



Student Mental Health & Wellness



## FAQs

### **What is Uwill?**

Uwill is a leading mental health and wellness solution that allows students the ability to connect immediately with licensed available mental counselors based on their unique needs and preferences.

### **How does it work?**

With Uwill, you have the ability to choose a therapist based on your preferences (issue, gender, language, ethnicity), choose a time that fits your schedule (day, night, weekend availability), and choose the appointment type (video, phone, chat, message).

### **Who is eligible?**

All students are eligible to receive counseling services on the Uwill platform.

### **Is it free?**

Yes, Uwill is available to students free of charge.

### **How do I get started?**

You should have received an email with a Uwill link to register.

### **When can I start?**

After completing your profile, you can immediately choose the counselor and available appointment time of your choosing. Many students have their first session within hours of registering.



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### **What types of counseling can I receive through Uwill?**

Uwill is designed to help students facing a variety of mental health concerns, including depression, stress, anxiety, trauma, specific relationship problems, family concerns, academic performance difficulties, loneliness, and sleep disturbance, among others. No problem is too big, no problem is too small.

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

The counselors in the Uwill network are all licensed mental health professionals with extensive clinical experience who possess one of the following credentials or similar:

- Doctoral Level Licensed psychologists (LP, Ph.D., Psy.D. or the state's equivalent of an independently licensed psychologist)
- Master's Level Licensed Clinical Social Workers (LCSW, LICSW, or the state's equivalent of an independently licensed social worker)
- Master's Level Licensed Marriage and Family Therapists (LMFT – or the state's equivalent of an independently licensed marriage and family therapist)
- Master's Level Licensed Counselors (LPC, LPCC – or the state's equivalent of an independently licensed counselor)

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

Counselors using the Uwill platform generally take a solutions-oriented, holistic perspective to treatment with a focus on providing specific coping skills to address the issues you are facing. To accomplish this, counselors use a variety of approaches including but not limited to: Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), and Mindfulness-Based Therapy.

### **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.



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### **What are Uwill credits and how do they work?**

Uwill sessions equate to a specific amount of credits. Credits are provided to you by your school and can be utilized as follows:

- Video/Phone (30-minute session) = 30 credits
- Scheduled Chat (15-minute sessions) = 15 credits
- Messaging (2-way exchange) = 5 credits.

### **How many credits do I have?**

All actively enrolled students are provided 180 credits per year. These do not carry over.

### **What happens if I am out of credits?**

You may pay Uwill directly via credit card when scheduling.

### **Can I transfer my credits to another student?**

No, credits cannot be transferred.

### **Do I have to register again if I have already used Uwill?**

No. You can enter your same login credentials. You do not need to register again.



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

Yes, Uwill is HIPAA and FERPA compliant which means we follow the strictest privacy guidelines.

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

For best performance, we recommend you use Chrome browser to access Uwill.

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

If you are having a medical emergency, you should call 911 (in the US) or your local emergency number or visit your local emergency room. Other emergency resources:

- National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- Crisis Text Line: Text "Home" TO 741-741

### **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.

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