

# How to use Express Care® Online



1

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

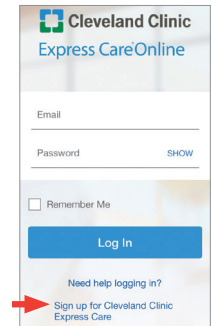
See page 2 if you're signing in from a laptop or desktop.



2

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

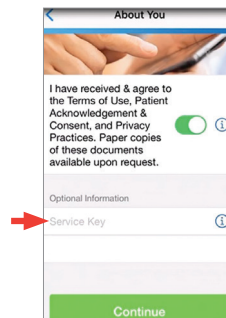
Enter your personal details, and create a password. Use your email address for your username.



3

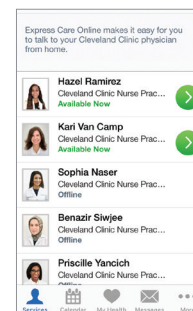
In the Service Key field, enter **CMU**. Then click continue.

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



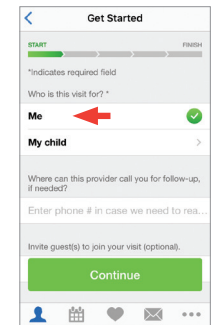
4

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

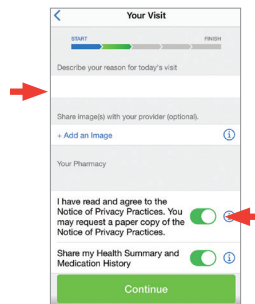
Once you've selected the provider, you'll see the "Get Started" page. Select who the visit is for, then click "Continue".



6

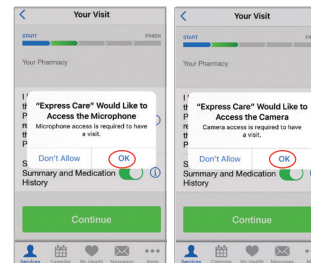
On the "Your Visit" page, you can type the reason for your visit.

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



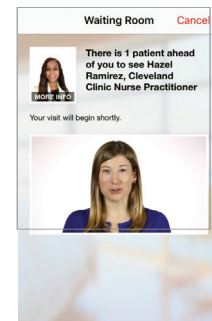
7

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)

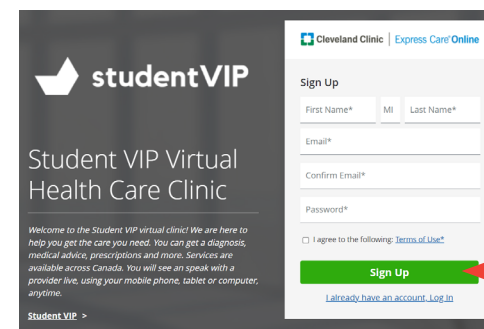
# How to Sign Up from Your Laptop or Desktop

1

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

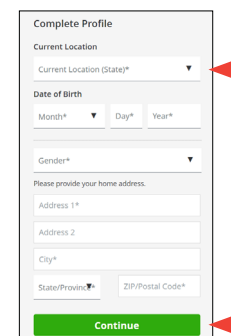
[CMU.clevelandclinicmycareonline.org](https://cmu.clevelandclinicmycareonline.org)

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.”



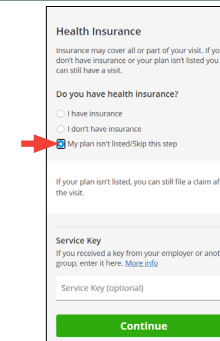
2

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



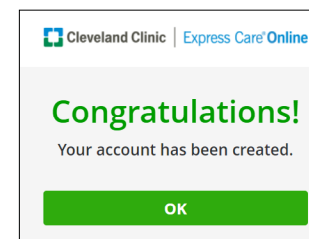
3

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.



4

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



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