

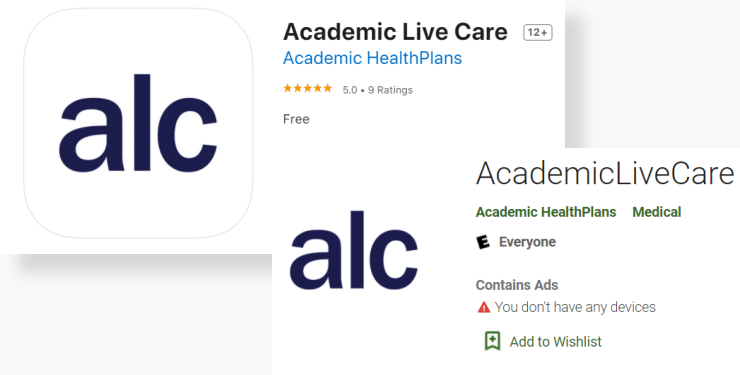
Cowboy Care | Mobile User Guide

A Telehealth Solution for OSU Institute of Technology

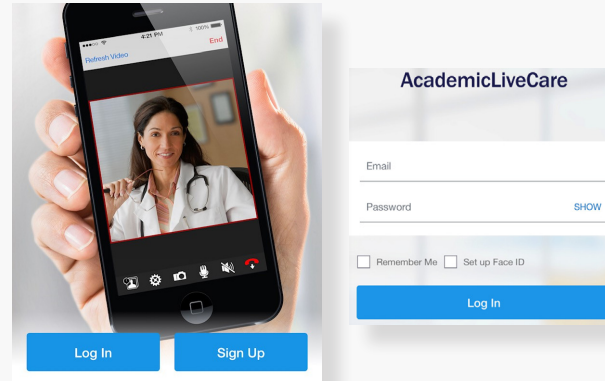
SERVICE KEY
ALC

COUPON CODE
OSUIT

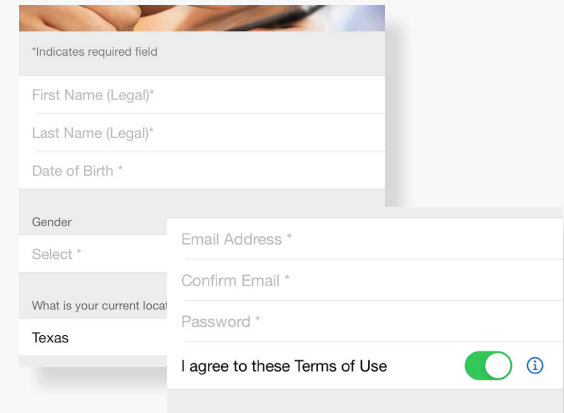
How to Sign Up



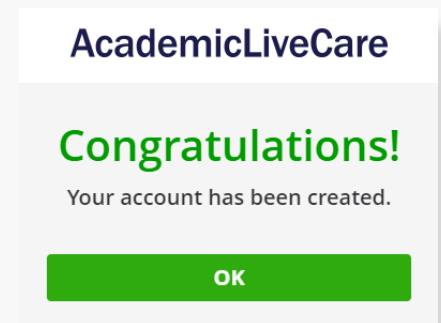
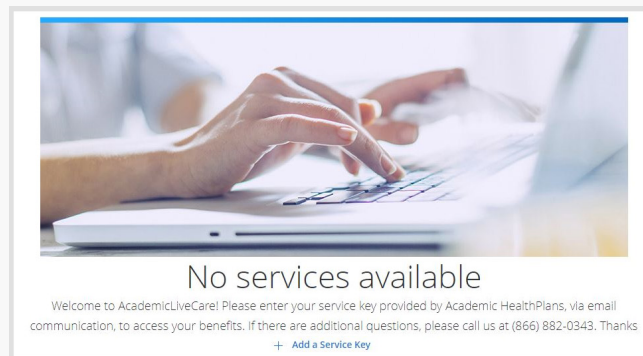
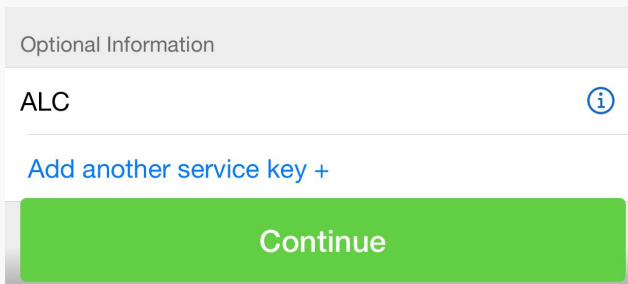
1 Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.



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.

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.

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

Provide details about your visit and acknowledge that you have read the [Notice of Privacy Practices](#).

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 OSUIT](#) 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.

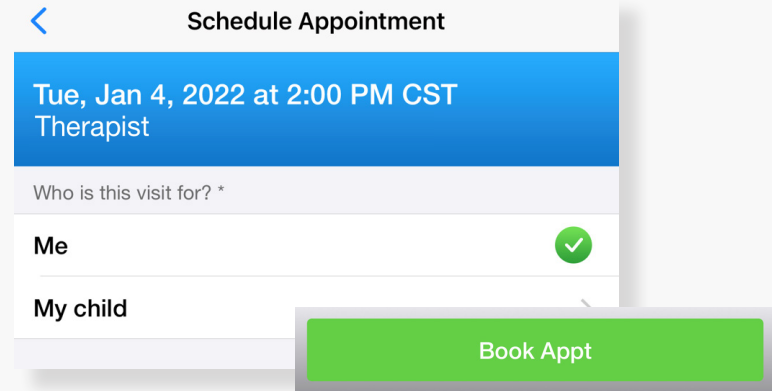
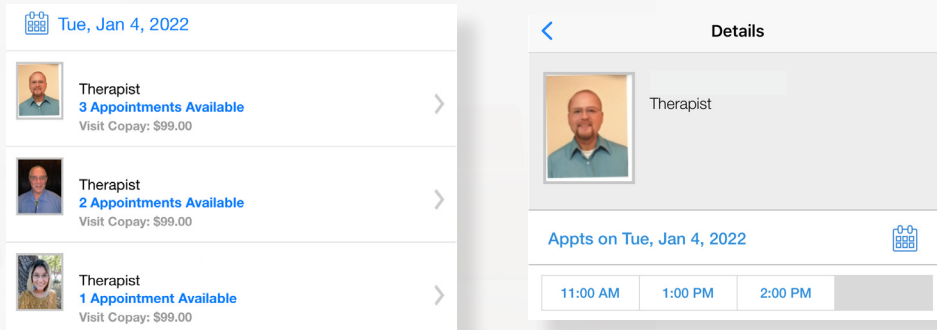
Your Cost: **\$0.00**

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

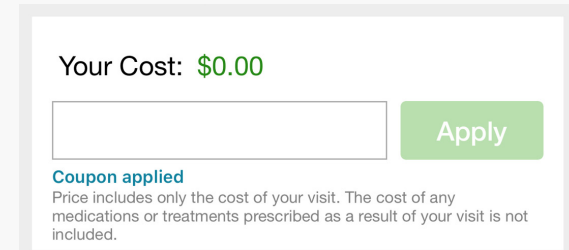
For [all other care](#), schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



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 OSUIT](#) 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.