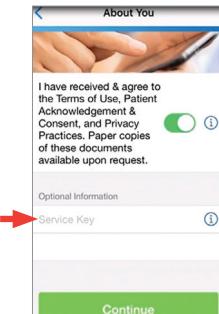


# How to use Express Care® Online



3 In the Service Key field, enter **CMU**. Then click **Continue**.  
Now you're set up and ready to use Express Care Online.



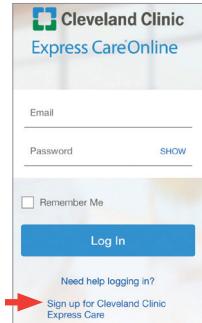
1 To get started, download the free Cleveland Clinic Express Care Online app on your mobile device.

See page 2 if you're signing in from a laptop or desktop.

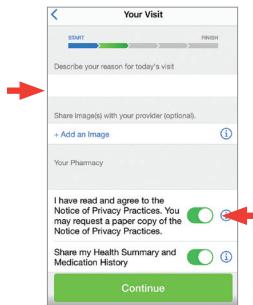


2 When the app is launched, scroll to the bottom of the home screen and click "Sign Up for Cleveland Clinic Express Care".

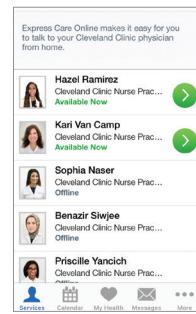
Enter your personal details, and create a password. Use your email address for your username.



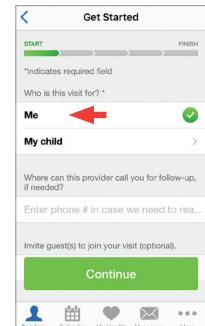
6 On the "Your Visit" page, you can type the reason for your visit. Check the Notice of Privacy box. Then click "Continue".



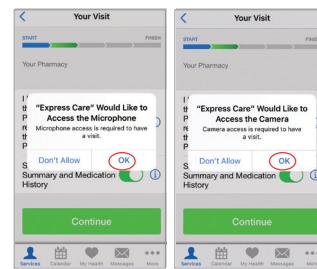
4 Once you're signed in, select "**Canadian Mennonite University**". You will see a page of available clinicians. Select the provider you want to see. You can also review bios of the clinicians by clicking on their names.



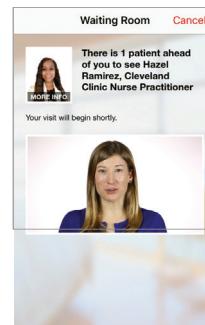
5 Once you've selected the provider, you'll see the "Get Started" page. Select who the visit is for, then click "Continue".



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



8 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?

1.844.338.3355

[expresscarecanada@ccf.org](mailto:expresscarecanada@ccf.org)

# How to Sign Up from Your Laptop or Desktop

1

To sign up to Express Care Online from your laptop or desktop, use this link:

[CMU.clevelandclinicmycareonline.org](http://CMU.clevelandclinicmycareonline.org)

On the landing page, enter your personal details and create a password. If you only have one name, enter “XXX” in the fields that don’t apply to you. Use your email address for your username. Check the “Terms of Use” box. Then click “Sign Up.”



Cleveland Clinic | Express Care Online

## studentVIP

### Student VIP Virtual Health Care Clinic

Welcome to the Student VIP virtual clinic! We are here to help you get the care you need. You can get a diagnosis, medical advice, prescriptions and more. Services are available across Canada. You will see an speak with a provider live, using your mobile phone, tablet or computer, anytime.

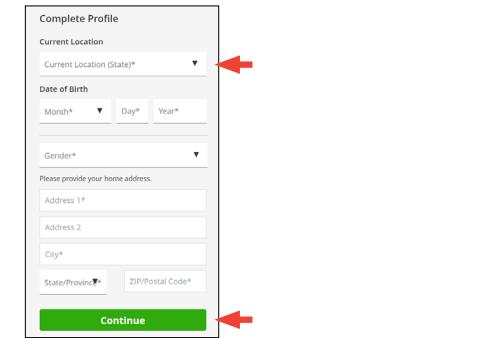
Sign Up

First Name\*  MI  Last Name\*   
Email\*   
Confirm Email\*   
Password\*   
 I agree to the following: [Terms of Use\\*](#)

[Sign Up](#) [I already have an account. Log In](#)

2

Complete your profile. For “Current Location”, choose the province where you’re located. Then click “Continue”.



Complete Profile

Current Location

Current Location (State)\*

Date of Birth

Month\*  Day\*  Year\*

Gender\*

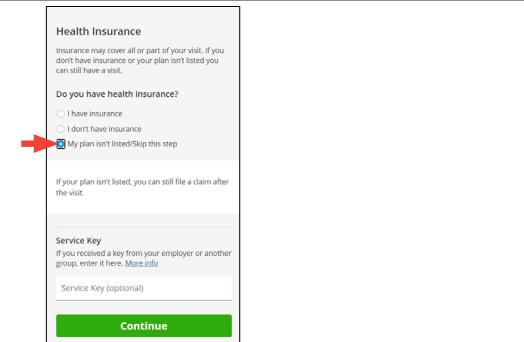
Please provide your home address.

Address 1\*   
Address 2   
City\*   
State/Prov/Terr\*  ZIP/Postal Code\*

[Continue](#)

3

When you get to the Health Insurance page, under “Do you have health insurance?”, choose “My plan isn’t listed/Skip this step”. You don’t have to enter a service key.



Health Insurance

Insurance may cover all or part of your visit. If you don't have insurance or your plan isn't listed you can still have a visit.

Do you have health insurance?

I have insurance  
 I don't have insurance  
 My plan isn't listed/Skip this step

If your plan isn't listed, you can still file a claim after the visit.

Service Key

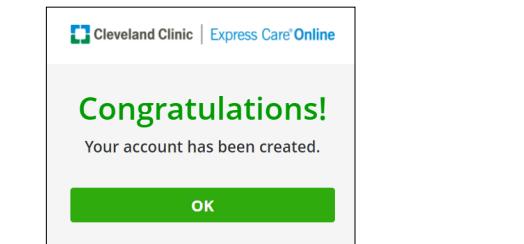
If you received a key from your employer or another group, enter it here: [More info](#)

Service Key (optional)

[Continue](#)

4

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



Cleveland Clinic | Express Care Online

## Congratulations!

Your account has been created.

[OK](#)

## Questions?

1.844.338.3355

[expresscarecanada@ccf.org](mailto:expresscarecanada@ccf.org)