AcademicLiveCare

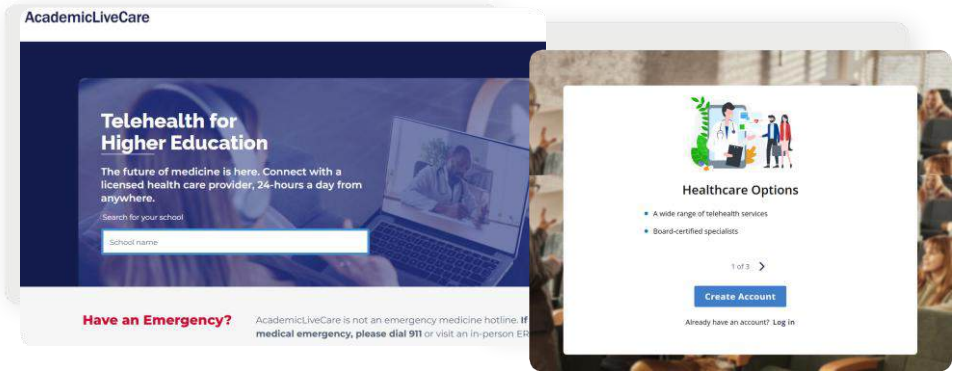
Baylor College of Medicine

User Guide

Access Code: ALCBCM26

Step 1: Access the Site

Visit: academiclivecare.com and type your school name in the search bar. Select your school from the list, and click on the URL to access or create your ALC account.

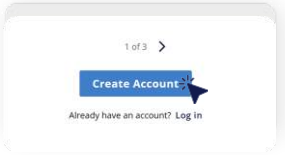


TIP: Bookmark this page! This is where you'll return any time you need care.

Step 2: Log In

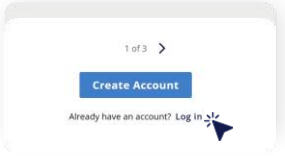
New Users:

Click “Create Account”. Sign up using your school email address.



Existing Users:

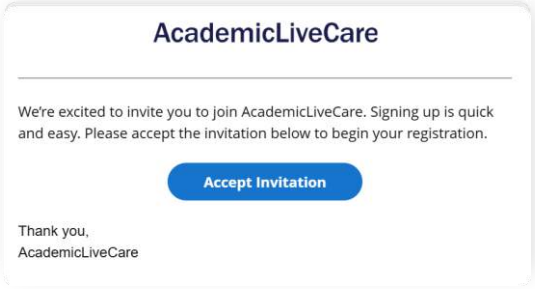
Use your existing username and password to log in.



For security purposes, you may be prompted to reset your password.

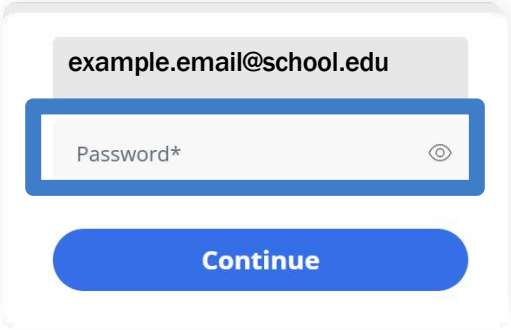
Step 3: Verify Your Email

An email will be sent to the school email you use to sign up.



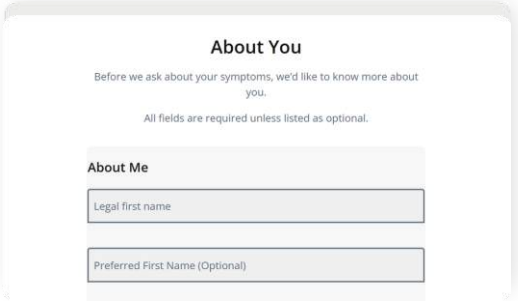
Click “Accept Invitation” to return to the ALC set up process.

Step 4: Set Your New Password



Step 5: Complete Account Information

Fill out the “About You” section, then agree to the “Terms of Use”.



Now you’re ready to get care!

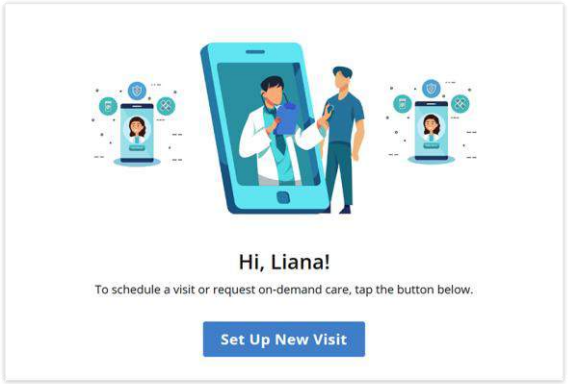
For support, call us at 866- 882-0343 or click here to submit a support request.

AcademicLiveCare

How to Get Care

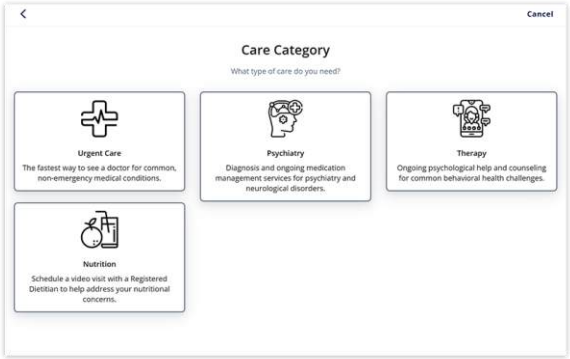
Step 1: Start a New Visit

Choose who the visit is for and enter your location.



Step 2: Schedule a Visit

Choose the type of care you are seeking. If choosing Urgent Care, select your language and skip to Step 5.



Step 3: For Therapy, Psychiatry or Nutrition Visits

Indicate if your visit is an Initial or Follow-Up Appointment.



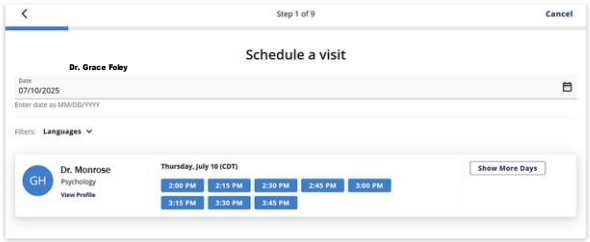
Step 4:

a. Therapy, Psychiatry, or Nutrition Visits

Choose the provider, date, and time that works best for your schedule.

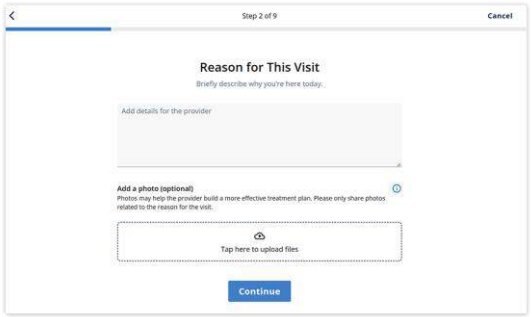
b. Urgent Care

You will schedule and be paired with the next available doctor.



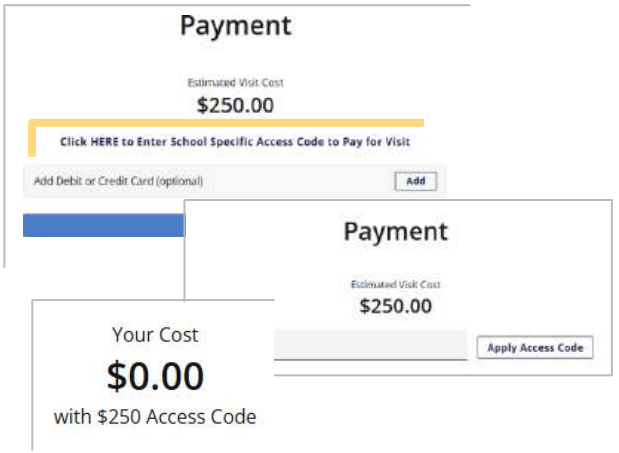
Step 5: Enter Visit Details

Provide details about your visit, such as the reason you're seeking care.



Step 6: Apply Access Code & Book

Click the link highlighted below, and the Access Code box will appear. Enter ALCBCM25 to reduce the cost to $0, then book your visit.



You will receive a text and email when the provider is ready to see you. Typically, within a few minutes for urgent care or just before a scheduled visit.

For support, call us at 866- 882-0343 or click here to submit a support request.