



**Uwill**

The mental health solution that  
understands colleges and students.

# USER GUIDE FOR STUDENTS

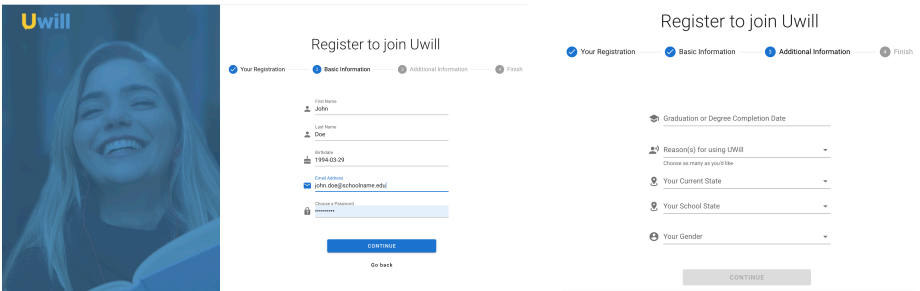
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# GETTING STARTED

## CREATE YOUR ACCOUNT

When you first visit the Uwill site, you will be asked to create an account using your school email address. Fill in your name, birthdate, and email address provided by the institution. Input your school information, reason(s) for registering, and emergency contact information. An email will be sent to you to verify your account.



The screenshot displays the 'Register to join Uwill' interface. On the left, there is a blue-tinted image of a smiling woman with the Uwill logo. The main content area is titled 'Register to join Uwill' and features a progress bar with four steps: 'Your Registration' (completed), 'Basic Information' (active), 'Additional Information', and 'Finish'. Below the progress bar, the 'Basic Information' section includes fields for 'First Name' (JOHN), 'Last Name', 'DOB' (1994-03-29), 'Email Address' (john.doe@schoolname.edu), and 'Choose a Password'. A 'CONTINUE' button is visible at the bottom of this section. On the right, the 'Additional Information' section includes fields for 'Graduation or Degree Completion Date', 'Reason(s) for using Uwill', 'Your Current State', 'Your School State', and 'Your Gender'. A 'CONTINUE' button is also present at the bottom of this section.

## VERIFY YOUR EMAIL

An email will be sent to you to verify your account. Click on the link in the email to verify your email address and open up your Uwill dashboard.

### Welcome to UWill!

Thanks for registering Brittany.

In order to activate your account, please [confirm your email address](#).

If the link doesn't work, you can paste this URL into your browser:  
<https://app.uwill.com/confirm/jxp1x-g2h75zZNK8bEFF>



Email: [support@uwill.com](mailto:support@uwill.com)

# SCHEDULE AN APPOINTMENT

On the left-hand side of the dashboard, you can select gender preferences for your counselor and time preferences.

Once your preferences are set, go through the counselor biographies to figure out who is the right fit for you. When you find a counselor that fits what you're looking for, select them and click, "Setup an Appointment".

Your Uwill Stu

Find a Counselor in Massachusetts

1 Do you have a preference on the gender of your counselor?

Female  
 Male  
 Non-Binary  
 No Preference

CONTINUE

2 How soon would you like to meet with a counselor?

3 Find Available Counselors

Find a Counselor in Massachusetts

Do you have a preference on the gender of your counselor?

How soon would you like to meet with a counselor?

Find Available Counselors

	Jessica Feinberg LCSW <a href="#">READ BIO</a>	Service Years: 20
	Lauren Dargan LCSW <a href="#">READ BIO</a>	Service Years: 14
	Jonathan Levin LCSW, MSW <a href="#">READ BIO</a>	Service Years: 24

SETUP AN APPOINTMENT

For your first appointment with a new counselor, you must schedule a video or phone session. After the first session, you can setup video, phone, or chat appointments with the counselor.

Your scheduled appointments will be on your dashboard underneath, "Upcoming Appointments." You will also receive email confirmation on the type of appointment, date, time, and counselor.

Setup your first appointment with Jessica Feinberg

For your first appointment, we recommend a video appointment but you can also choose a telephone appointment.

Choose a time

08/03/2020

08/10/2020

What kind of appointment?

Video (30 minutes | 30 credits)  
 Video conference with your counselor right here. No downloads or additional logins required.

Telephone (30 minutes | 30 credits)  
 Use your phone to speak with your counselor. We will give you the number to dial into so your personal information is protected.

Chat (15 minutes | 15 credits)  
 Chat with your counselor from this dashboard or additional logins required.

SCHEDULE ON 08/10/2020 AT 09:30AM

Or send a message now  
 (15-25 minutes after your appointment)  
 When you send a message, Jessica will respond with 24 hours. You will get a response via email.  
 (Check to include 1 message sent and received)  
 Write your message to Jessica here

SEND MESSAGE

Appointments can be cancelled for a full credit refund up to 24 hours before the appointment is scheduled to start. If cancelled within 24 hours, credits will not be refunded.

Thanks for scheduling an appointment Brittany.

What kind of appointment?	When is the appointment?	How long is the appointment?
Video appointment with Jessica Feinberg	August 07, 2020 at 03:00pm UTC	30 minutes

*A note from Jessica: Thank you for connecting with me! I have worked with many college students over the years and look forward to learning more about what's bringing you to therapy and how I may be able to help.*

To see or edit the details about it you can [go to the Appointment Details](#).

If the link doesn't work, you can paste this URL into your browser  
<https://app.uwill.com/appointment/17>

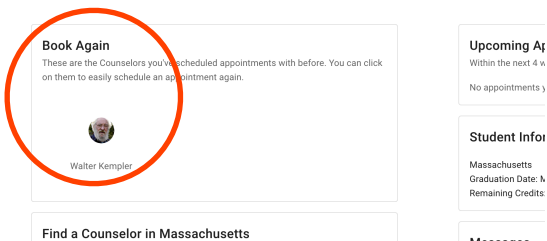
# CONNECTING WITH YOUR COUNSELOR

## START YOUR SESSION

An email reminder will be sent to you an hour prior to your scheduled appointment. Access your appointment through the link in the email reminder or visit the Uwill site to begin your appointment.

## BOOK YOUR COUNSELOR AGAIN

If you matched well with your counselor, you can book them again! After your first session is completed, you can find your counselor in the, "Book Again," box on the dashboard. Click their profile to schedule another appointment.



## CANCEL YOUR APPOINTMENT

Click on the trashcan next to your scheduled appointment. A pop up will appear to confirm the cancellation of your appointment and your credits will be refunded.

