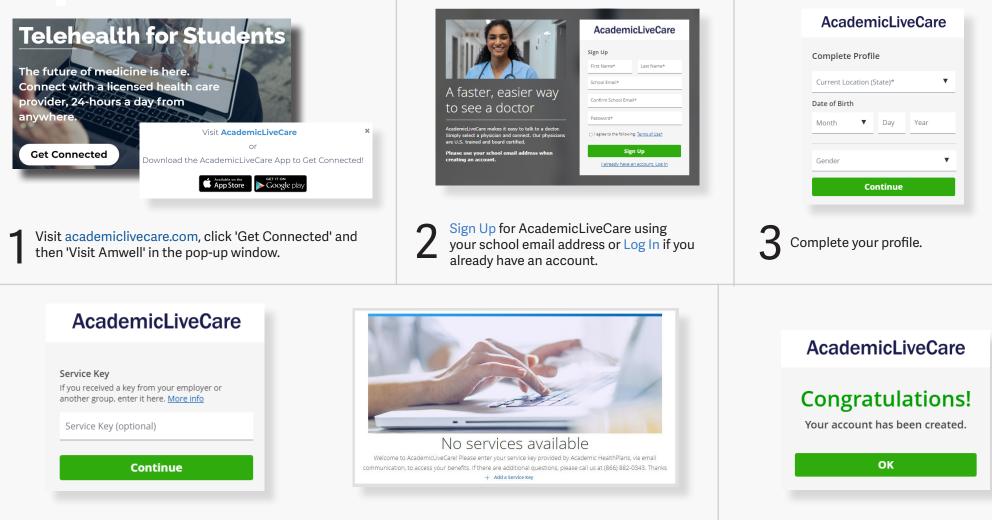
AcademicLiveCare | User Guide

A Telehealth Solution for Vanderbilt University



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

For 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	therapy	psychiatry	🛗 Appointment Details
🛗 Choose by Date	Our psychologists and	Our psychiatrists are here to	Psychiatrist 8:00 AM CDT
🕹 Choose by Provider	counselors are here to help you with life's	help you with life's challenges	Friday, September 24, 2021
Find a Specific Provider			
Filters Gender V Language V Specialty V Search by Name Q			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 **ALCVANDY2324** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

Your Cost: \$0 Coupon applied. Price includes only the result of your visit is n	e cost of your visit. The cost of	any medications or	treatments prescrit	Apply bed as a
	Cancel	Start Visit		

Review your appointment details and click

Schedule Appointment to confirm your 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.