



## Frequently Asked Questions

### What is Uwill?

Uwill is the leading mental health and wellness solution for colleges and students. Uwill provides free immediate access to teletherapy and mental health crisis support for students.

### How does it work?

With [Uwill](#), you have the ability to choose a therapist based on your unique needs and preferences (focus area, gender, language, ethnicity), at a time that fits your schedule (day, night, weekend availability), and by the appointment type preferred (video, phone, chat, message). For students facing a mental health emergency, Uwill offers a crisis connection phone number 833.646.1526.

### Who is eligible?

All students have access to Uwill.

### Is it free?

Yes, Uwill is available free of charge.

### How do I get started?

You can access the Uwill platform by clicking [here](#) and completing your profile using your **school email address and current location**. After completing your profile, you can immediately schedule an appointment with a therapist of your choosing. Many students have their first session within hours of profile completion.

If you are facing a mental health emergency, call 833.646.1526 to reach one of Uwill's licensed therapists trained in crisis response. For medical emergencies, please call 911.

### What can a Uwill therapist help me with?

Uwill therapists have a range of specialties and have extensive experience working with students. Many students utilize Uwill to help with mood changes, anxiety, stress, relationship difficulties, poor body image, academic challenges, and loneliness, among many other things.



In addition, if you are facing a mental health emergency, you can reach one of Uwill's licensed therapists trained in crisis response by calling 833.646.1526. For medical emergencies, please call 911.

#### **Who are the counselors available on the platform?**

The counselors in the Uwill network are all licensed mental health professionals with extensive clinical experience.

#### **Which treatment approaches do the counselors utilize?**

Counselors available on the Uwill platform take a solutions-oriented, holistic approach to treatment. Our therapists aim to work collaboratively with you to help you accomplish your goals through teaching tangible skills. This means that counselors focus on providing specific tools, coping skills, and resources to address the issues you are facing.

#### **Can I choose between video, phone, chat and message-based support?**

Yes, you work with your counselor and select the format that best suits you. The first session must be video or phone and then you can choose the modality based on your schedule and needs.

Uwill's crisis connection is available only by phone at 833.646.1526. For medical emergencies, please call 911.

#### **Is it really private and secure?**

Yes, Uwill is HIPAA and FERPA compliant which means we follow the strictest privacy guidelines. We never share your data – even on anonymized basis – to any third party – without consent.

#### **What browser is best to access Uwill?**

For best performance, we recommend you use Chrome browser to access Uwill [here](#).

#### **If I am having an emergency, what should I do?**

If you are having a mental health emergency, you can call Uwill's crisis connection at 833.646.1526. If you are having a medical emergency, you should call 911 or visit your local emergency room. Other emergency resources:

- National Suicide Prevention Lifeline: 988
- Crisis Text Line: Text "Home" TO 741-741



**Student Mental Health & Wellness**



### **Can I change counselors?**

Yes, you can change your counselor at any time.

### **Who do I reach out to for technical assistance?**

Uwill provides 24x7 technical support by email [support@uwill.com](mailto:support@uwill.com) or phone 833.99.Uwill (833.998.9455).