

Students receive **FREE IMMEDIATE ACCESS TO TELETHERAPY**

Experiencing a mental health crisis?
Help is available 24/7/365

833.646.1526

If you are experiencing a medical emergency call 911.



Get started using your school email



Uwill

What is Uwill?

Uwill is the leading mental health and wellness solution for colleges and students. Olin students can have up to 5 free immediate access to teletherapy this academic year and unlimited mental health crisis support.

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).

Students facing a mental health crisis can contact Uwill's free, confidential crisis line at 833.646.1526, available 24/7/365 in the U.S. For medical emergencies, please call Public Safety at 781.239.5555 or 911.

Who is eligible?

Currently enrolled Olin College 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.

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.

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.

What are Uwill credits and how do they work?

Uwill sessions equate to a specific amount of credits. Olin has provided 150 credits to each student and they 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 Line = unlimited access

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.

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 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'm in crisis, what should I do?

Here are several options for a mental health crisis:

- Uwill crisis line, 833.646.1526, anonymous or confidential support for Olin students from a licensed therapist, available 24/7/365 in the U.S. In an emergency, they will coordinate with on-call staff to make sure you get the help you need.
- Crisis text line for any mental health crisis, text HOME to 741741. Confidential support 24/7/365 in the U.S. via text, live chat or WhatsApp. Available in Spanish.
- Trevor Project crisis line for LGBTQ+ young people, text START to 678-678 or call 866.488.7386. Confidential support 24/7/365 in the U.S.
- Suicide and crisis lifeline: call or text 988. Confidential support 24/7/365 in the U.S. for any mental health issue via text, phone or live chat at 988lifeline.org. Available in Spanish.

If you are having a medical emergency, you should call Public Safety at 781.239.5555 or 911 or visit your local emergency room.

Can I change counselors?

Yes, you can change your counselor at any time.

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).