

CougarsCare Program

We are pleased to announce a partnership with Uwill, the leading student mental health and wellness solution. Uwill offers students immediate access to teletherapy with no additional charges, a direct crisis connection, and wellness programming through its easy to use online platform.



Student Mental Health & Wellness

Uwill provides

- Telehealth counseling
- Counseling services at no cost for students
- A secure and convenient path to clinical services beyond the Counseling Center's office hours, including evenings and weekends

Uwill is **Private. Secure. Confidential.**

[Uwill Quick Start Student User Guide](#)

To schedule teletherapy:

- [Create a profile](#) with Uwill.
- Choose a therapist based on your preferences including *availability, issue, gender, language, ethnicity*.
- Choose a time that fits your schedule with *day, night and weekend availability*.

If you're experiencing a mental health crisis:

Call [706-507-8740](tel:706-507-8740) for help **24/7/365**

If you are experiencing a medical emergency, call 911.

Uwill also provides students free access to on-demand wellness programming through its easy to use online platform. Select *wellness* from the left navigation and relax and recharge your mind and body with a wide range of wellness such as yoga, meditation, mindfulness, and more! Allow Uwill to help you discover greater focus and balance as you navigate the semester.

If you need any assistance, you can refer to the Uwill FAQ (below), Student User Guide, or reach out directly to Uwill at support@uwill.com.

Frequently Asked Questions

What is Uwill?

Uwill is a 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 availability), and by the appointment type preferred (video, phone, etc.)

Who is eligible?

All enrolled CSU students have access to Uwill.

Is it free?

Uwill's services are covered by the Student Health Fee you pay as part of your tuition. You will not owe any additional fees.

How do I get started?

You can access the Uwill platform by [clicking here](#) and completing your profile using your CSU 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.

What do I do if I'm studying abroad?

- If you are signing up for Uwill for the first time, follow the directions above using the location of your study abroad site.
- If you already have an account, go to your profile and update your location to your study abroad site before searching for a new appointment.
- If you are experiencing a crisis, dial **+1-984-268-2016** for a 24/7 Crisis Line.

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.

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.

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.

Can I change counselors?

Yes, you can change your counselor at any time.

How many sessions will I get?

You may get up to three 30 minute sessions per academic year.

What happens after I've used all my sessions?

Uwill will coordinate with you to either refer you to the CSU Counseling Center or another provider in the community.

Who do I reach out to for technical assistance?

Uwill provides 24/7 technical support by **email:** support@uwill.com, or **phone:** 833-99-Uwill (833.998.9455).

Prescription Services for Mental Health Medication



You have access to an online prescribing clinic for evaluation and management of mental health medications. You can also meet with a provider for assessment to initiate medication or to support your ongoing mental health needs.

FAQs

Can I self-refer?

No, you need to be referred by either a CSU Counseling Center therapist or a CougarsCare therapist.

How do I get a referral?

- [Create a profile](#) with Uwill.
- Book an appointment with a CougarsCare clinician
- OR call 706-507-8740 to book an appointment at the CSU Counseling Center.
- Tell your therapist you are interested in seeking medication services through Uwill and that you have already created a profile.