

How to use Express Care[®] Online



1

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

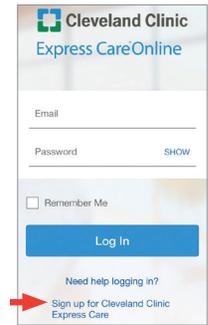


To sign up from your laptop or desktop, go to: clevelandclinicmycareonline.org/landing.htm

2

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

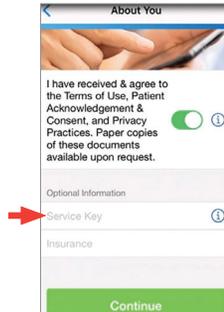
Enter your personal details, and create a password. Use your email address for your username.



3

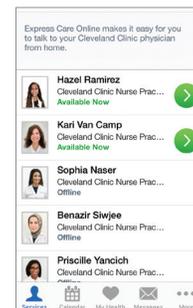
Under Service Key:

For **domestic** students, enter: **DOMSAGBC**
For **international** students, enter: **INTSAGBC**



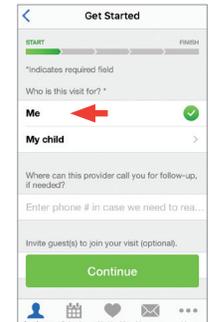
4

Once you're signed in, select **“George Brown College”**. 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.



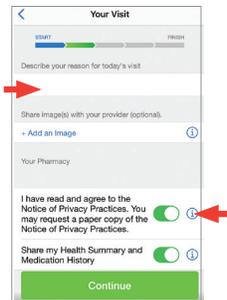
5

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



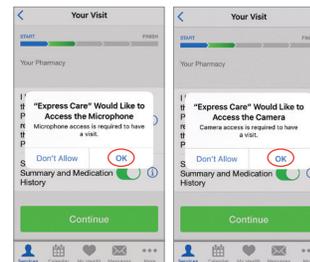
6

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



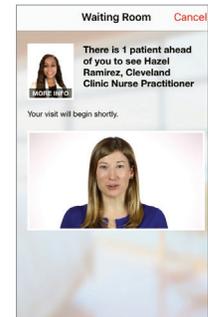
7

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?

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