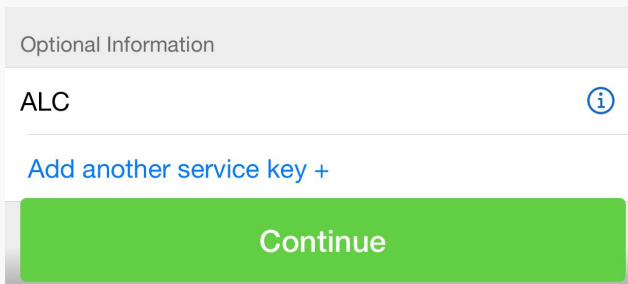
1 Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.



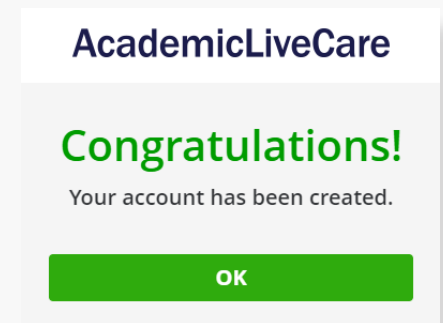
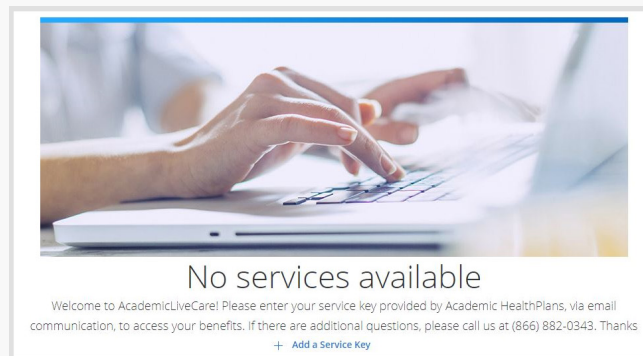
2 Sign Up for AcademicLiveCare using your work email address or Log In if you already have an account.



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.

**medical**  
Visit Now

**therapy**  
THERAPY  
Schedule Appointment

**psychiatry**  
PSYCHIATRY  
Schedule Appointment

**diet & nutrition**  
NUTRITION & WEIGHT LOSS  
Schedule Appointment

**breastfeeding support**  
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 OSUITEE](#) 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.

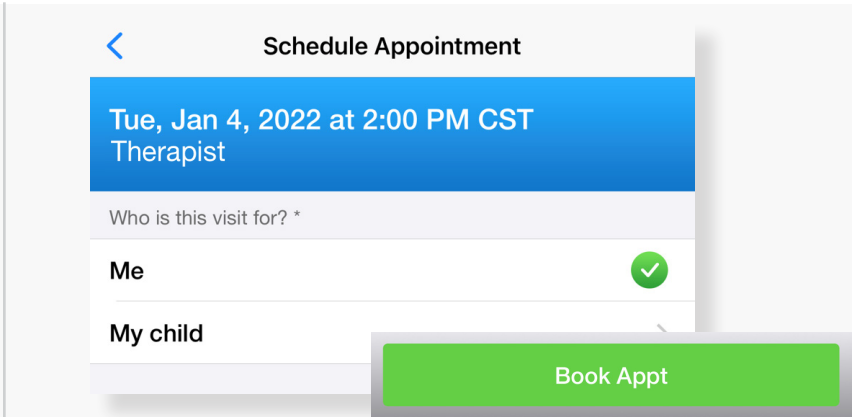
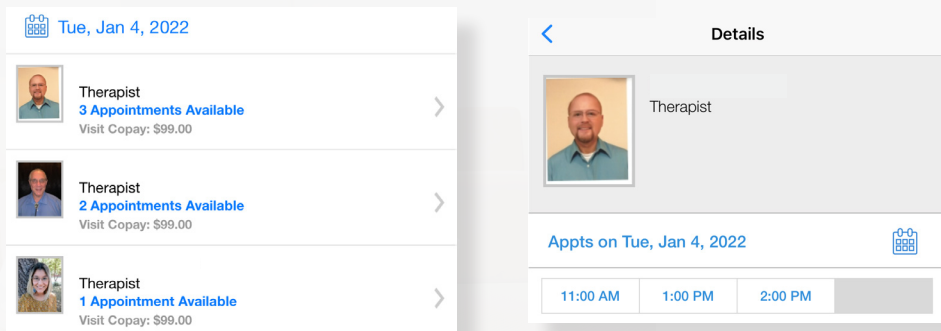
**Your Cost: \$0.00**

**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

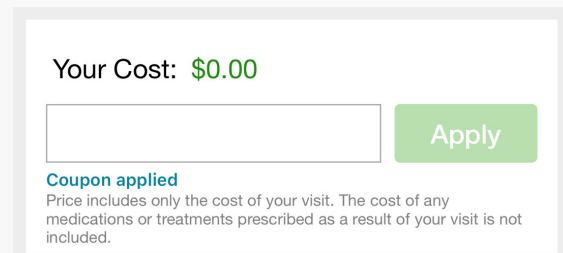
For **all other care**, schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



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 OSUITEE** 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.

