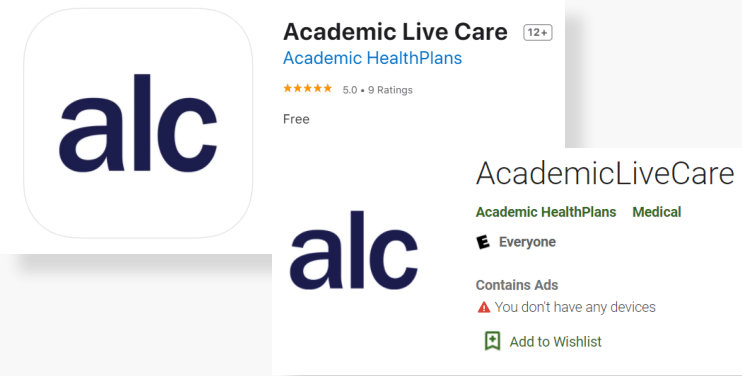


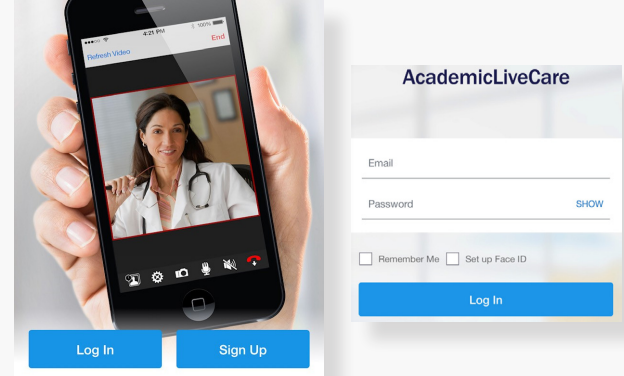
SERVICE KEY  
ALC

COUPON CODE  
ALCIIT24

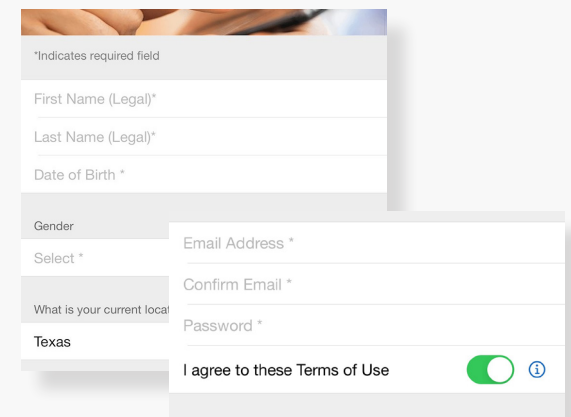
### How to Sign Up



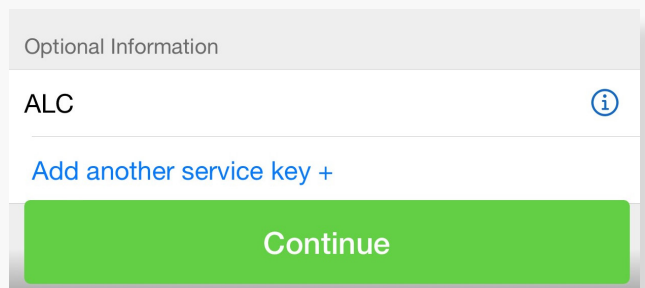
1 Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.



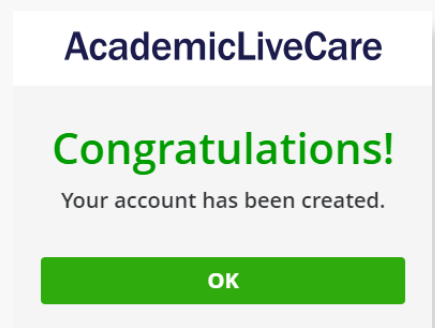
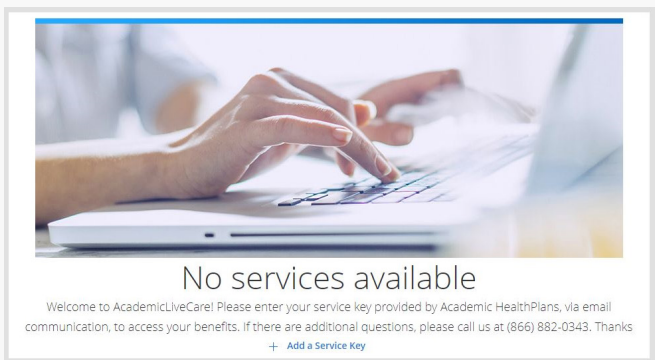
2 Sign Up for AcademicLiveCare using your school email address or Log In if you already have an account.



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.

The image shows four service category cards arranged horizontally. Each card has a title and a 'Schedule Appointment' button. The 'medical' card has a 'Visit Now' button. The 'therapy', 'psychiatry', and 'diet & nutrition' cards have 'Schedule Appointment' buttons.

- medical**: Visit Now
- therapy**: THERAPY, Schedule Appointment
- psychiatry**: PSYCHIATRY, Schedule Appointment
- diet & nutrition**: NUTRITION & WEIGHT LOSS, 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.

The screenshot shows a provider selection screen. On the left, there is a button 'See Next Provider' and a 'Filter' icon. In the center, there is a list of four providers, each with a profile picture, name, title, and 'Available Now' status, followed by a green arrow button. On the right, there is a 'Visit Copay' section showing '\$59.00', a 'Languages Spoken' section showing 'English, French', a 'Professional Education' section showing 'Montreal, 1990', and a 'Years of Experience' section showing '32 years'.

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

The screenshot shows a 'Get Started' form. At the top, there is a progress bar with 'START' and 'FINISH' markers. Below the progress bar, there is a text input field with the placeholder text 'Please provide some details about your visit and we'll connect you with a qualified provider.' At the bottom, there is a checkbox labeled 'I acknowledge receipt of these Notices of Privacy Practices' which is checked, and an information icon.

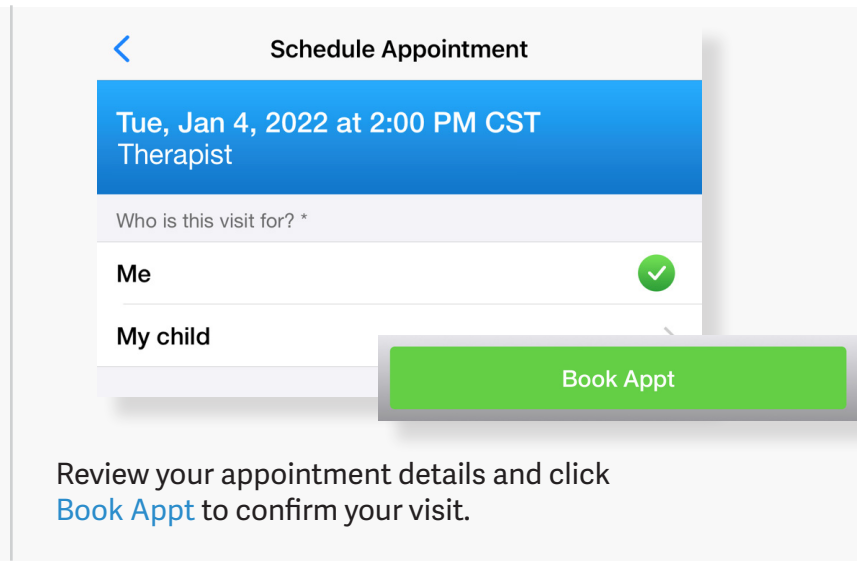
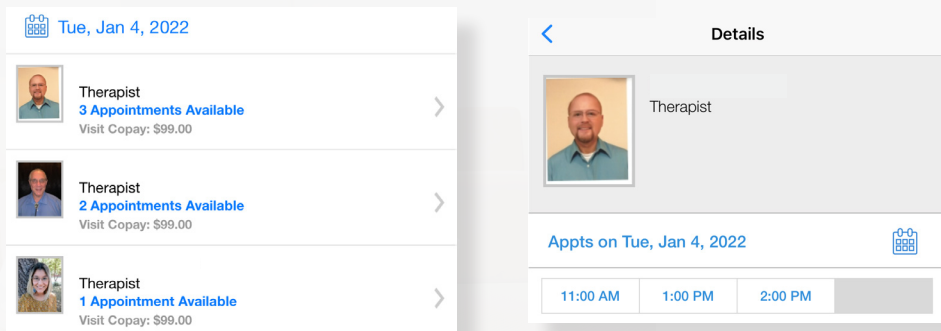
On the payment screen, enter [Coupon Code ALCIIT24](#) and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

The screenshot shows a 'Payment Info' screen. At the top, there is a 'Cancel' button and a 'Payment Info' title. Below the title, there is a progress bar with 'START' and 'FINISH' markers. Below the progress bar, there is a text input field for payment information and a green 'Apply' button. Below the input field, there is a section titled 'Coupon applied' with the text '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.'

The screenshot shows a 'Your Cost: \$0.00' screen. At the top, there is a 'Your Cost: \$0.00' text. Below the text, there is a text input field and a green 'Apply' button. Below the input field, there is a section titled 'Coupon applied' with the text '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

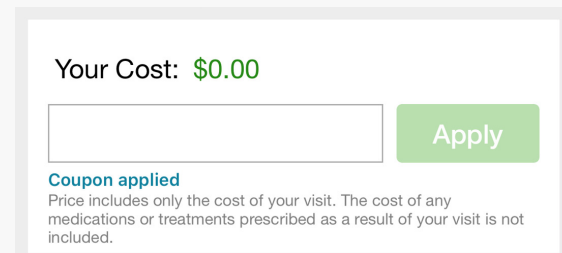
For **all other care**, schedule a virtual visit by selecting a provider to see a list of available appointment times. Or, find a specific provider by using the search and filter tools.



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 ALCIIT24** 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.

