



FAQs

What is Uwill?

Uwill is the leading mental health and wellness solution for colleges and students. Uwill provides free immediate access to teletherapy and mental health crisis support for students.

How does it work?

With [Uwill](#), you have the ability to choose a therapist based on your unique needs and preferences (focus area, gender, language, ethnicity), at a time that fits your schedule (day, night, weekend), and by your preferred appointment type (video, phone, chat, message).

For students facing a mental health emergency, Uwill offers access to a crisis connection phone number, available 24/7, 833.646.1526.

Who is eligible?

Currently enrolled Eastern University students (does not include guest students and dual enrollment high school students).

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



FAQs

If you are facing a mental health emergency, call 833.646.1526 to reach one of Uwill’s licensed therapists trained in crisis response. For medical emergencies, please call 911.

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

In addition, if you are facing a mental health emergency, you can reach one of Uwill’s licensed therapists trained in crisis response by calling 833.646.1526. For medical emergencies, please call 911.

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.



FAQs

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.

Uwill's crisis connection is available only by phone at 833.646.1526. For medical emergencies, please call 911.

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.
- Crisis connection = unlimited access

Is there a maximum number of credits I can use?

Yes, you have 240 credits to use.

Do the credits expire?

Yes, the credits expire annually on 9/30.

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.



FAQs

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 – to 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 mental health emergency, you can call Uwill's 24/7 crisis connection at 833.646.1526.

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.



FAQs

Who do I reach out to for technical assistance?

Uwill provides 24x7 technical support by email support@uwill.com or phone 833.99.Uwill (833.998.9455).