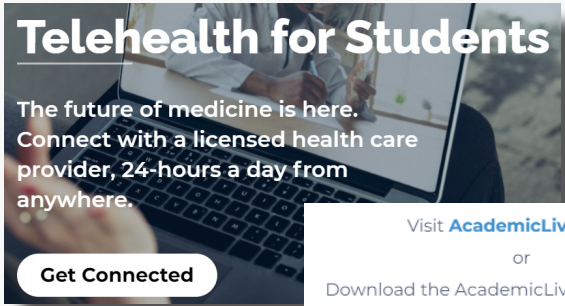


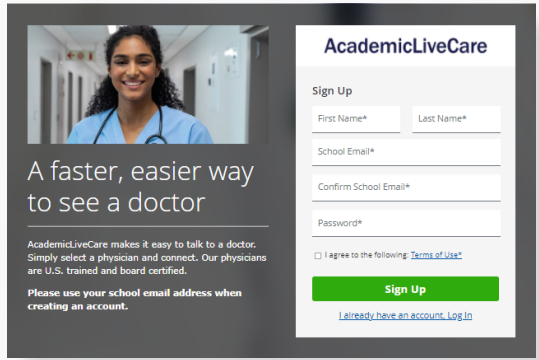
SERVICE KEY
ALC

COUPON CODE
ALCIIT24

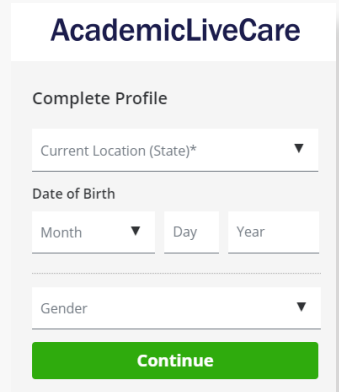
How to Sign Up



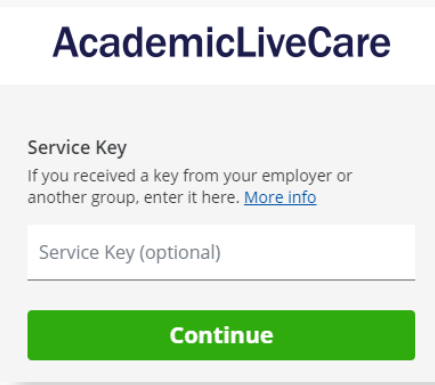
1 Visit academiclivecare.com, click 'Get Connected' and then 'Visit AcademicLiveCare' in the pop-up window.



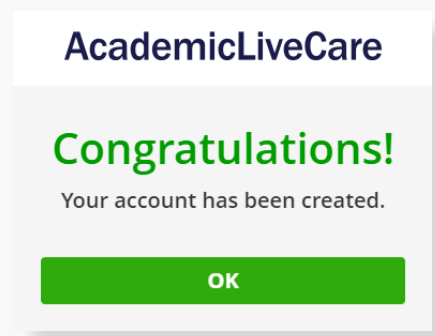
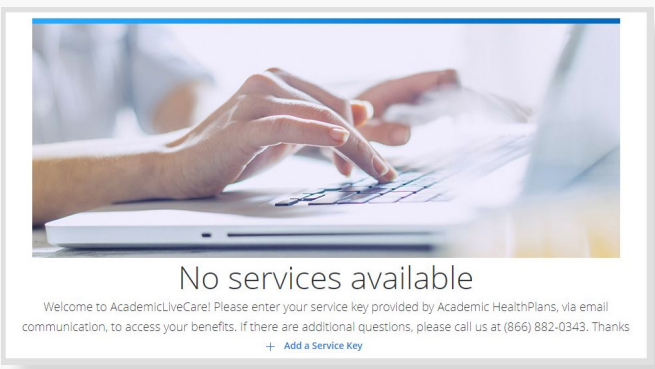
2 **Sign Up** for AcademicLiveCare using your school email address or **Log In** if you already have an account.



3 Complete your profile.



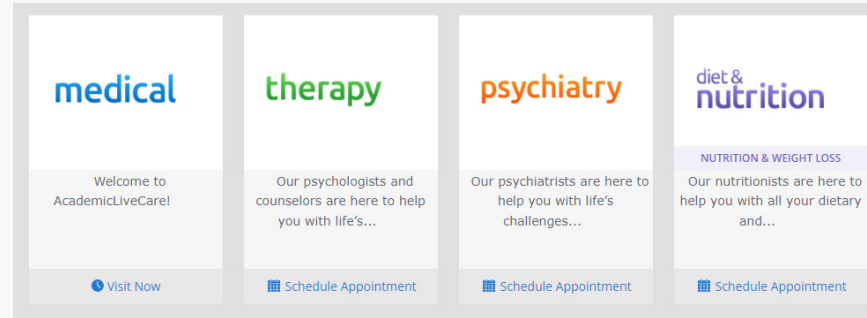
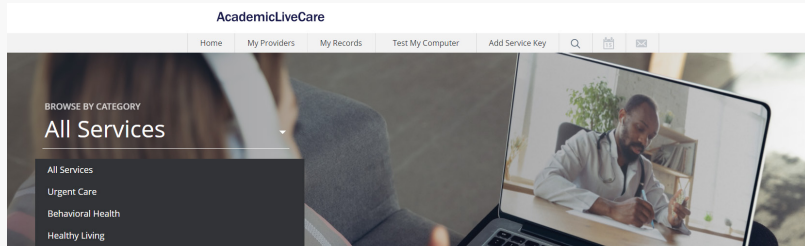
4 When prompted to enter a Service Key, enter **ALC** and press 'Continue'. The service key unlocks all AcademicLiveCare services available to you. When a service key is not entered, an error message will appear after sign-up is complete. If you see this message, click [Add a Service Key](#) and enter **ALC**.



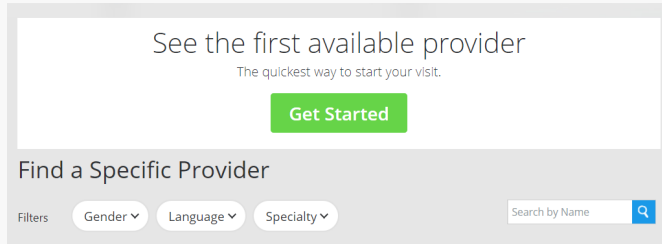
5 Now that your account has been created, you're ready to Get Care!

How to Get Care

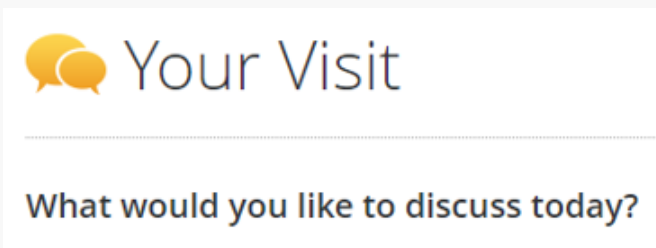
Your [Home Page](#) will reflect all services available to you. Select the care applicable to your needs.



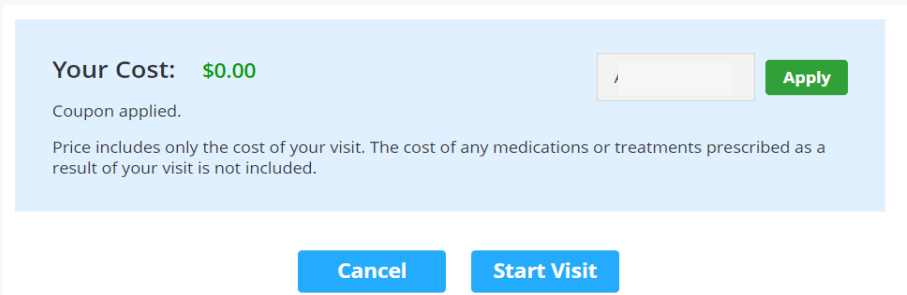
For [Medical/Urgent Care](#), click 'Get Started' to see the first available provider or find a specific provider by using the search and filter tools.



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

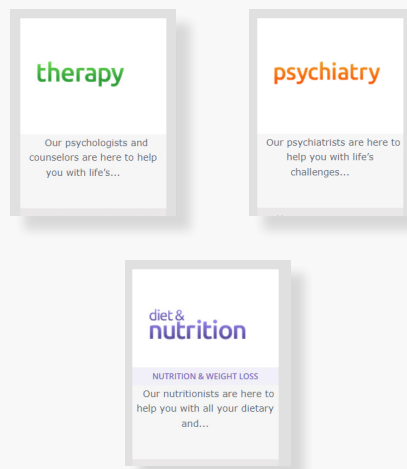
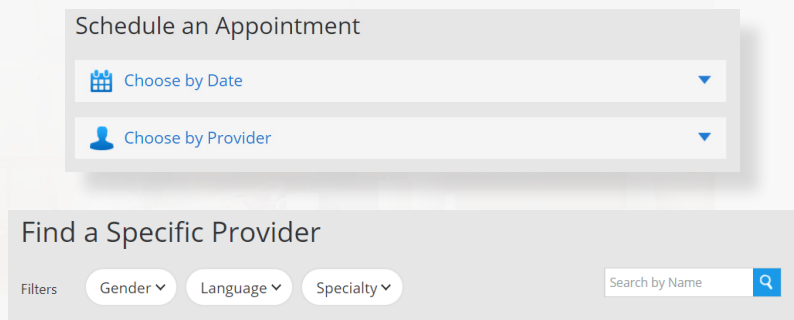


On the payment screen, enter your **ALCIT24** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider. Enrolled students will receive the school-specific Service Key and Coupon Code via email. If you are unable to locate the code via email, you can request it by calling the toll-free number listed on the Contact page of your school's student health insurance website.

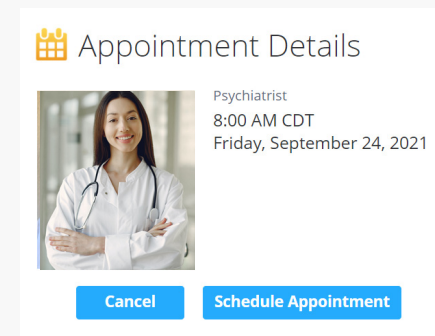


How to Schedule an Appointment

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

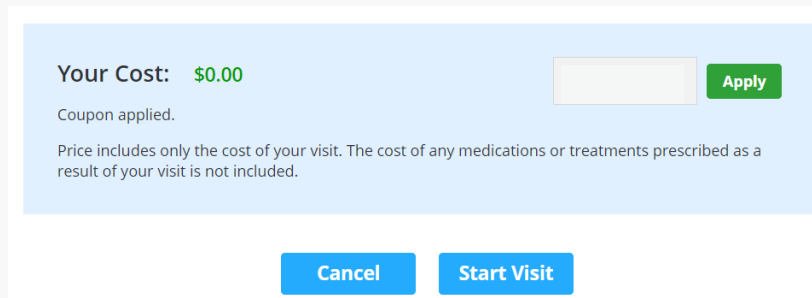


Review your appointment details and click **Schedule Appointment** to confirm your visit.



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 **ALCIT24** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.



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.