

AHP Live Care Sign-Up Quick Tip Sheet (QTS)

AHP Live Care is 24/7 care from your smartphone or computer at \$0 cost for all Colorado School of Mines Students through 7/31/2020. AHP Live Care is a convenient way to get care. See a provider from the comfort of your own home – or anywhere else for that matter. Safe and secure, it's the quality care you need, made easier. See step-by-step screenshots for how to sign up and get started below.

1. By going to AHPLiveCare.com you will be automatically re-directed to AMWell.com. This is where you Sign up!

The screenshot shows the AMWell sign-up page. On the left, the AHP logo and 'AHP Live Care' text are visible. The main form area has the AMWell logo at the top. Below it, there are input fields for first name (Lauren), last name (Jensen), email (laurenkjensen@mines.edu), and password (masked with dots). A checkbox for 'I agree to these Terms of Use.' is present. A green 'Sign Up' button is at the bottom. A 'Log In' link is below the button. A callout box on the right lists password requirements: 'Must be at least 7 characters', 'Must contain at least one letter', and 'Must contain at least one number'. Annotations include: '1a: Sign up and complete all fields' pointing to the form fields, and '1b: Click' pointing to the 'Sign Up' button.

2. Select your current location for *where you are at right now* (this can be changed later).

The screenshot shows the AMWell profile completion page. At the top, the AMWell logo is displayed. Below it, the text 'We need a few more details to create your profile.' is shown. There is a dropdown menu for 'Location' with 'Colorado' selected. Below that, there are input fields for 'Date of Birth' with 'Month', 'Day', and 'Year' sub-fields. At the bottom, there are radio buttons for 'Male' and 'Female'. A large green 'Continue' button is at the bottom. Annotations include: '2a: Complete all fields' pointing to the form fields, '2b: Select your current location' pointing to the location dropdown, and '2c: Click' pointing to the 'Continue' button.

3. Follow these steps *exactly* – and enter **YOUR PERSONAL CWID**. Service Key is “AHPFREE”.

3a Do you have health insurance?

☒ Yes

3b Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

3c: Enter your CWID

Colorado School of Mines SHIP ▼

CWID!!!!

3d Are you the Primary Subscriber?

☒ Yes ☐ No

☐ No

☐ Skip this step / My plan isn't listed

3e: Enter this exactly

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

AHPFREE

[Add Another Key](#)

3f: Click

Finish

Yay! You did it! 3g: Click

amwell

☒ **Congratulations!**
Your account has been created.

OK

[Accessibility Preferences](#)

4. Changing/updating your location – this is important as many of us are outside of Colorado.

The screenshot shows the amwell website interface. At the top, the user is logged in as Lauren Jensen, with the location set to Colorado. The navigation bar includes links for Home, My Providers, My Records, Test My Computer, and Add Service Key. A red arrow points to the 'Add Service Key' button. Below the navigation bar is a large banner image of medical professionals. A white box with the word 'medical' is overlaid on the left side of the banner. A callout box with the text '4a: To change location' points to the 'Add Service Key' button.

Lauren Jensen | Location: [Colorado](#) | [Account](#) | [Log Out](#)

Home | My Providers | My Records | Test My Computer | **Add Service Key** | [Search](#) | [Calendar](#) | [Email](#)

4a: To change location

medical

Welcome to AHP Live Care! This service provides you with the ability to speak to licensed doctors and health educators at your convenience anywhere you need care. Providers can answer your questions, make a diagnosis and even [More](#) ▾

The screenshot shows a 'My Location' dialog box. It has a title bar that says 'My Location'. Below the title bar, it says 'I am currently located in:'. There is a dropdown menu showing 'New Jersey'. A red arrow points to the dropdown arrow. Below the dropdown menu are two buttons: 'Cancel' and 'Save'. A callout box with the text '4b: Select your new and current location' points to the dropdown menu.

4b: Select your new and current location

My Location

I am currently located in:

New Jersey ▾

[Cancel](#) [Save](#)

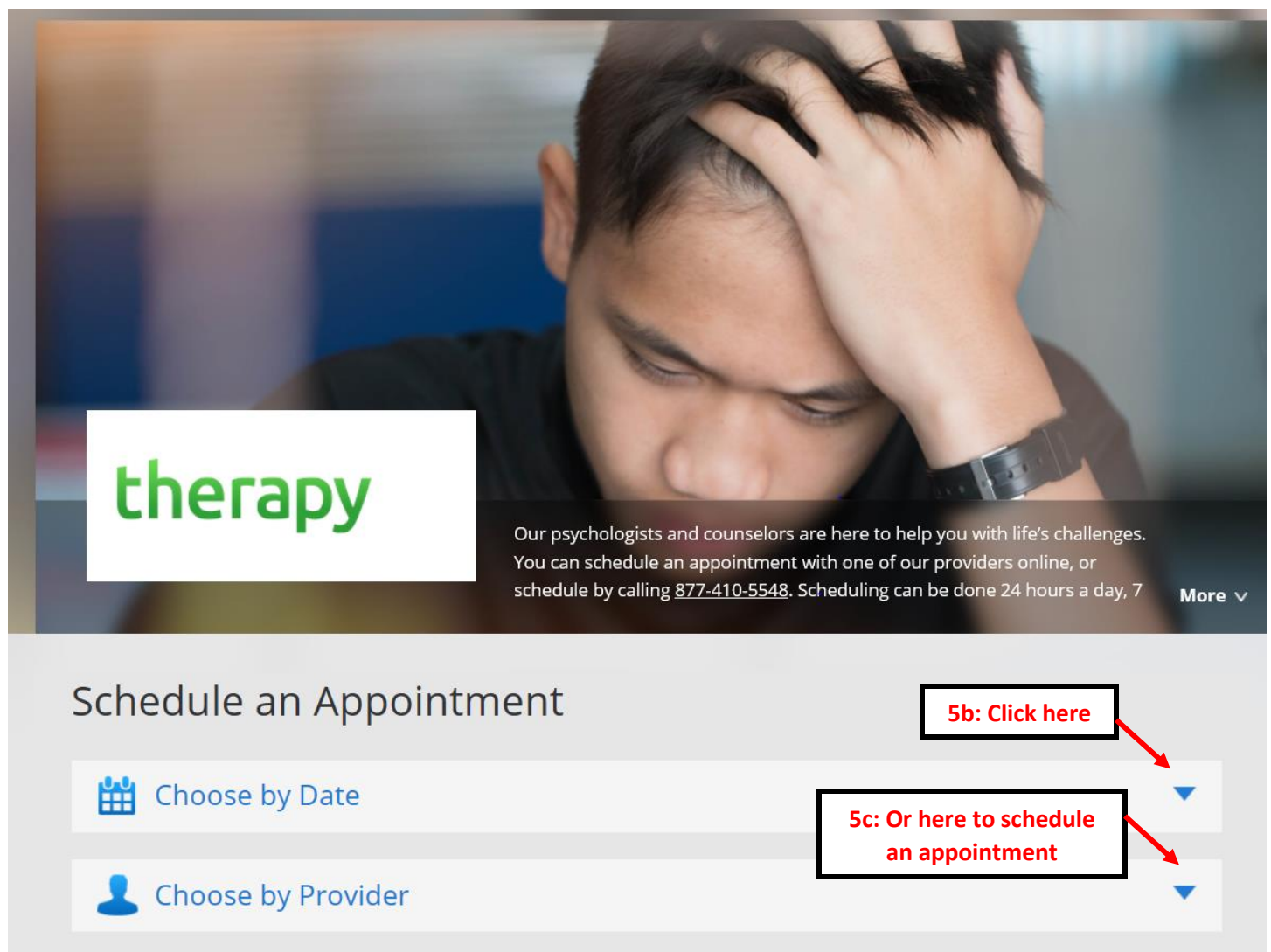
The screenshot shows the amwell website interface after the location has been changed. The user is still logged in as Lauren Jensen, but the location is now set to Oregon. The navigation bar is the same as in the previous screenshot. A red arrow points to the 'Add Service Key' button. A callout box with the text '4c: This should always be where you are currently' points to the 'Add Service Key' button.

Lauren Jensen | Location: [Oregon](#) | [Account](#) | [Log Out](#)

Home | My Providers | My Records | Test My Computer | **Add Service Key** | [Search](#) | [Calendar](#) | [Email](#)

4c: This should always be where you are currently

5.: Selecting the service you want.



Trouble-Shooting

1. [AHPLiveCare.com](https://www.AHPLiveCare.com) will often re-direct you to [amwell](https://www.amwell.com). They are linked.
2. Some green “Continue” buttons are tricky and ask for your insurance in ways that may prompt you to select your personal insurance plan – if the Colorado School of Mines SHIP isn’t an option for insurance, DON’T provide your personal insurance plan. Please select “Skip”.
3. Through the Colorado School of Mines, you will not need to provide a credit card or make online payments. If prompted for this, go back and sign-up following above steps. Do not use your personal insurance information.

