

How to Get Started

You can be chatting with a BetterHelp counselor in five easy steps:

- 1 Visit the BetterHelp Website**

You must access BetterHelp through www.betterhelp.com/onegoal. **At no time should you provide credit card information or enter a credit card number to access these services.**
- 2 Fill out the Questionnaire**

Once you have confirmed your eligibility by entering your OneGoal email on [BetterHelp's webpage](#), you will fill out a questionnaire about yourself. This will help build your BetterHelp profile and give your future counselor/coach the information that's needed to get started. Also, you can change your counselor at any time or any reason! So, if you are unhappy with the counselor, log back in and get rematched with a new one!
- 3 Create your private account**

Now it is time to create your own private account. OneGoal will not know your account/username and will not know which Fellows choose to use this service. This is a completely confidential service between you and your BetterHelp counselor/coach. When you create an account you will be agreeing to BetterHelp's [Terms & Conditions](#) and [Privacy Policy](#).
- 4 Pick your Counselor Preferences & Give Background**

The next two pages are where you'll enter your counseling preferences and then add a bit of background on why you are trying BetterHelp. This will help BetterHelp pick the right counselor for you, so be thoughtful in how you fill out these sections.
- 5 Get Matched**

Now it's time to get matched! This will take less than 48 hours. Once matched, you can review the counselor BetterHelp has chosen and decide if you like the match. If not, you are able to decline and keep searching. If you like the match, you will accept. From there you can begin your dialog with your counselor!

Note: OneGoal is making BetterHealth's teletherapy services available as an optional resource for Y3 Fellows (e.g., students who are participating in the OneGoal programs during the first year of their postsecondary experience) who are able and interested in accessing them. Reference to any specific service or entity does not constitute an endorsement or recommendation by OneGoal. OneGoal is not responsible for, and makes no representation as to, the suitability or quality of BetterHealth's services, and expressly disclaims any liability in connection therewith.

FAQ

What is BetterHelp?

BetterHelp is the largest online counseling platform worldwide, changing the way people get help with facing life's challenges by providing convenient, discreet and affordable access to a licensed therapist. BetterHelp makes professional counseling available anytime, anywhere, through a computer, tablet or smartphone.

Who is eligible for this teletherapy program?

Per the Michael & Susan Dell Foundation, which is funding this initiative, BetterHelp is available to Y3 Fellows who are enrolled in a postsecondary institution.

Do I have to pay for it?

No. The Michael & Susan Dell Foundation, one of OneGoal's most significant champions, is paying for 100% of the cost. This means you have unlimited access to the service until August 2021. There is no cost to you and there is no cap to how many sessions you can use. In order to ensure you are accessing the free service, **you must access BetterHelp through www.betterhelp.com/onegoal. At no time should you provide credit card information to access these services.**

Do I need insurance?

No. This is completely covered by the Michael & Susan Dell Foundation, one of OneGoal's foundation partners. You will pay for nothing. At no time should you be asked for any information about your insurance or any payment information.

How many sessions do I have?

This is an unlimited service through August, 2021. You can talk to your counselors four times per month and have unlimited asynchronous engagement with your counselors via the BetterHelp platform. Additionally, you have free access to group sessions that can be accessed through the platform.

Who are the counselors?

Counselors on BetterHelp are licensed, trained, experienced, and accredited psychologists (PhD / PsyD), marriage and family therapists (LMFT), clinical social workers (LCSW / LMSW), or licensed professional counselors (LPC). All of them have a Master's Degree or a Doctorate Degree in their field. They have been qualified and certified by their state's professional board after successfully completing the necessary education, exams, training and practice. While their experience, expertise and background vary, they all possess at least 3 years and 2,000 hours of hands-on experience. [Click here to learn more about the counselors.](#)

Will OneGoal know that I am getting counseling?

No. We will not know who is receiving counseling and will not have any access to your counseling or other personal data. This is completely confidential.

Additional questions? Contact BetterHelp at: contact@betterhelp.com