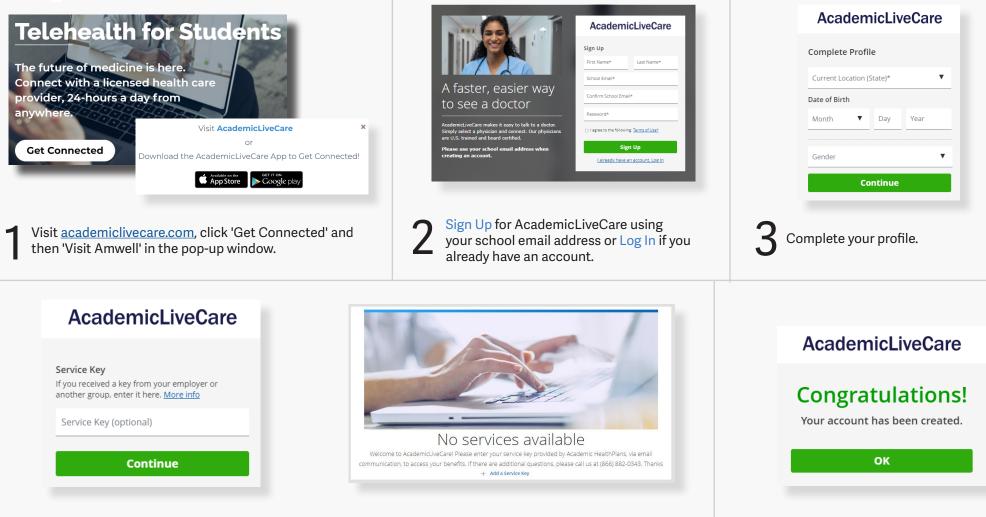
## AcademicLiveCare | User Guide

A Telehealth Solution for Southwestern College



## How to Sign Up



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**.

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

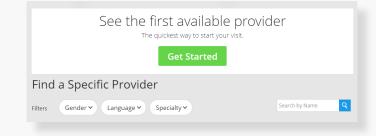
## How to Get Care

Your Home Page will reflect all services available to you. Select the care applicable to your needs.



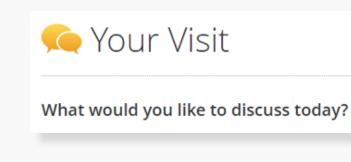
medical	therapy	psychiatry		breastfeeding
Welcome to AcademicLiveCare!	Our psychologists and counselors are here to help you with life's	Our psychiatrists are here to help you with life's challenges	Our nutritionists are here to help you with all your dietary and	See a lactation consultant for common questions and issues
Visit Now	Schedule Appointment	E Schedule Appointment	Eschedule Appointment	E Schedule Appointment

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 **ALCSWC** 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 result of your visit i	the cost of your visit. The cost is not included.	of any medications or treat	ments prescribed as a
	Cancel	Start Visit	

## How to Get Care

For all other care, schedule a virtual visit by selecting your preferred Review your appointment details and click date to see a list of available providers and appointment times. Or, find Schedule Appointment to confirm your visit. psychiatry therapy a specific provider by using the search and filter tools. Our psychologists and Our psychiatrists are here to 🛗 Appointment Details counselors are here to help help you with life's Schedule an Appointment you with life's... challenges... Psychiatrist Choose by Date -8:00 AM CDT Friday, September 24, 2021 Choose by Provider diet & breastfeeding Find a Specific Provider NUTRITION & WEIGHT LOSS Our nutritionists are here to See a lactation consultant for help you with all your dietary common questions and Cancel Schedule Appointment iccues Q and... Search by Name Filters Gender ∨ Language 🗸 Specialty ~ At the time of your appointment, right before you are connected to the provider, Your Cost: \$0.00 Apply you will be asked to provide details about your visit. 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. Enter Coupon Code ALCSWC and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider. 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.