

Cowboy Care | User Guide

A Telehealth Solution for OSU Institute of Technology Employees

SERVICE KEY
ALC

COUPON CODE
OSUITEE

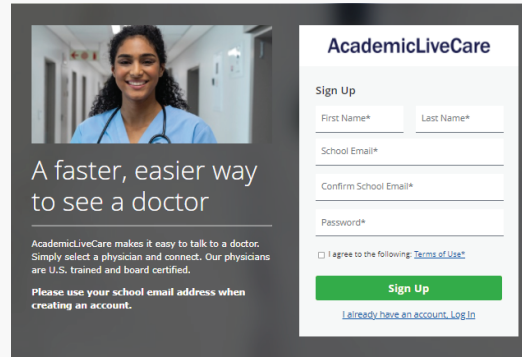
How to Sign Up



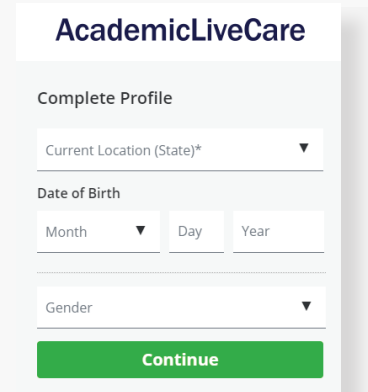
Get Connected



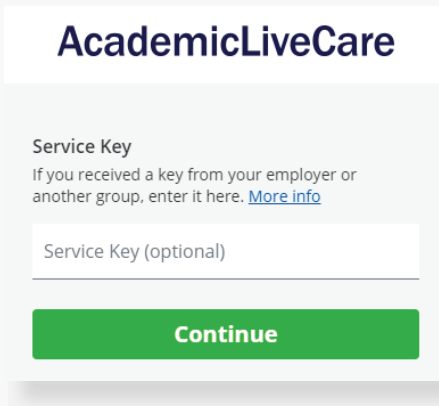
1 Visit academiclivecare.com, click 'Get Connected' and then 'Visit Amwell' in the pop-up window.



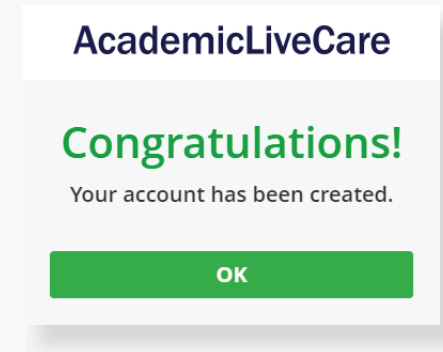
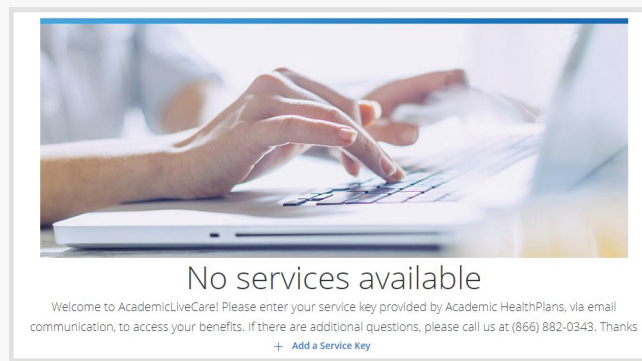
2 **Sign Up** for AcademicLiveCare using your work email address or **Log In** if you already have an account.



3 Complete your profile.



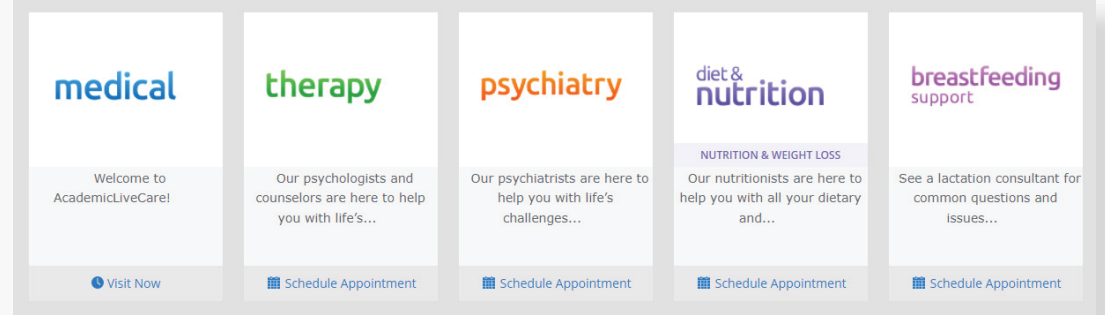
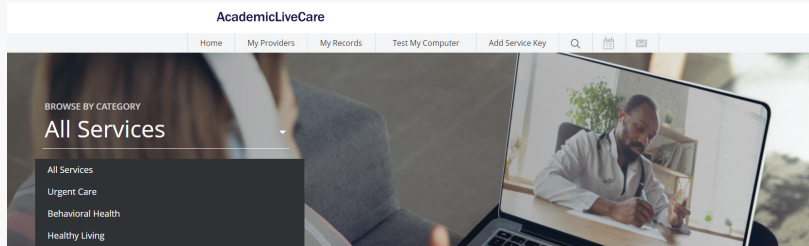
4 When prompted to enter a Service Key, enter ALC and press 'Continue'. The service key unlocks all AcademicLiveCare services available to you. When a service key is not entered, an error message will appear after sign-up is complete. If you see this message, click **Add a Service Key** and enter ALC.



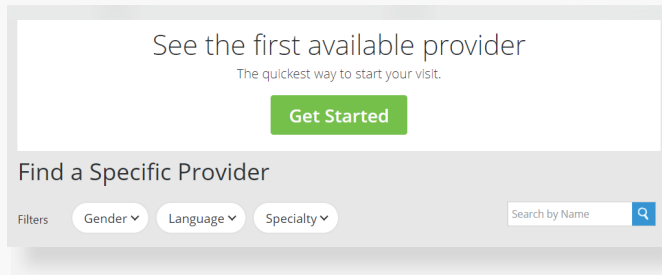
5 Now that your account has been created, you're ready to Get Care!

How to Get Care

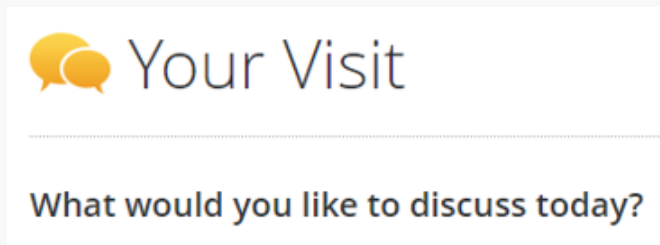
Your [Home Page](#) will reflect all services available to you. Select the care applicable to your needs.



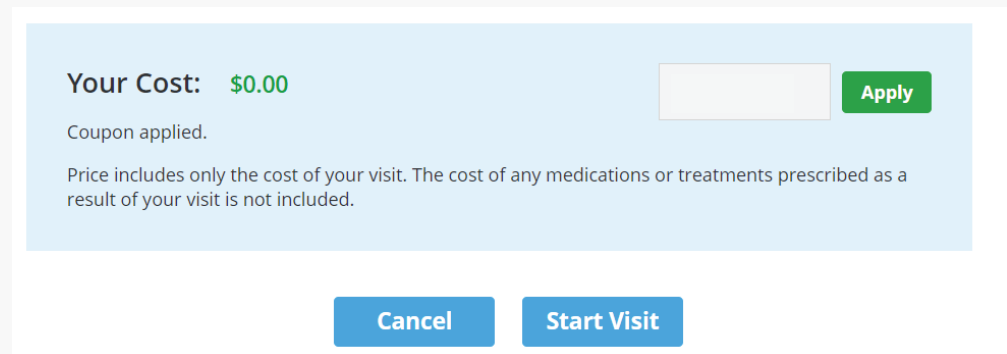
For [Medical/Urgent Care](#), click 'Get Started' to see the first available provider or find a specific provider by using the search and filter tools.



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 [Coupon Code OSUITEE](#) 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 OSUITEE](#) 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.