

Note: This guide is being revised as of Friday, Sept. 5. Check back on Tuesday, Sept. 9, for the completed revision.

If you are a currently-enrolled, degree-seeking Trinity University student, you have access to our telehealth partners at TigerCare Live who offer **at no cost**:

- Therapy
- Psychiatry
- Nutritional Counseling
- Urgent (non-emergency) Medical Care

To set up an appointment for any of these services, follow the instructions in this User Guide from AcademicLiveCare. (TigerCare Live is Trinity's branding of AcademicLiveCare.) Here's a link to the website for Step 1:

<https://myacademiclivecare.com/onboarding/central-login-page>

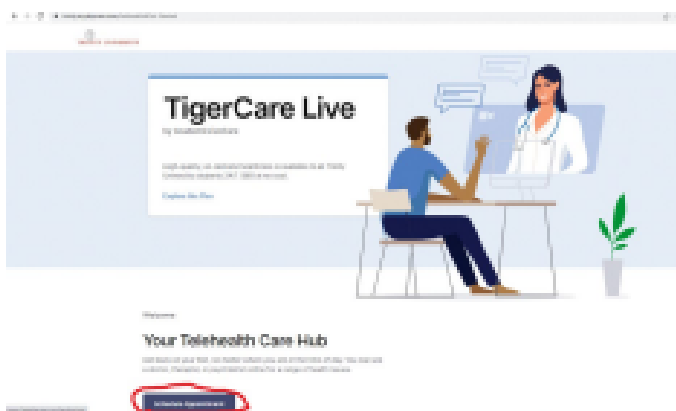
Be sure to follow the additional steps specified in the hyperlinked User Guide!

IMPORTANT! The name you enter must be an exact match to the name on your student account with the University. Avoid using a nickname, chosen name, or abbreviation.

You may set up an appointment for any of these **free** services by following these steps:

1. First go [here](#).

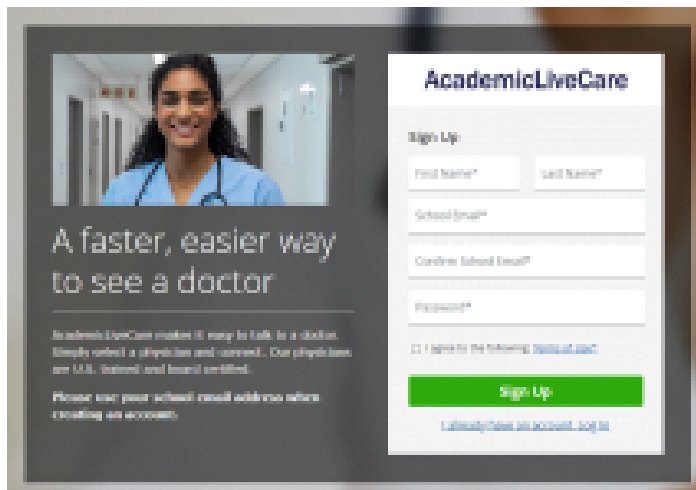
2. Click on "Schedule Appointment".



3. Enter your information, create a password if you are registering for the first time*, and click "Sign Up".

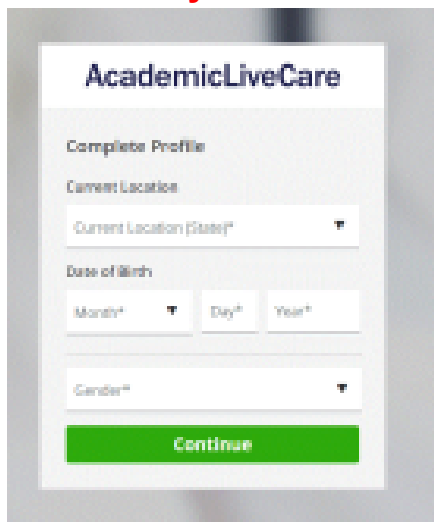
IMPORTANT! The name you enter must be an exact match to the name on your student account with the University. Avoid using a nickname, chosen name, or abbreviation.

***If you registered with TigerCare Live during a previous academic year you must change your password to proceed.**



The image shows the 'AcademicLiveCare' sign-up interface. On the left, there is a photo of a female doctor and the text 'A faster, easier way to see a doctor'. Below this, it states 'AcademicLiveCare makes it easy to talk to a doctor. Simply select a physician and connect... Our physicians are M.D. trained and board certified. Please use your school email address when creating an account.' On the right, the 'Sign Up' form includes fields for 'First Name*', 'Last Name*', 'School Email*', 'Confirm School Email*', and 'Password*'. There is a checkbox for 'I agree to the following [Terms of Use](#)' and a green 'Sign Up' button. A link for 'Already have an account, log in' is at the bottom.

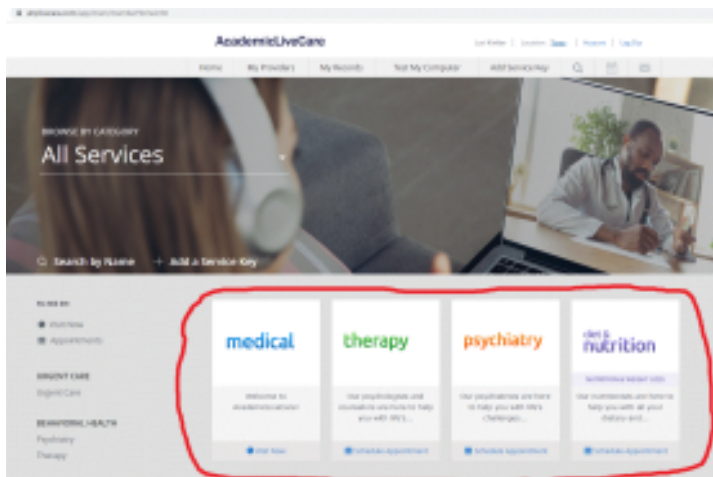
4. Enter in your information and click "Continue".



The image shows the 'AcademicLiveCare' 'Complete Profile' screen. It includes a 'Current Location' section with a dropdown menu for 'Current Location (State)*'. Below this is the 'Date of Birth' section with dropdowns for 'Month*', 'Day*', and 'Year*'. There is also a 'Gender*' dropdown menu. A green 'Continue' button is at the bottom.

5. If you see a screen asking for a code, ignore the request and click the button.

6. Choose the service you wish to begin. Your options are Medical, Therapy, Psychiatry, or Diet & Nutrition.



7. For therapy and psychiatry, view the providers' profiles and select a person who appeals to you. View the provider's availability and schedule a day and time that works with your availability.

- **If you encounter any difficulties with Therapy or Psychiatry, email counseling@trinity.edu.**
- **If you encounter any difficulties with Nutritional Counseling or Urgent Medical Care, email healthservices@trinity.edu.**

PLEASE BE AWARE THAT:

A private location is available

A small room in the library is available for telehealth appointments. A guide to this option and how to schedule the room is available [here](#).

Couples Counseling is available

One member of the couple (the Trinity student if one partner is not a Trinity student) schedules the appointment.

- The student who schedules the appointment can have the session with their partner joining on the same screen, or
- If the partner is in another location, the student who schedules the appointment can invite the partner to join the session. When the scheduling student completes the pre-session questionnaire, there will be a question: "Would you like to email guests (up to four) to join your visit?"

You can change your therapist or psychiatrist

- To see a different therapist, simply view the therapists' profiles and schedule an appointment with someone else. Cancel any appointment you have with the current therapist; don't just "no show."

- To transition to a different psychiatrist, call customer service at 866-882-0343 and ask to be paired with a different psychiatrist.

If you have any questions or complaints about TigerCare Live

- Contact Counseling Services at counseling@trinity.edu or 210-999-7411.