

SuccessNow

24/7 CONSULTATION RESOURCE

Quick Start Guide

SuccessNow is a 24-hour consultation service available to all Middlebury faculty and staff through MiddTelehealth. If you have concerns about a student's behavior—encompassing anything from general well-being, to how to approach a student who may be challenging in class, to fears that a student may be in danger of harming themselves or others—**SuccessNow** offers a prompt and confidential way to get expert guidance from trained mental health professionals.

To Get Started

1. In your web browser, visit go.middlebury.edu/middtelehealth.
2. The first time you visit MiddTelehealth, you'll be prompted to register—using your Middlebury email—and to create a password.
3. After you log in, you'll need to add **SuccessNow** as a service. Scroll to the bottom of the FAQ to the question "For Faculty/Staff: What Is **SuccessNow**?" Follow the instructions for adding **SuccessNow** to your services.
4. The **SuccessNow** tile should now be visible, and you can click it to begin.

Frequently Asked Questions

Q. Why do we need this program?

A. As part of a comprehensive effort to focus on student well-being, Middlebury has retained this service, which provides 24-hour coverage for faculty and staff to discuss any concerns they may have about students. The consultants are trained mental health professionals and the sessions are confidential.

Q. What if my student is experiencing an emergency?

A. If you are aware of an emergency with one of your students, please contact Middlebury Public Safety at **802-443-5911**.

Q. Will I be required to take action following a consultation?

A. No. The **SuccessNow** consultants will not dictate what, if anything, you should do. They will listen to your situation and offer ideas based on their professional experience. Any decision on follow-up action is completely up to you.

Q. Can I still contact Middlebury counseling services if I have a concern?

A. Yes, you are always welcome to contact us. We're offering **SuccessNow** because it's a 24-hour service that operates outside of our regular business hours. You can reach Middlebury counseling services by calling **802-443-5141** or by emailing **counseling@middlebury.edu**.

Need Help?

If you have any questions about this new consulting service or need more help getting started, please call customer support at **833-484-6359** or email **help@timely.md**.