Phone or Virtual Nurse Triage Registration

Instructions for First Time Registrants Using a Mobile Phone or iPad
1. If the app is not already loaded onto your phone or iPad:
   a. Go to the app "store" search for “Express Care Virtual”
   b. Download and open the app
2. Select "Sign Up" option to create a new user account
3. Enter the following:
   a. First name
   b. Middle Initial
   c. Last name
   d. Date of birth – you may need to tap the year to be presented a list of years to select from
   e. Gender
   f. Personal Address
   g. Email Address (use Clackamas ESD work email account). This will be required for any and all future logins.
4. Create an account password
5. Check the box to indicate you agree to the terms of use
6. Type CESD into the service key line – The key only needs to be entered once. Additional lines for other service keys will likely appear, but should be left blank.
7. Leave health plan drop down selection blank.
8. Continue and you will be presented with the "Appointments” screen.
9. There is also a “Visit Now” screen. You can swipe left and right to switch between the two screens.
10. If the doctors listed under “Visit Now” are offline, switch to the "Appointments” screen and select a nurse practitioner with an upcoming appointment slot.
11. Appointments run every 15 minutes.

Instructions for First Time Registrants Using a Computer
1. Go to https://virtual.providence.org/
2. Select "Sign Up” option in upper right
3. Enter the following:
   a. First Name
   b. Middle Initial
   c. Last Name
   d. Email (use Clackamas ESD work email account). This will be required for any and all future logins.
4. Create an account password
5. Check the box to indicate you agree to the terms of use
6. Click the green “Sign Up” button
7. Select your current location (Oregon)
8. Enter your date of birth
9. Select a gender
10. Provide your home address
11. Check the green “Continue” button
12. Select the “Skip this step / My Plan isn’t listed” button when asked if you have health insurance
13. Type CESD into the box for a Service Key
14. Click the green “Finish” button
15. You will be directed to a confirmation screen congratulating you on successfully creating an account
16. Select Ok to continue
17. The system will take you to a screen where you may make an appointment to interface with a nurse practitioner, or you can select the “Visit Now” tab and find a nurse practitioner ready to take your call.
18. Note that if there are no nurses available under the visit now tab, select the schedule appointment tab and choose “Appointment by Date” or “Choose by Provider”. Appointments are very quick and run every 15 minutes.