

How to use Express Care® Online



1

Download the free Cleveland Clinic Express Care Online app on your mobile device.

When the app is launched, the **Homestay parent** can create an account by choosing "Sign Up" for Express Care Online. If you're signing up from a laptop or desktop, use the following link to access the web portal to Express Care Online:

clevelandclinicmycareonline.org/landing.htm

2

In the Service Key field, enter **MPS**. Then click continue.

Now you're set up and ready to use Express Care Online.

3

Once you're signed in, select **"Mission Public School"**.

You'll see a page of available clinicians. Select the provider you want to see. You can also review bios of the clinicians by clicking on their names.

4

Once you've selected the provider, select the name of the child the visit is for.

If this is the first time the child is using Express Care Online, choose "Add child". Otherwise, find the child's name from the list, and continue to the visit.

5

On the "Your Visit" page, you can type the reason for your visit.

Check the Notice of Privacy box. Then click "Continue".

6

You'll want your provider to be able to see and hear you. Make sure you allow access to your microphone and camera.

7

You'll be directed to a virtual waiting room, and after a short wait, you can video chat live with the provider you selected to discuss your health concerns.

Questions?

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