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Email: support@uwill.com
GETTING STARTED

CREATE YOUR ACCOUNT

When you first visit the Uwill site, you will be asked to create an account using your school email address. Fill in your name, birthdate, and email address provided by the institution. Input your school information, reason(s) for registering, and emergency contact information. An email will be sent to you to verify your account.

VERIFY YOUR EMAIL

An email will be sent to you to verify your account. Click on the link in the email to verify your email address and open up your Uwill dashboard.

Welcome to UWill!

Thanks for registering Brittany.

In order to activate your account, please confirm your email address.

If the link doesn’t work, you can paste this URL into your browser: https://app.uwill.com/confirm/jxp1x-g2h75zZNK8bEфф
On the left-hand side of the dashboard, you can select gender preferences for your counselor and time preferences.

Once your preferences are set, go through the counselor biographies to figure out who is the right fit for you. When you find a counselor that fits what you’re looking for, select them and click, “Setup an Appointment”.

For your first appointment with a new counselor, you must schedule a video or phone session. After the first session, you can setup video, phone, or chat appointments with the counselor.

Your scheduled appointments will be on your dashboard underneath, “Upcoming Appointments.” You will also receive email confirmation on the type of appointment, date, time, and counselor.
CONNECTING WITH YOUR COUNSELOR

START YOUR SESSION

An email reminder will be sent to you an hour prior to your scheduled appointment. Access your appointment through the link in the email reminder or visit the Uwill site to begin your appointment.

BOOK YOUR COUNSELOR AGAIN

If you matched well with your counselor, you can book them again! After your first session is completed, you can find your counselor in the, “Book Again,” box on the dashboard. Click their profile to schedule another appointment.

CANCEL YOUR APPOINTMENT

Click on the trashcan next to your scheduled appointment. A pop up will appear to confirm the cancellation of your appointment and your credits will be refunded.