

Initial Activation of Account: *Employees and Dependents under Age 18*

1. You will receive an email from: noreply@eclinicalmail.com
 - a. Click the link on the email: <https://health.healow.com/micare>
2. Enter the username & password from the email into the corresponding boxes
3. Next you will be presented with the “User Validation” screen
 - a. Enter your “Date of Birth” then click “Submit”
4. Once successfully authenticated you will be prompted to reset your password
 - a. Enter password and confirm in the corresponding fields, then select a security question, enter the answer and click “Submit”
5. Review the eClinicalworks Consent Form and click “Next”
6. Review the Practice Consent Form and click “Agree”.
 - a. Your account is now activated.
7. If you ***have dependents under age 18***, you will receive a unique email for each of them from: noreply@eclinicalmail.com
 - a. Each dependent will have a unique username
 - b. Click the link on the email:
<https://health.healow.com/micare>
 - c. Repeat Steps 2 through 6 above to activate their account

Initial Activation of Account: *Adult Dependents (18+) and Retirees*

1. Go to https: <https://health.healow.com/micare>
 - a. Below the Username and Password; click on the “Pre-Register” link
2. Enter patient information
3. Once Pre-Registration is submitted, within 48 hours you will receive a welcome email from “noreply@eclinicalmail.com” containing information to access the patient portal
 - a. ***If you need an appointment sooner, call 327-2873 to set an appointment***
4. Continue with Step 1 (top of page) Employees and Dependents under Age 18

“How to Set Appointments” on reverse side

Setting Appointments using the miCare Patient Portal

1. After activating your account (directions on reverse side)
 - a. Go to: <https://health.healow.com/micare> enter your “User Name” and “Password” or your dependent’s “User Name” and “Password”
2. On the portal home screen, click on “New Appointment” in the left-hand column
3. Click the drop-down arrow for “Facility” select “Clovis Unified School District miCare”
 - a. Click the drop-down arrow for “Provider” and choose a provider
 - i. To view provider credentials, click on “Practice Details in the top right hand corner and then select “Our Providers” in the drop down column
4. Click the drop-down arrow for “Visit Type” and select accordingly
5. Enter a short description for “Reason”; select “Date From” and “Preferred Time”; then click “Search”
6. Click “Schedule” for the preferred timeslot and confirm by selecting “Yes”

To view a more detailed version of these instructions with screenshots, please visit the CUSD website at: <http://www.cusd.com/health-center>

Call miCare at 327-2873 for assistance accessing the Patient Portal or making appointments

