



FAQs

What is Uwill?

Uwill is a leading mental health and wellness solution that allows students the ability to connect immediately with available licensed 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 on the Uwill platform.

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 research and book an appointment with a therapist of your choosing. Many students have their first session within hours of profile completion.

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 down mood, anxiety, stress, relationship difficulties, poor body image, academic challenges, and loneliness, among many other things.



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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.

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.

What happens if I am out of credits?

You can purchase credits directly through the Uwill dashboard.

Can I transfer my credits to another student?

No, credits cannot be transferred.



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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, all the credits for that appointment will be processed. If you do not cancel and miss the appointment the 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 an anonymized basis – with 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 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

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 or phone 833.99.Uwill.