

Patient Portal User Guide

Log in at mycuhealth.colorado.edu using your CU IdentiKey and password.

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Appointment Scheduling

How do I schedule an appointment?

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.

The screenshot displays the Patient Portal interface with the following sections and buttons:

- *Student Health Requirements**: For immunization and insurance requirements, start here. **Get Started**
- Counseling and Psychiatric Services**: Mental Health. **Get Started**
- Medical Services at Wardenburg**: Primary Care, Acute Care, and Preventive Health. **Get Started** (circled in red)
- Physical Therapy & Integrative Care**: Nutrition - Acupuncture - Chiropractic - Physical Therapy - Massage. **Get Started**

3. From the left menu, click **Appointments**.
4. Choose a department (Primary Care, Sexual & Reproductive Health or Other Services) and click **Submit**.

The screenshot shows the MyCUHealth Patient Portal interface. On the left, a navigation menu lists various services: Home, Appointments (highlighted with a red circle), Uploads, Forms, Messages, Insurance, Education, Visit Summary, Lab Result, Statement, and My Profile. The main content area is titled "Welcome to the Primary Care and Sexual and Reproductive Health Page". It includes instructions for using the portal on a phone, a "BEGIN HERE" section for scheduling appointments, and a "Ready to check in for your appointment?" section with bullet points about check-in procedures. Below this, there's a "With My CU Health Portal, you can:" section listing actions like scheduling appointments, sending secure messages, viewing statements, filling prescriptions, and completing health forms. An "After Hours Care" section mentions the Academic Live Care website. At the bottom, there's a "Need a same-day appointment?" section with emergency and mental health crisis information. A "View Appointment History" link is also present. The "Departments and Services" section lists "Other Services", "Primary Care", and "Sexual Reproductive Health" with a "Submit" button at the bottom.

Uploading Your Insurance Card

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click **Insurance** from the left menu.
4. Click **Add New** and upload your file.

The screenshot shows the MyCUHealth Patient Portal interface with the "Insurance" section selected in the left navigation menu (highlighted with a red circle). The main content area displays instructions for uploading an insurance card, including a note that insurance will not be updated without a copy. A red text box contains an important note: "**IMPORTANT, Please note: Uploading your i requirement, please go to the e-waive portal her". At the bottom, there's an "Add New" button (highlighted with a red circle) and the text "Insurances On File".

File Upload Requirements

- Image files: .gif, .png, .tiff, .tif, .jpg, .jpeg
- Document files: .pdf, .txt
- No "Live" or "Motion" photos
- File size: under 4 MB
- File names: max 25 characters; no special characters

Editing Your Portal Profile

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click your name in the top-right corner.
4. Select **Edit Your Profile**.



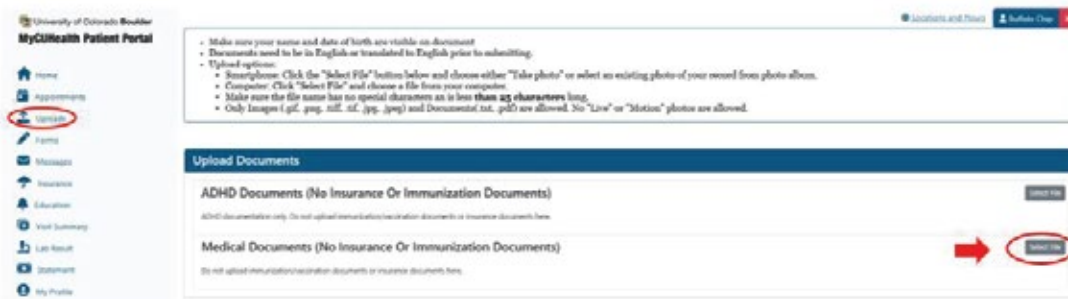
5. Make changes and click **Save**.

Uploading Medical Documents

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click **Uploads** from the left menu.
4. Upload your file.

File Upload Requirements

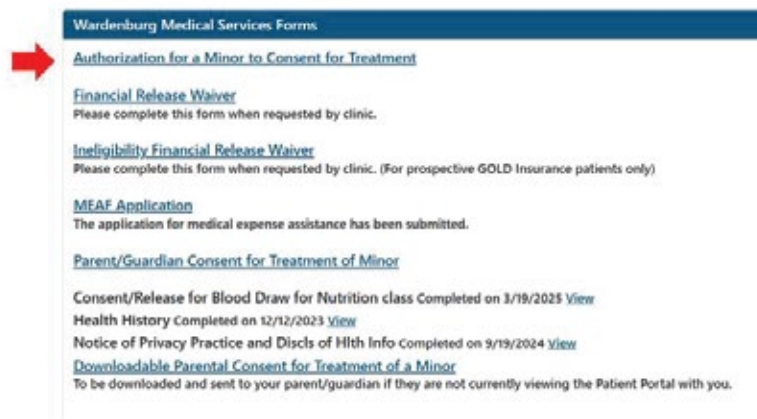
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- Document files: .pdf, .txt
- No "Live" or "Motion" photos
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Accessing Forms

Minor Consent for Treatment

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click **Forms**.
4. Select **Authorization for a Minor to Consent for Treatment**.



Wardenburg Medical Services Forms

[Authorization for a Minor to Consent for Treatment](#)

[Financial Release Waiver](#)
Please complete this form when requested by clinic.

[Ineligibility Financial Release Waiver](#)
Please complete this form when requested by clinic. (For prospective GOLD Insurance patients only)

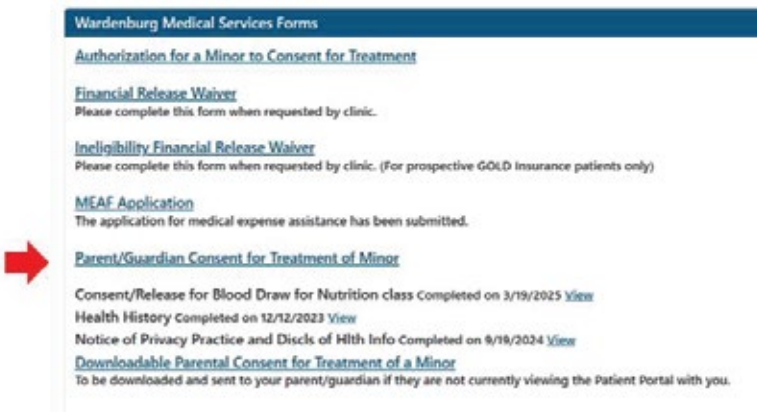
[MEAF Application](#)
The application for medical expense assistance has been submitted.

[Parent/Guardian Consent for Treatment of Minor](#)

Consent/Release for Blood Draw for Nutrition class Completed on 3/19/2025 [View](#)
Health History Completed on 12/12/2023 [View](#)
Notice of Privacy Practice and Discs of Hlth Info Completed on 9/19/2024 [View](#)
[Downloadable Parental Consent for Treatment of a Minor](#)
To be downloaded and sent to your parent/guardian if they are not currently viewing the Patient Portal with you.

Parent/Guardian Consent for Treatment

Follow the same steps and select **Parent/Guardian Consent for Treatment of Minor**.



Wardenburg Medical Services Forms

[Authorization for a Minor to Consent for Treatment](#)

[Financial Release Waiver](#)
Please complete this form when requested by clinic.

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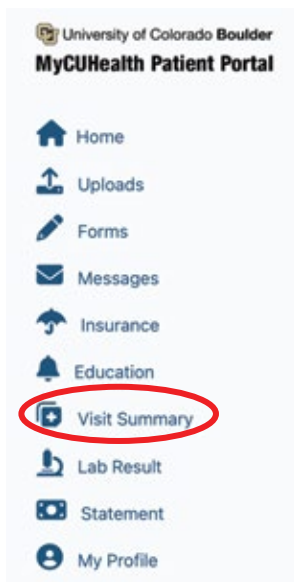
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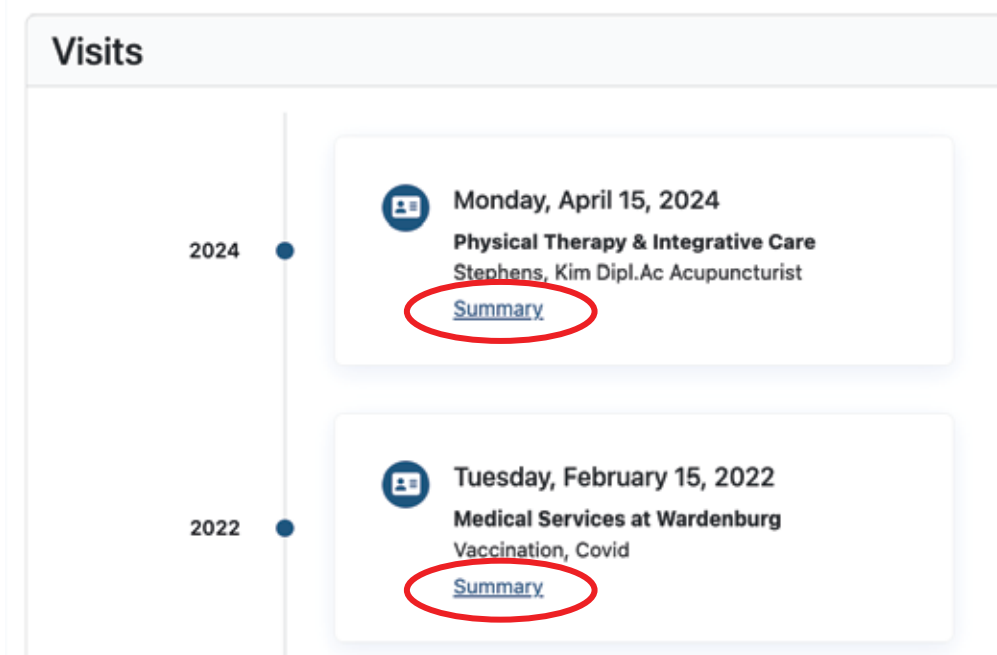
Accessing Your After Visit Summary

Minor Consent for Treatment

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click **Visit Summary** from the left menu.



4. Click **Summary** next to the visit you want to review.



AcademicLiveCare (ALC)

[AcademicLiveCare](#) is a free telehealth platform that lets you attend mental health and medical appointments from home, work, or on the go. **Available regardless of your insurance.**

Create an account

1. Visit [academiclivecare.com](#)
2. Click **Get Connected**
3. Click **Visit Amwell** in the pop-up window
4. Sign in with your **IdentiKey** email
5. Complete your profile
6. Enter service key: **ALC**

[Web user guide](#) [Mobile user guide](#)

Get care

Medical and urgent care

1. Log in to your [AcademicLiveCare account](#)
2. Click **Get Started** to find the first available provider or search providers
3. Provide details about your visit
4. On the payment screen, enter coupon code **ALCCUB24**
5. Click **Apply**
6. Click **Start Visit** to connect with your provider

All other services

1. Log in to your [AcademicLiveCare account](#)
2. Make an appointment
3. Follow prompts at the time of your visit to provide details
4. Enter coupon code **ALCCUB24**
5. Click **Apply**
6. Click **Start Visit**

[Web user guide](#) [Mobile user guide](#)

Manage Text Message Preferences

1. Log in to the portal.
2. Click **Get Started** under **Medical Services**.
3. Click **Forms**.
4. Select **Texting Opt-in/Opt-out**.

The screenshot shows the MyCUHealth Patient Portal interface. On the left is a navigation menu with links: Home, Appointments, Uploads, Forms (circled in red), Messages, Insurance, Education, Visit Summary, Lab Result, Statement, and My Profile. A red arrow points from the 'Forms' link to the 'Texting Opt-in/Opt-out' form in the main content area. The main content area has a header 'Release of Information' with links for 'Auth to Request Health Info from Outside Sources', 'Authorization to Release Health Information', and 'Authorization to Verbally Disclose Health Info'. Below this is a section titled 'Health Services Forms' containing links for 'General Agreement for Health Care Services', 'Pharmacy New User / Rx Transfer Request', and 'Texting Opt-in/Opt-out' (which is highlighted).

Lab Results

1. You will receive an email from NoReply@medicat.com when new lab results are available.

New Secure Message from MyCUHealth



[External email - use caution]

You have a new secure message in MyCUHealth. You will need your CU Identity login and password at the following web site to read your message: <https://MyCUHealth.colorado.edu>

Trouble signing in? [We can help.](#)

2. Log in to the portal.
3. Click **Immunization Requirements** clinic.
4. Click **Secure Messages** to view messages about lab results.

University of Colorado Boulder
MyCUHealth Patient Portal

Home

1. Enter Vaccinations

2. Upload Proof

3. Complete Forms

Secure Messages **1**

Lab Result

My Profile

Locations and Hours [MyPhoto Chip](#)

[Return to Inbox](#) [Delete](#)

Auto Release Lab Results

Medicat

Sent: 5/2/2025 12:00 PM

Contacts Included:

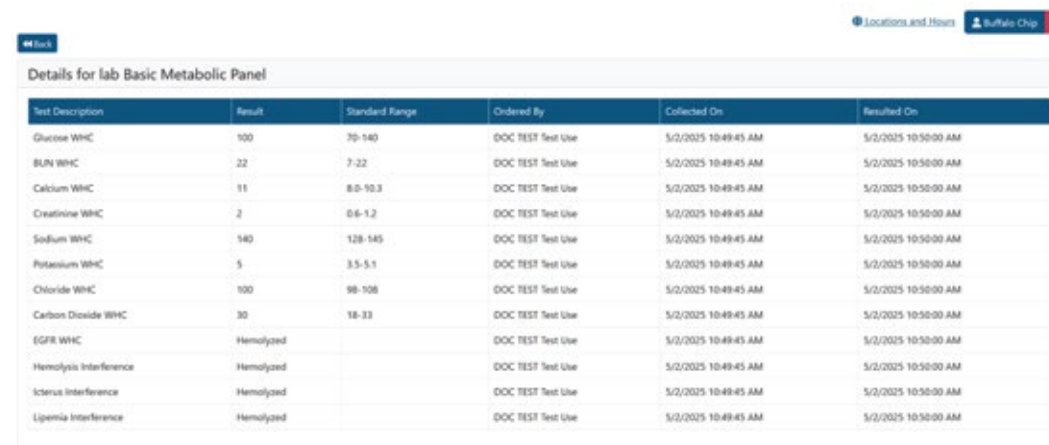
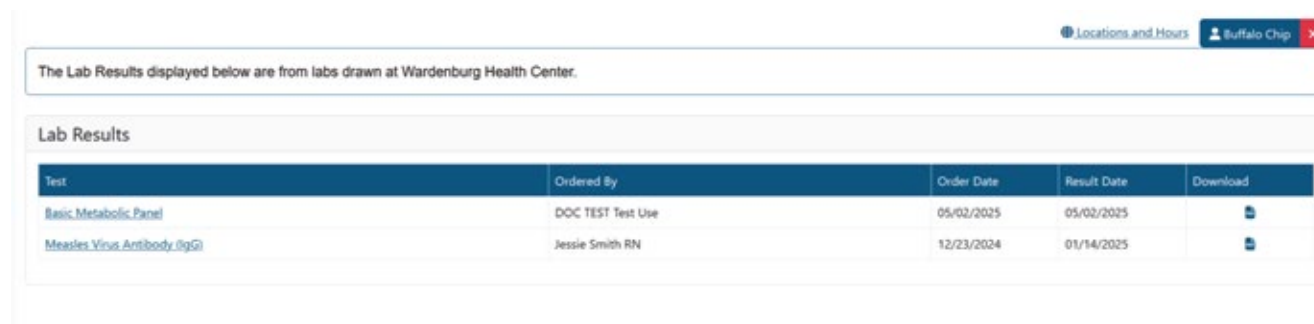
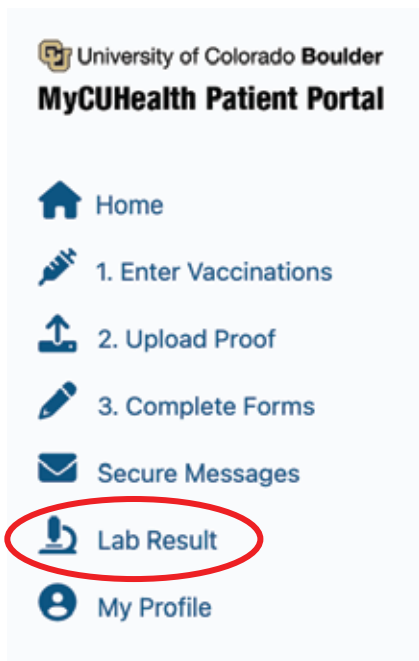
You have new results available in the Lab Results tab on the portal. These results have been automatically released to you as soon as they have become available in the lab reporting system in accordance with the 21st Century Cures Act. Your provider will review all lab results, but may not yet have seen these results given their immediate release to you. If you have not heard from your provider in the next 48-72 hours regarding any abnormal lab results and you have questions about them, please contact the clinic at 303-492-5432 or send a secure message to "Ask Medical Services" to schedule some time to discuss these results with a nurse or with your provider. If you had more than one lab test performed, or multiple body sites tested, each test result will be delivered to you when it has resulted.

If you had a screening test performed for syphilis (RPR test) or HIV (HIV 1/2 Ag/Ab Combo Test) a positive result will need to be confirmed by a second test before a definitive diagnosis can be made.

If you have negative or normal test results and your symptoms persist or worsen, please contact the clinic through the mechanisms noted above.

If your tests were ordered through CU sports medicine, please contact your team's athletic trainer to facilitate connecting with your provider for any questions about test results.

5. To view lab results, click **Lab Result** in the left menu and select your test.



6. For questions, send a secure message to your provider.

Release of Information (ROI)

To receive your own records:

- Fill out the **Authorization to Release Health Information** form in the portal under **Medical Services > Forms**.

University of Colorado Boulder
MyCUHealth Patient Portal

Home
Uploads
Forms
Messages
Insurance
Education
Visit Summary
Lab Result
Statement
My Profile

Current Clinic
Medical Services

Release of Information

[Auth to Request Health Info from Outside Sources](#)
Use this form to request records from sources outside Health and Wellness Services as needed for your Health and Wellness Services appointment.

Authorization to Release Health Information
Use this form to release your Health and Wellness Services or Counseling and Psychiatric records when needed.

[Authorization to Verbally Disclose Health Info](#)
Use this form to allow verbal communication about your health information when needed.

Health Services Forms

[General Agreement for Health Care Services](#)

[Pharmacy New User / Rx Transfer Request](#)
Please complete this form to register a user and/or transfer a prescription.

[Texting Opt-in/Opt-out](#)
Use this form to opt in or out of receiving texts.

Telehealth Consent

[Consent for Telehealth MS](#)

To authorize someone else (e.g., parent, outside provider):

- Complete the **Authorization to Verbally Disclose Health Information** form. This must be signed by the student.

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[Consent for Telehealth MS](#)

- To request records be sent to Wardenburg from another facility:
- Complete the **Authorization to Request Health Information from Outside Sources** form.

Accessing Large File Transfers:

- Use the email address the file was sent to.
- Sign in with your IdentiKey (current students) or create a guest account.
- Follow instructions at [Large File Transfer Help](#).

CU Boulder Alumni:

- Records are retained for 10 years after your last appointment.
- Email roi@colorado.edu with your completed authorization form.
- If you don't know your student ID, leave it blank. Include your email if records are for yourself, or recipient details if for a provider.

Portal Access Issues (Alumni):

- Email mycuhealthsupport@colorado.edu if you're having trouble logging in.

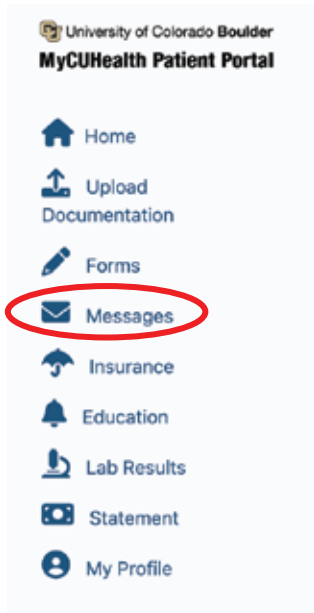
Contact Information

- Email (preferred contact): ROI@colorado.edu
- Phone: 303-492-7158
- Fax: 303-492-4875
- Location: Wardenburg Health Center, 3rd floor

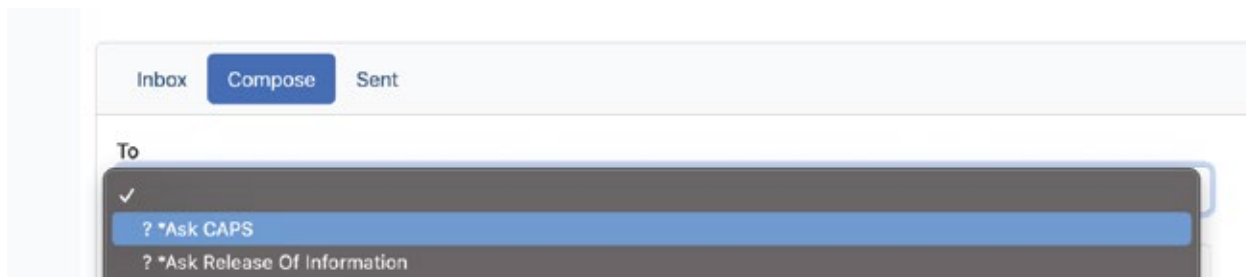
Secure Messages

Do not use secure messages for any emergency/crisis situation, please call 911 or see our contact phone numbers on the [home page](#).

1. Log in to the portal.
2. Click **Get Started** under the appropriate clinic.
3. Click **Messages** from the left menu.



4. Click **New Message**.
5. In the To field, select a provider or choose **? * Ask (CLINIC)**.



6. Only providers within that clinic will be available. To message someone in a different clinic, return to the homepage and select that clinic first.

Please contact HWSupport@colorado.edu for additional information and support.