



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?

You choose a therapist based on your preferences including issue, gender, language, and ethnicity. You choose a time that fits your schedule, with day, night, and weekend availability. Then you choose your appointment type, video, phone, chat, or 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?

First, you access the Uwill platform by clicking [here](#) and completing your profile using your school email address. Once you complete the registration process, you will receive an email confirmation. After confirming your email address, you can select a counselor and schedule an appointment.

### 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.

### 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.



Student Mental Health & Wellness



## FAQs

### 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.

### 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.



Student Mental Health & Wellness



## FAQs

### **Is there a maximum number of credits I can use?**

No, there is not a maximum amount of credits.

### **Do the credits expire?**

Yes, the credits expire when the total number of counseling credits has been exhausted by students or on 9/26/22, whichever is earlier.

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

No, credits cannot be transferred.

### **What is your cancellation policy?**

For all scheduled appointments, you may cancel up to 24 hours prior to the appointment time without penalty. If you cancel with less than 24 hours notice, 50% of the credits for that appointment will be processed. For example, if you cancel a 30-credit video session with less than 24 hours notice, 15 credits will be deducted. If you do not cancel and miss the appointment 30 credits will be deducted as if the session had occurred.

### **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.

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

You should reach out to someone for help, including 911, your local emergency room, National Suicide Prevention Lifeline: 1-800-273-TALK (8255) or 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.