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Express Care Online Overview

- Your provider has offered an online visit with you using Cleveland Clinic Express Care Online.
- You will receive an email, at the email account you provided us during your last visit at the Cleveland Clinic, with information you need to get prepared in advance. This email contains:
  - a link to test your computer’s capability to do an online visit
  - a link to start your Express Care Online visit
- This Guide provides instructions for desktop or laptop computers using Express Care Online.
- If you are able to use a mobile device instead, you will find the process of an online visit easier. There is a separate Guide for Mobile Users with visuals for what to expect when using a mobile device.
- Pre-Visit process: Please call 855-426-9355 to finalize your setup and have the opportunity to do a test visit well in advance of your Express Care Online Visit. If at any time you need additional technical support, please use 855-786-3899 for all other technical support questions.

Before Your Visit

Receiving Your Invitation

- You should receive an email invitation from your doctor (make sure to check your junk/spam folder if you do not see the email).
- In the “Desktop” section, click the “Test Your Computer” button (in red here) well in advance of your scheduled appointment time. This is important to ensure that your computer is ready for video visits.

New Users:

- You will be prompted to create a password before your visit. SAVE THIS PASSWORD, you will need it for your online visits.
Test Internet
- Click the “begin Test” button to test whether your internet bandwidth is sufficient to support video.
- Click the “Next” button to continue.
- NOTE: If your connection does not pass the test, please consult your doctor’s office to arrange for an alternate method for your visit.

Test Video
- If you see a green “Update” button, then your video software is out of date.
- The exact steps to update your software depend on what computer and web browser you use. See the end of this Guide for help specific to your system.

Test Webcam
- Select your webcam from the list displayed in the middle of the screen
- If you do not see your webcam in the list, make sure it is plugged in
- If you see yourself on the screen, your webcam is working. Click “yes”.
Test Microphone

- Select your microphone from the list displayed in the middle of the screen.
- If you do not see your microphone in the list, make sure it is plugged in.
- Speak into the microphone. If even one green bar appears, your microphone is working.
- If you see no green bars, make sure your microphone is plugged in and turned on.

Test Speaker

- Click the “Play” triangle button in the middle of the screen.
- You should hear a ringing sound playing out of your speakers or headphones.
- If you do not, make sure your speakers are plugged in and turned on and that your computer sound is not muted on your toolbar.
Your Visit Is About to Begin

Starting Your Visit from the email invitation

- About 15 minutes prior to your scheduled visit time, click the “Start Visit” button in your email invitation. (you will receive a reminder email 24 hours prior to the start of your visit.)

For returning users:

- After clicking “Start Visit”, you will be prompted to log in with your email address and password.

For first time users:

- After you tap “Log In”, you will then be prompted to choose a new password. SAVE THIS PASSWORD, you will need it for future online visits.

Identify the Patient

- If you have children associated with your account, select the patient who will be seen, and confirm the phone number in case you need to be reached by phone.

- Select “Continue”

- Next, you can type in what you would like to discuss during your visit with the provider.

- Click on the white box below to acknowledge the Notice of Privacy Practices.

- Select Continue
- On the Pharmacy screen, you can enter your preferred pharmacy location if needed.

- On the ‘Insurance’ screen you can indicate your plan. If your plan is not an option available then Cleveland Clinic has yet to partner with your insurance, so please select ‘My Plan Isn’t Listed’. Then Click Continue.

- If there is a cost to your visit, enter your payment information and tap ‘Continue.’ You will not be charged until after the visit is complete.

- Then, you will be placed in the “online waiting room”. While the waiting room video is playing, the provider is being notified and reviewing your chart, so please be patient as this may take several minutes.
Enhanced Video Controls

Below are the standard enhanced video controls that you will have access to on the web, to adjust various settings related to audio and video. These controls may be referenced in the following sections.
**Troubleshooting Audio Issues**

Once the visit begins, if the provider indicates he/she cannot hear you very well, please make sure to do the following:

- Below the provider’s video, click on the right-most icon (circled in red).
- Then ensure that the correct microphone device is selected from the list.
- You may also need to increase your microphone volume by clicking the microphone button (circled in red).
Camera Device Selection

Once the visit begins, if the provider indicates he/she cannot see you, please make sure to do the following:

- Below the provider’s video, click on the far right icon (circled in red).
- Ensure that the correct camera device is selected from the list.
- Once you select the correct camera, you should see yourself instead of the black box, as demonstrated in the screen to the left.
Appendix: Web Browser Setup

Internet Explorer

- After clicking the “Update” button, you will notice a yellow bar appear across the bottom of your browser screen (circled in red).
- Click the “Run” button to begin the installation process.
- When the installation is finished, you will see a note that your video software is up to date!

Google Chrome

- After clicking the “Update” button, you will notice a gray bar appear across the bottom of your browser screen (see circled area to the left).
- Click the button, and then click “Run” when the overlay appears.
- When the installation is finished, you will see a note that your video software is up to date!
Google Chrome (on a Mac)

- After clicking the “Update” button, you will notice a bar across the bottom of your browser screen (see circled area to the left).
- Click the “EnhancedVideo...” button to begin the installation process.
- Double-click the “EnhancedVideo...” icon and follow the on-screen instructions to complete the installation.
Mozilla Firefox (on a PC or a Mac)

- After clicking the “Update” button, you will see an overlay appear asking to save the file (circled in red).
- Click the “Save File” button, and save the file to your Desktop or Downloads folder.

- After saving the file, click the Downloads icon in the upper-right (see red arrow to the left).
- Click the first item at the top of the list to begin the installation process. It should be called either, “AmWellVideoInstall” or “EnhancedVideoPlugin”
Safari

Safari (on a Mac)

- After clicking the “Update” button, click the Downloads icon in the upper-right (see circled area to the left).
- Double-click the “Enhanced Video...” item to begin the installation process.

- Double-click the “Enhanced Video...” icon (seen to the left) and follow the on-screen instructions to complete the installation.