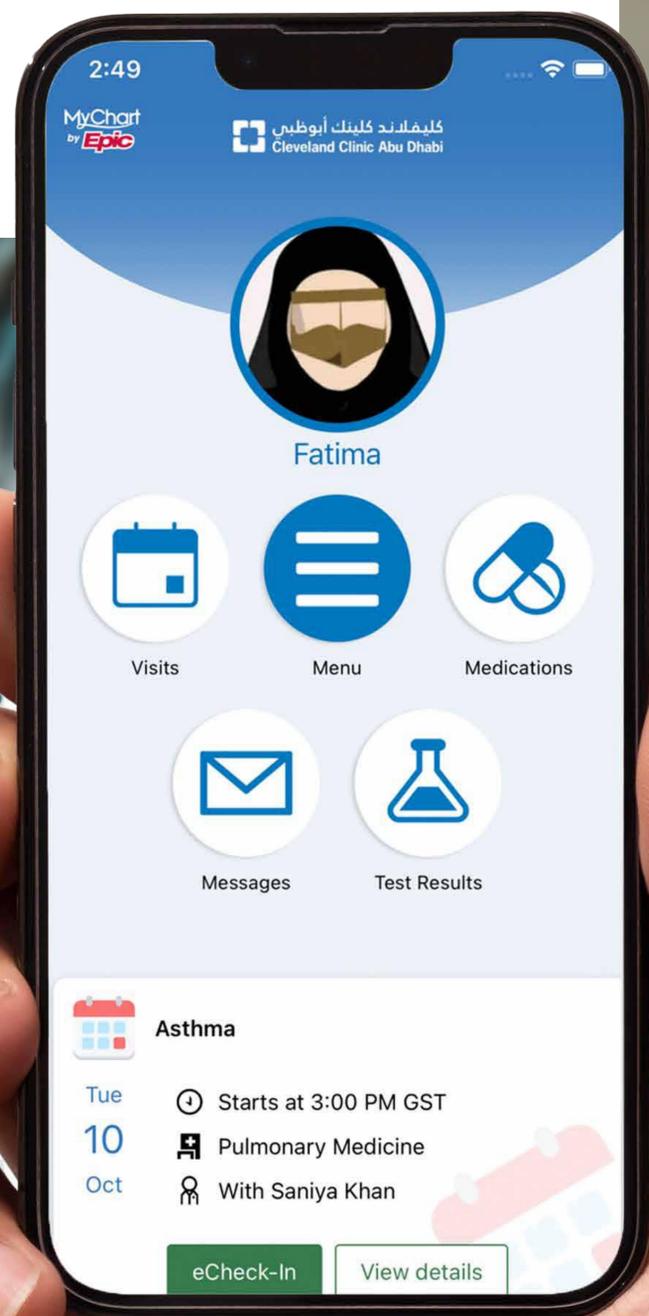
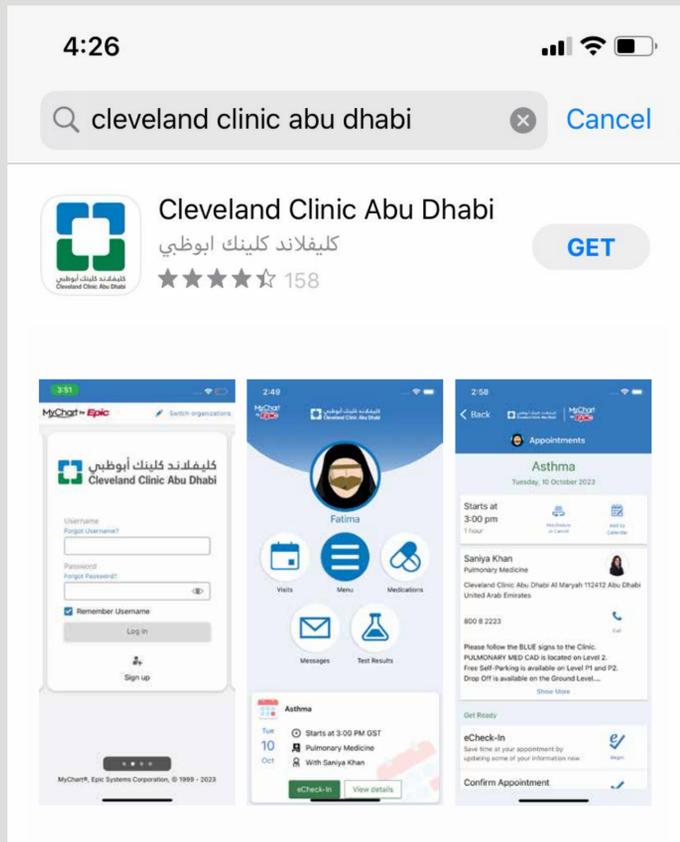


# Sign-Up & Login Guide

# طريقة تسجيل حسابك على التطبيق



1



يمكن تحميل التطبيق مجاناً من متجر التطبيقات المناسب. ابحث عن "كليفلاند كلينك أبوظبي" وحمل التطبيق.

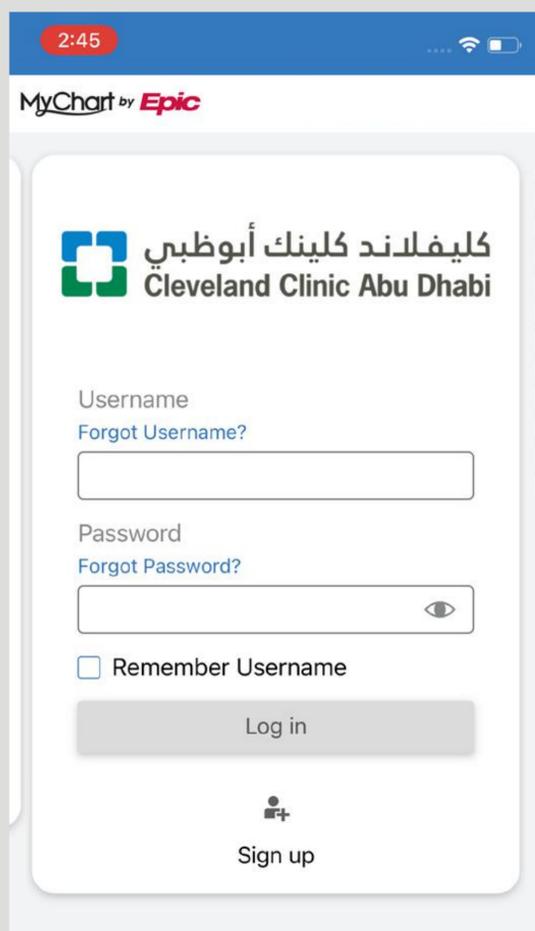
كما يمكنك مسح رموز QR المدرجة هنا.

To install the app, go to your app store, search for "Cleveland Clinic Abu Dhabi" and download the app.

Or scan the QR codes provided in here.



2



للاشتراك, انقر على زر تسجيل الموضح هنا.

To register, click the Sign up button highlighted here.

4

11:16 Sign Up Close

### Please Identify Yourself

**Cleveland Clinic Abu Dhabi Patient Portal activation code**  
All new sign ups require an activation code which can be found on your After Visits Summary. If you do not have the activation code, please contact our Call Center on 800 8 2223.

XXXXX - XXXXX

**Emirates ID Number**  
Enter your Emirates ID number in the format shown.

NNN - NNNN -

NNNNNNNN

-

N

**Date of birth**  
Enter your date of birth in the format shown, using 4 digits for the year.

dd / mm / yyyy

**Next**

عند التسجيل لأول مرة يجب الحصول على رمز للتفعيل. إن لم يكن لديك رمز للتفعيل، فنرجو منك التواصل مع مركز الاتصال على الرقم 2223 8 800

All new sign ups required an activation code, if you dont have one, please contact our contact center on 800 8 2223

لإتمام عملية التسجيل، أدخل الرمز، ورقم الهوية الإماراتية، وتاريخ الميلاد. ثم اضغط زر التالي (Next) إلى الصفحة التالية.

To complete your registration, enter the code, Emirates ID number and date of birth. Tap Next to go to the next screen.

5

3:58 Sign Up Close

### Set Up Two-Step Verification

Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature, when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.

**Continue**

**Cancel and log out**

Though we don't recommend it, you can turn off two-step verification by clicking the link below.

[Turn off two-step verification](#)

3:56 Sign Up Close

### Verify Your Identity

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.

[Learn more](#)

How would you like to receive the code?

**Send to my email**

**Text to my phone**

**Back**

لحفاظ على أمان حسابك، فاحرص على تفعيل خاصية التحقق الثنائي من الهوية.

To keep your account secure set up the two-step verification process.

4:18

Sign Up Close

Choose a Username & Password

Cleveland Clinic Abu Dhabi Patient Portal  
username

Your username may consist of a-z, 0-9, and . \_ or @

Password

The password must have a minimum of 8 characters, a maximum of 12 characters, at least one number, at least one capital letter, at least one punctuation such as !@#\$, and cannot be the same as your Cleveland Clinic Abu Dhabi Patient Portal username.

Retype password

Next

12:04

Sign Up Close

Welcome!

You can now log in with your new  
Username and Password.

OK

اختر اسم المستخدم وكلمة المرور.

يجب أن تحتوي كلمة المرور على 8 - 12 رمزا بما فيها على الأقل حرف واحد صغير وحرف واحد كبير ورقم واحد ورمز خاص واحد.

اضغط زر التالي (Next)

لقد تم تسجيل اشتراكك في التطبيق بنجاح، وبوسعك تسجيل الدخول الآن.

Now, choose your username and password.

Your password should be 8 to 12 characters long including at least one capital letter, one small letters, one number and a special character.

Tap Next.

You are now registered on the app and can proceed to login.

7

2:45

MyChart by Epic

كليفلاند كلينك أبوظبي  
Cleveland Clinic Abu Dhabi

Username  
Forgot Username?

Password  
Forgot Password?

Remember Username

Log in

Sign up

لتسجيل الدخول، عليك إدخال اسم المستخدم وكلمة المرور، ثم الضغط على تسجيل الدخول (Log in)

To login, enter your username and password and tap Log in.

8

12:22

Verify Your Identity

You will now be required to enter a one-time use security code to verify your identity.

Learn more

How would you like to receive your code?

Text to phone

Send to email

12:24

Verify Your Identity

We've sent a security code to my\*\*\*\*d@gmail.com.

Learn more

Please enter your code below to continue:

Enter Code

Trust this device next time?

Verify

Didn't receive your code?  
Resend code

12:24

Cleveland Clinic Abu Dhabi  
Health Portal: Your Interactive Health Record

1. Access and Activation

Cleveland Clinic Abu Dhabi ("CCAD", "we", "us" and "our") offers the Cleveland Clinic Abu Dhabi Health Portal: Your Interactive Health Record ("the Portal") as a secure Internet-based environment through which you may access services and receive certain confidential health information about yourself released at the discretion of your CCAD primary care physician. Once you sign up for the Portal, you will be given a one-time-only access code that is valid for 60 days that that you will use to activate your account. You will then create your own Portal ID, password and password hint. To activate your Portal account, you must also provide us with your email address. Although we will not send any confidential health information to you via your email address (unless you have otherwise agreed to this), we will notify you via your email when new health information has been released to your Portal account. We may also contact you via your email address with important notices or information.

2. Functions

Once you have activated your Portal account, the Portal will become the primary vehicle

Decline Accept

2:49

MyChart by Epic  
كليفلاند كلينك أبوظبي  
Cleveland Clinic Abu Dhabi

Fatima

Visits Menu Medications

Messages Test Results

Asthma

Tue Starts at 3:00 PM GST  
10 Pulmonary Medicine  
Oct With Saniya Khan

eCheck-In View details

عند تسجيل الدخول لأول مرة، سيكون عليك إثبات هويتك والموافقة على الأحكام والشروط.

وبإمكانك بعد إتمام تلك الخطوة البدء باستخدام التطبيق.

For the first time login, you will be required to verify your identity and accept the Terms & Conditions.

Once done, you can start using the app.

The screenshots illustrate the password reset process in the Cleveland Clinic Abu Dhabi Patient Portal app. The first screen, titled 'Forgot Username', asks for the user's first name, last name, date of birth, and primary phone number. The second screen, 'Password Reset', prompts for the current username and date of birth, followed by a 'Next' button. The third screen, 'Verify Your Identity', explains that a one-time security code will be sent to the user's email or phone. The fourth screen, 'Welcome Back!', confirms that the user can now log in with their new password.

إذا كانت لديك مشكلة في تسجيل الدخول، فاضغط على رابط "نسيت اسم المستخدم؟" (Forgot Username) أو "نسيت كلمة المرور؟" (Forgot Password) الظاهر على شاشة تسجيل الدخول.

سيطلب منك اجتياز التحقق الثنائي من الهوية لتتمكن من استعادة اسم المستخدم أو كلمة المرور.

وتستطيع بدلاً من ذلك التواصل مع خط الدعم الخاص بتطبيق بوابة المراجعين لدى كليفلاند كلينك أبوظبي على الرقم 800 8 2223 لطلب المساعدة.

If you're having trouble with your Login click the "Forgot Username?" or "Forgot Password?" link on the login screen.

You will go through two-step verification to verify your identity so you can recover your username or password.

Alternatively, you can also contact our Cleveland Clinic Abu Dhabi Patient Portal support line at 800 8 2223 to request assistance.

يرجى التواصل معنا عبر مركز الاتصال  
لطلب الدعم الفني.

 800 8 2223

For any technical support,  
please call our Contact Center

