AcademicLiveCare | User Guide

A Telehealth Solution for University of Colorado Boulder

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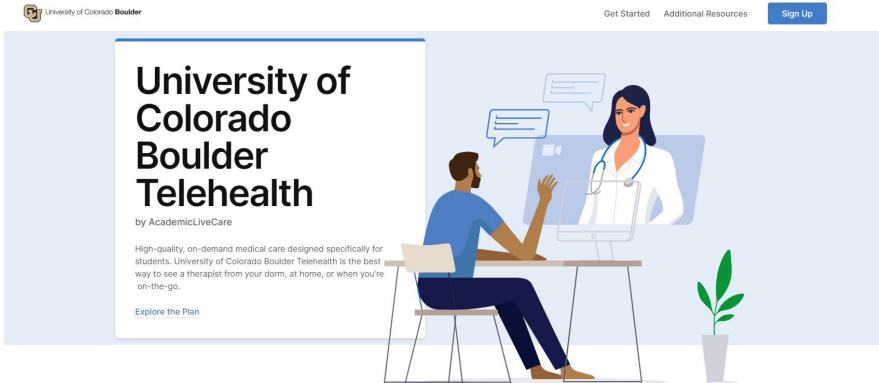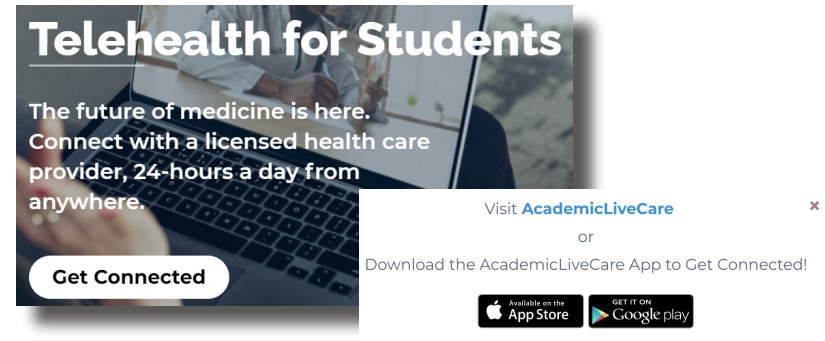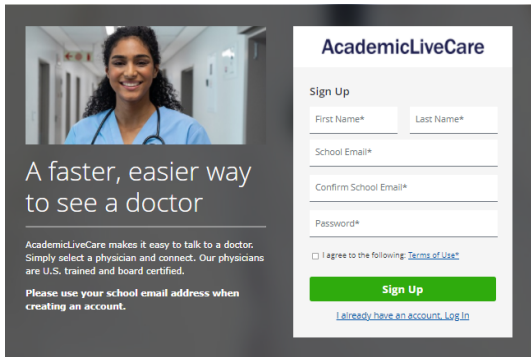| SERVICE KEY	COUPON CODE
ALC	ALCCUB

How to Sign Up

1 Visit cub.myahpcare.com/telehealth to view all benefits included in your telehealth solution. Scroll down to the bottom of the page and click 'Sign up Online.'

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

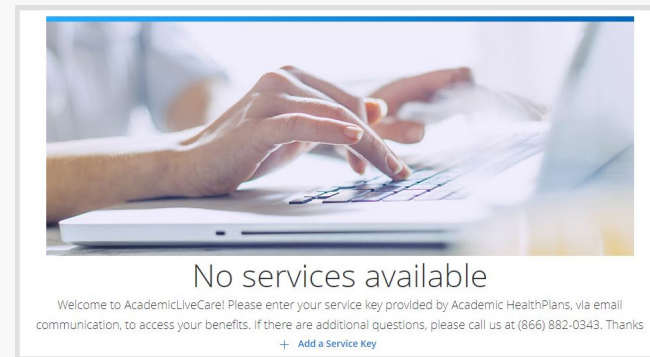**3** Sign Up for AcademicLiveCare using your school email address or Log In if you already have an account.

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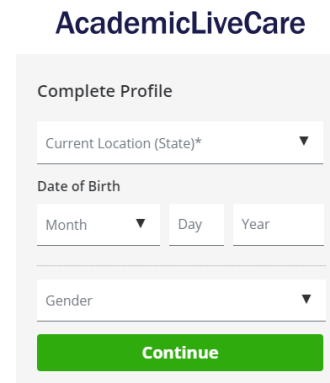
5 When prompted to enter a Service Key, enter **ALC** and press 'Continue'. The service key unlocks all AcademicLiveCare services available to you. When a service key is not entered, an error message will appear after sign-up is complete. If you see this message, click Add a Service Key and enter **ALC**.

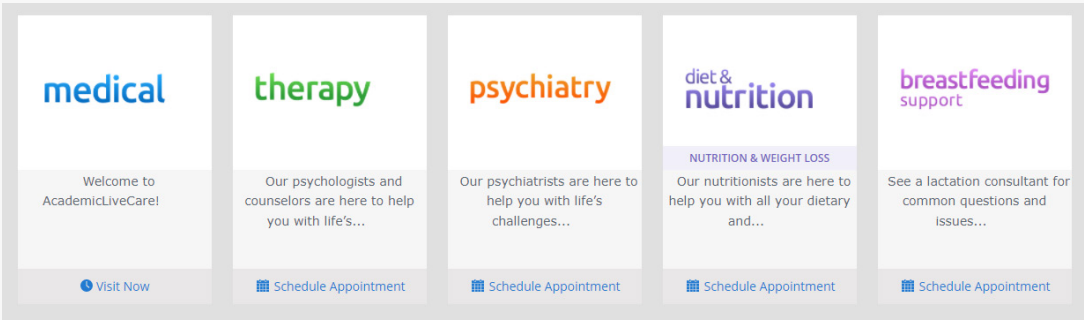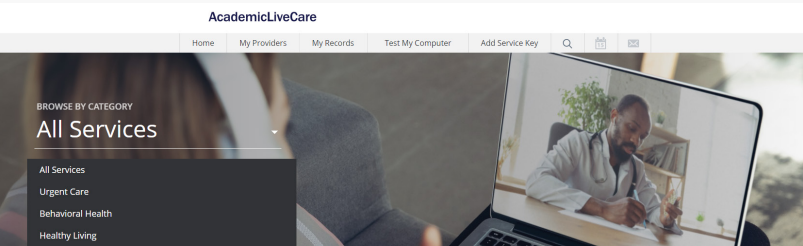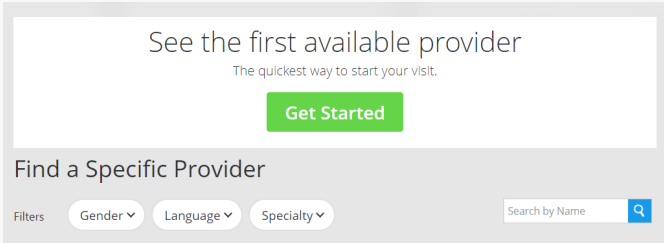**6** Now that your account has been created, you're ready to Get Care!

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 Practies and agree
to the Terms of Use.
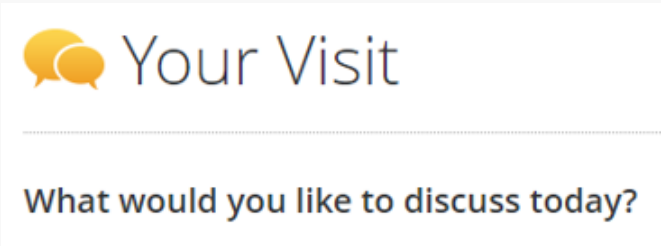
On the payment screen, enter Coupon Code **ALCCUB** and click 'Apply' to make the
cost of your visit free. Click 'Start Visit' to be connected to the provider.
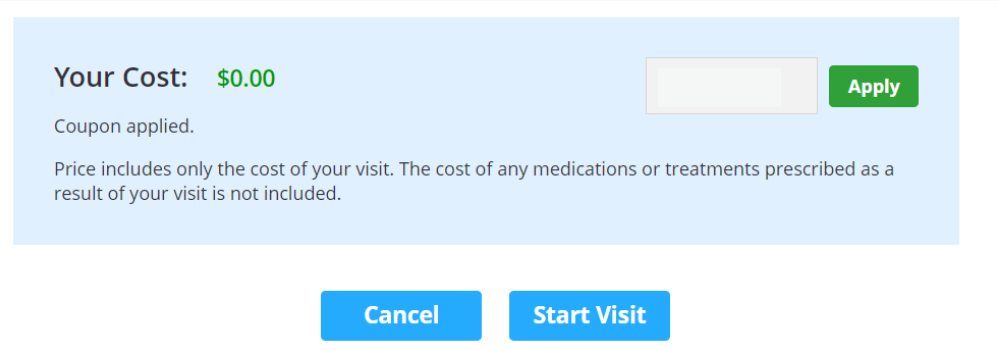
How to Get Care

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.

Schedule an Appointment

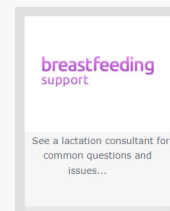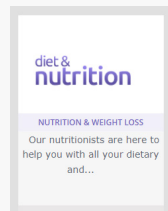📅 Choose by Date ▼
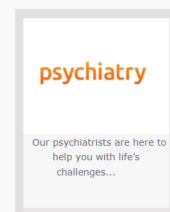
👤 Choose by Provider ▼

Find a Specific Provider

Filters   Gender ▼   Language ▼   Specialty ▼

Search by Name 🔍

therapy
Our psychologists and counselors are here to help you with life's...

psychiatry
Our psychiatrists are here to help you with life's challenges...

diet & nutrition
NUTRITION & WEIGHT LOSS
Our nutritionists are here to help you with all your dietary and...

breastfeeding support
See a lactation consultant for common questions and issues...
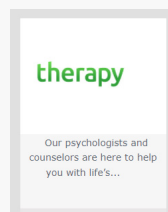
Review your appointment details and click Schedule Appointment to confirm your visit.

📅 **Appointment Details**

Psychiatrist
8:00 AM CDT
Friday, September 24, 2021

Cancel   Schedule Appointment

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

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.

Cancel   Start Visit

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.

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