



## WELLNESS CENTER SCHEDULING TOOL: *Students*

### GETTING STARTED

#### USERNAME/PASSWORD

Once you are eligible, you will receive a username and temporary password in an email. You can change your password any time. If you forget your password, there is a prompt on the log-in screen to receive a reminder email.

#### What's my username?

First initial, last name and your six digit student ID number. Usernames are NOT case-sensitive.

**Example:** John Everyman, 653210

**Username:** JEveryman653210

#### CONTACT EMAIL ADDRESS

Your DePauw email is required to use the online tool as it is the preferred method to receive appointment confirmations and other communications from the Wellness Center.

#### LOGGING IN

Go to [DePauwHealth.org/Schedule](http://DePauwHealth.org/Schedule) to log-in, as well as get access to FAQs and a printable scheduling help sheet. You may also call (765) 658-4555 Monday through Friday from 8 a.m. to 5 p.m.

### SCHEDULE APPOINTMENTS & REFILL PRESCRIPTIONS

Select a date to see available appointment:

No Appointment Schedule

To schedule, first provide the name of the family member who needs to be seen, as well as the type of appointment. Days with availability will be underlined and clickable. Once you have selected a day, choose from the list of available times. Secure it by clicking "Book" & "Confirm."

### MANAGE APPOINTMENTS

Quickly see an at-a-glance appointment history for you and each of your dependents. Also, check on the details and status of all future appointments. Click the pencil to cancel an appointment.

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# ADDITIONAL WELLNESS CENTER SCHEDULING TIPS

## MY PASSWORD DOESN'T WORK. NOW WHAT?

### STEP 1 - BE SURE YOU ARE IN THE RIGHT PLACE

The log-in screen for the Wellness Center can be accessed by going to the external website at [DePauwHealth.org/Schedule](https://DePauwHealth.org/Schedule).

### STEP 2 - DOUBLE CHECK YOUR USERNAME

Your user name is made up of your first initial, last name and your six digit student ID number (no spaces). Usernames are NOT case-sensitive.

**Example:** John Everyman, 653210

**Username:** JEveryman653210

**Note:** Associates on the family health insurance plan only have one log-in for themselves AND their dependents (one log-in per family).

### STEP 3 - RESOLVE A POTENTIAL PASSWORD PROBLEM

Passwords ARE case-sensitive so be sure your "caps lock" is off.

Still not working? Go back to the email you received with your temporary password. Find it easily by searching for an email from [assistance@hendricks.org](mailto:assistance@hendricks.org). The temporary passwords may contain some characters you aren't used to typing. It's best to copy the password from the email by highlighting it with your cursor, and then paste it into the password box on your screen.

Tip: the keyboard command for "copy" is holding down "control" key and "c" at the same time. The command for "paste" is holding down "control" and "v" at the same time. Another way is to go to the "edit" drop-down menu and select "copy" and "paste".

### STEP 4 - TRY RESETTING YOUR PASSWORD

If you still can't log-in, or have deleted the email containing your password, resetting is your best option. Go to the main log-in screen and click on the link that says "Forget your password". After you type the requested information, click on the green "Retrieve" button. A new temporary password will be sent immediately to your registered email.

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