

Online Appointment Booking & Healthmail - Helping a dependent use Medeo

Medeo can be used to book appointments or send and receive secure electronic messages to your doctor for your child, parent or any dependent. It is important to note that an email address can only be registered on Medeo once, which may create a problem if you share an email address with another family member. *If you share an address with another family member and they have already registered that email address with Medeo you will not be able to book an appointment via online booking as all bookings will be linked to the other user who has already registered the email address.*

*We recommend creating an alias email address for any dependents or spouses that share your email address. An alias is an email address that is unique, but email sent to that alias address still goes to your primary email account. An alias is required because each Medeo account requires a unique email address for signup. **To learn how to create an alias address please follow the steps outlined in the following pages for your email host.***

Creating a separate Medeo account

To create an account for your child, parent or dependent, follow these steps:

1. Assuming the dependent does not have an email account you can create an alias to your own email using the steps outlined in the following pages.
2. Sign up as a patient
3. Enter the dependent's information as normal
4. Login into your own email inbox and verify the account by clicking on the link in the Medeo email.

Note: the dependent's account needs to include his or her Health Card Number

Gmail

Step 1: Add an address you own

1. On your computer, open Gmail.
2. In the top right, click Settings  > Settings.
3. Click the Accounts and import or Accounts tab.
4. In the "Send mail as" section, click Add another email address.
5. Enter your name and the address you want to send from.
6. Click Next Step > Send verification.
7. For school or work accounts, enter the SMTP server (for example, smtp.gmail.com or smtp.yourschool.edu) and the username and password on that account.
8. Click Add Account.

Step 2: Confirm the address

1. Sign in to the account you added.
2. Open the confirmation message you got from Gmail.
3. Click the link.

Step 3: Change the "From" address

1. In the message, click the "From" line.
(If you don't see this, click the space next to the recipient's email.)
2. Select the address to send from.

Hotmail – Outlook.com (Microsoft Account)

Add an alias email address

1. Sign in to your Microsoft account
2. Go to **Help** type in: "Add an alias"
3. Under **Add an alias**, do one of the following:
 - a. Create a new Outlook.com email address and add it as an alias.
 - b. Add an existing email address as an alias.
4. Select **Add alias**.

Yahoo

1. Click the **Settings icon** .
2. Click **More Settings**.
3. Click **Mailboxes**.
4. Click the **More icon**  next to "Disposable email address."
5. Click **Add**.
6. Enter a base name, then click **Next**.
7. Enter a keyword after the base name.
8. Optionally, enter your sending name and a description.
9. Click **Save**.

Apple (iCloud)

1. In Mail on iCloud.com, click the Action pop-up menu  in the sidebar, then choose Preferences.
2. Click Accounts, then click "Add an alias."
3. Provide the requested information:
 - o Alias: The text you provide becomes the email address (alias@icloud.com). An alias must contain between 3 and 20 characters.
 - o Full Name: The name you provide appears in the From field of the messages you send.
 - o Label: iCloud Mail uses the label to categorize messages sent to the alias. Alias labels appear only in Mail on iCloud.com.
 - o Label Color: Messages sent to the alias appear in your Inbox on iCloud.com with the label color you specify.
4. Click OK, then click Done.

Telus

1. Contact a customer service representative

Shaw

1. Contact a customer service representative