

How to use Express Care[®] Online



1

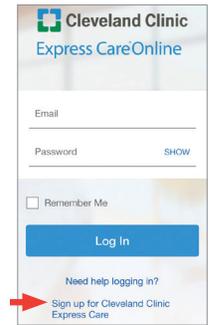
To get started, download the free Cleveland Clinic Express Care Online app on your mobile device.

Important: If you are a student under 18 years old, you will need a guardian (the school nurse or boarding counsellor) to help you sign on until step 6. Once those steps are completed, you can skip to step 7.

2

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

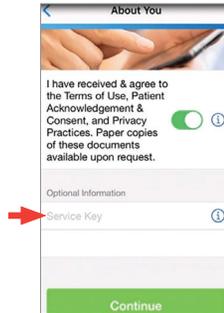
Enter your personal details, and create a password. Use your email address for your username.



3

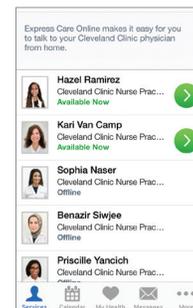
In the Service Key field, enter **CIC**.

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



4

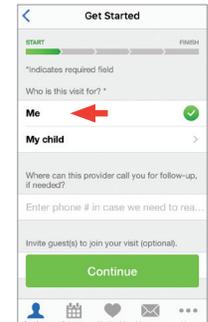
Once you're signed in, select “**Columbia International College**”. You will see a page of available clinicians. Select the provider you want to see. You can also review bios of the clinicians by clicking on their names.



5

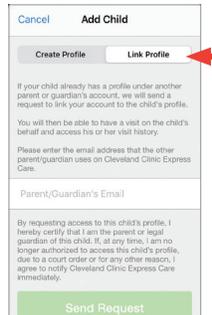
Once you've selected the provider, you'll see the “Get Started” page. Select who the visit is for, then click “Continue”.

If you are a student under 18 years old or the guardian, please choose "My child" and complete the profile information.



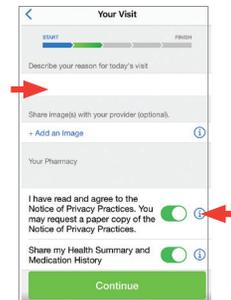
6

If the Student already has a profile under a Guardian account, click “Link Profile”.



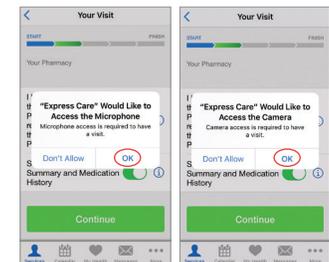
7

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



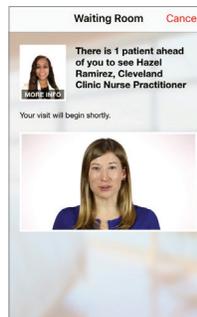
8

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



9

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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