

On-Campus Counseling Documentation Instructions:

If you attended counseling sessions on campus at the Counseling Center please follow the instructions below to print out documentation from the Patient Portal. You MUST print out an individual walkout statement for EACH date that you attended a counseling session to submit with your financial aid appeal. The Counseling Center will not supply written letters on behalf of students. You must use this process.

How to Retrieve Verification of Services for Appeals

Step 1

- **Website:** <https://shs.uncg.edu/>

Step 2

- **Select Tab: Patient Portal (top right)**

Step 3

- **InCommon sso.medicatconnect.com**
 - o Select your School, Organization, or Identity Provider
 - University of North Carolina at Greensboro → Next

Step 4

- **UNCG Authentication**
 - o Enter UNCG Username and Password → Sign In

Step 5

- **Student Health Services Patient Portal**
 - o **Select: Statements**
 - Past Statements
 - Select dates you attended appointments at the Counseling Center. You will be directed to each individual Walkout Statement which you can then print for each appointment date.
 - Be aware that your diagnosis code will be indicated on the Walkout Statement. You may choose to include this code or mark it out.