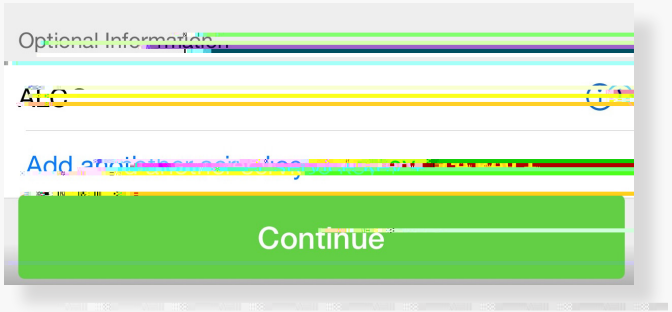
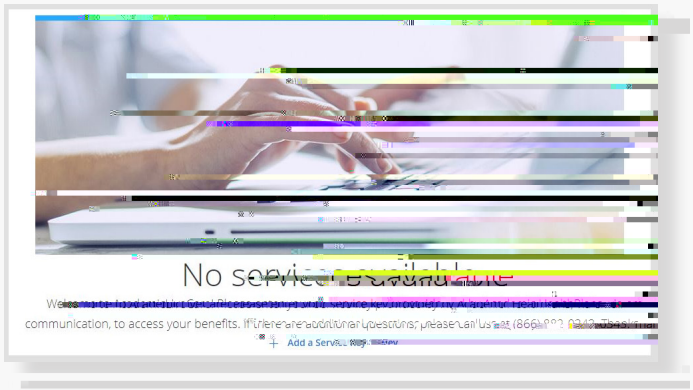
Download the AcademicLiveCare app on your mobile device. It is available on the AppStore and GooglePlay.





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, 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.

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 **ALCCUB23** 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.