



COLUMBUS STATE  
UNIVERSITY

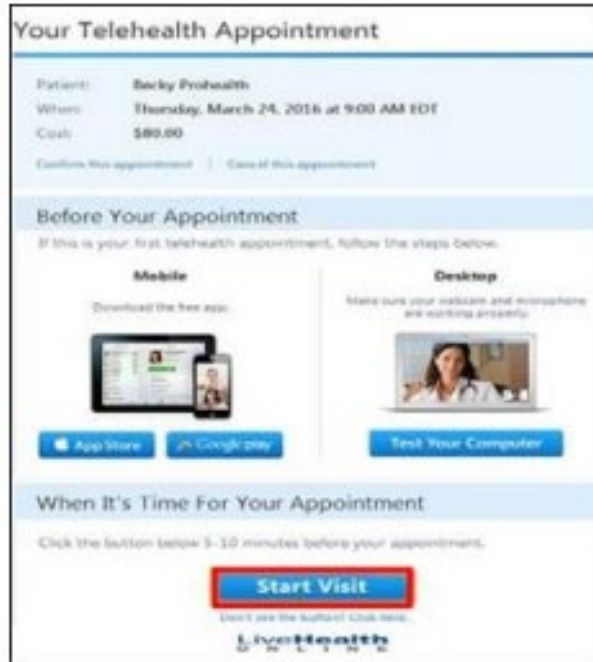
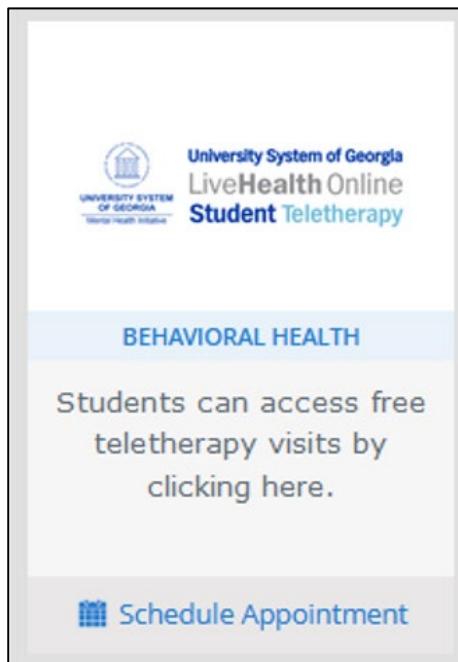
COUNSELING CENTER

# CougarsCare

## Live Health Online: How to Access Virtual Mental Health Counseling Sessions

Students seeking counseling sessions for the first time should access services through this site.

1. Go to [USG.startlivehealthonline.com](https://USG.startlivehealthonline.com) if on your laptop OR download the LiveHealth Online app.
2. Click "Sign Up" to create a user account and follow directions.
3. Enter your service key: **COLUMBUSSTUDENT**
4. Click on the University System of Georgia **LiveHealth Online StudentTeletherapy** tile.
5. Search for a therapist by when you want an appointment or by name. Therapists will be shown based on your location and their availability.
6. After deciding on a therapist you'd like to see, schedule an appointment with that provider.
7. You will receive a confirmation email once you have scheduled your appointment. Save it.
  - a. Please note that your confirmation email may have a cost associated with your appointment. Your visit is **free** and you will not be charged for your visit after you enter your service key (**COLUMBUSSTUDENT**) at the time of your visit.
8. 5-10 minutes prior to your appointment, open the confirmation or reminder email, scroll to the bottom and click 'Start visit'. Enter any additional information as needed.



Students who need assistance can call the 24/7 Clinical Support Line

706-507-8740