Setting up your Akira account through Manulife Healthcare Online



Announcing 24/7 Access to *Healthcare Online*

Sign-up today!

You and your family* now have a new way of accessing top-quality primary care with Healthcare Online.

Healthcare Online is delivered via the Akira app and gives you 24/7 secure access to Canadian healthcare professionals. All right from your mobile device or computer - within minutes, in French or English.

Get Started Now!

Don't wait – sign-up today! Set up your Akira account now, so you're ready when that fever hits you or your child at 2:30 am (instead of searching for this note)!

Enjoy on-demand access and avoid spending time traveling to appointments. Akira's healthcare professionals can provide:

- Diagnoses
- Advice
- Prescriptions (new and renewals)
- Lab and imaging orders
- Specialist referrals

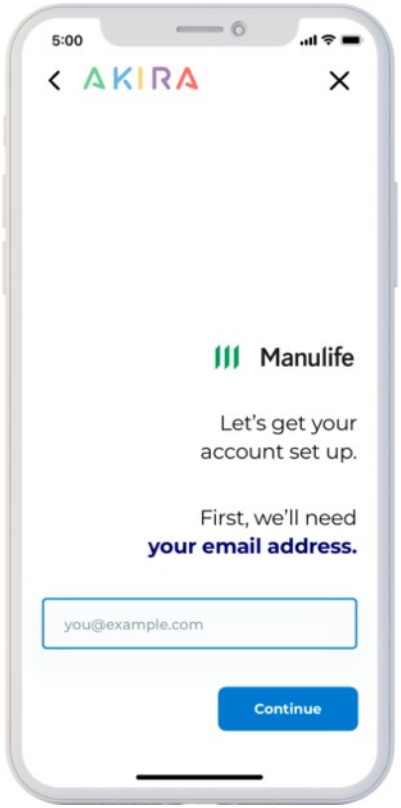
You and your family members* can use Healthcare Online for many of the same things that you would usually go to your primary care provider for, including:

- Cold and flu
- Mental health
- Skin and eye issues
- Sexual health

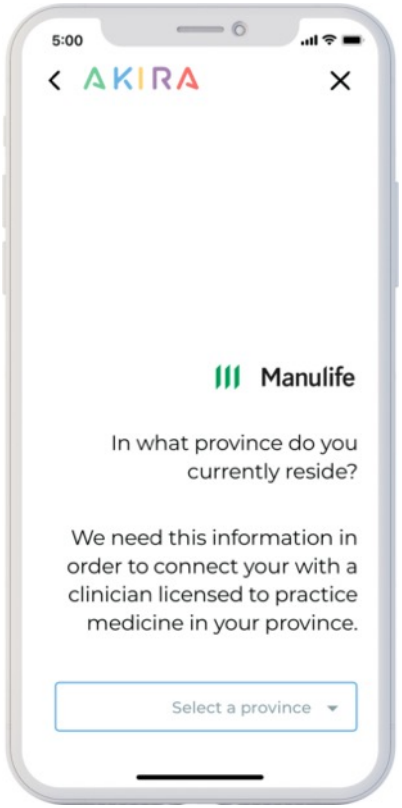
Healthcare Online and Akira are meant to be an addition to your regular healthcare team, not a replacement. With your consent, medical notes from your virtual consults can even be shared with your family doctor. Of course, your medical information will never be shared with your employer or with Manulife.

The service is free to use as part of your current plan coverage. **Get started today!**

1. Follow the link in your plan sponsor's email or on the Wellness Centre on the Plan Member site



2. Enter your personal or work email



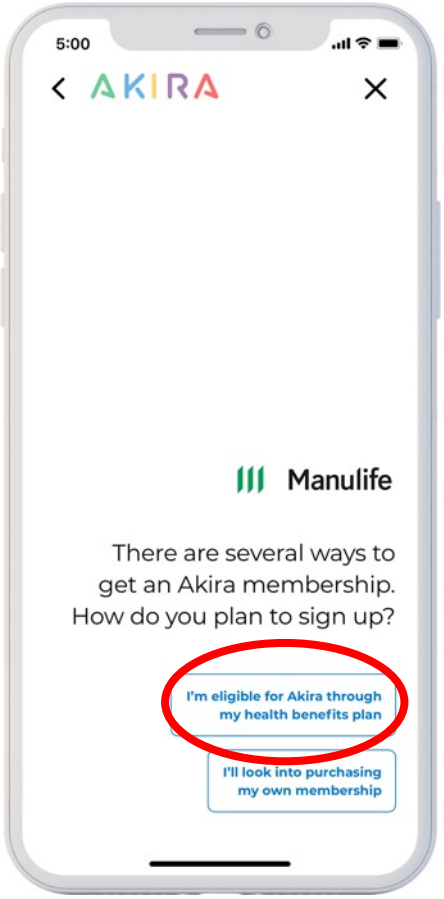
3. Select your province of residence

***Note**: for the best experience, download and install Akira on your phone.*
If using a web browser, note that Internet Explorer is not supported.

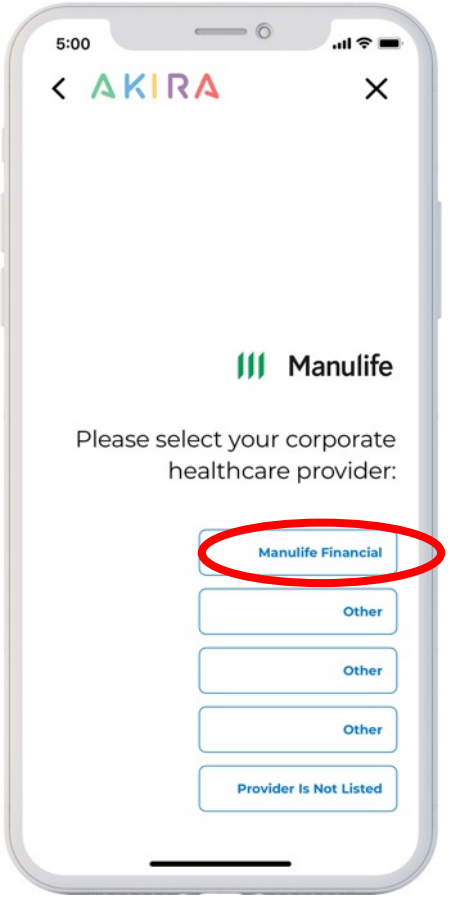
Manulife

AKIRA HEALTHCARE REIMAGINED

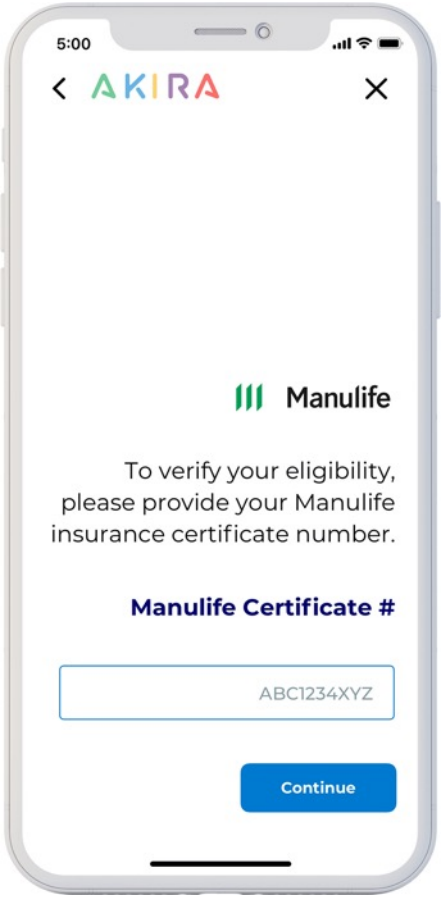
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4. You are eligible through your healthcare provider

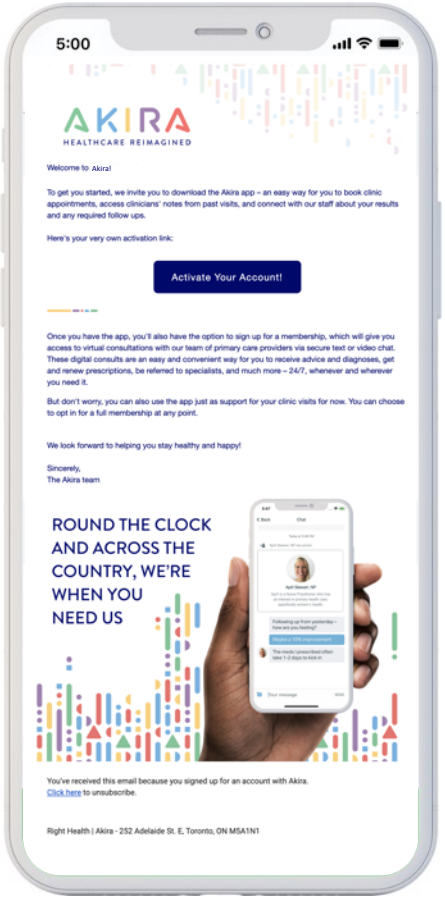


5. Select Manulife from the list of providers

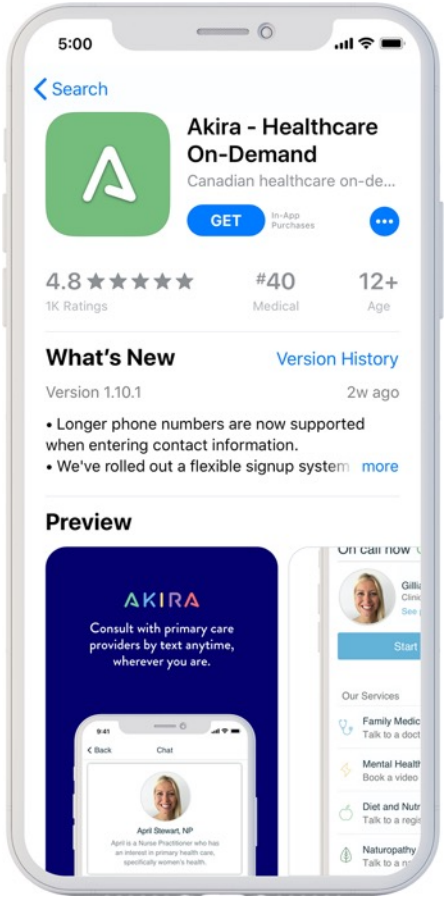


6. Enter your Manulife Certificate and Policy numbers

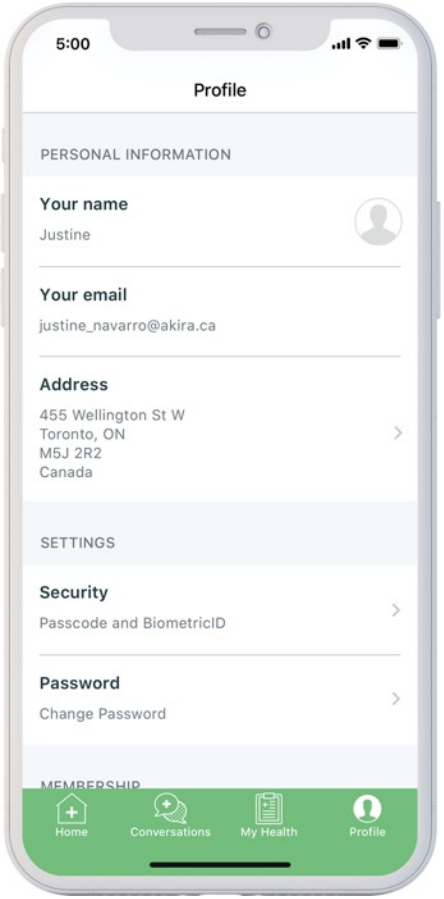
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7. Once your eligibility is verified, you will receive an activation email.



8. Download the Akira app on the App Store or Google Play



9. Log on and set up your profile.

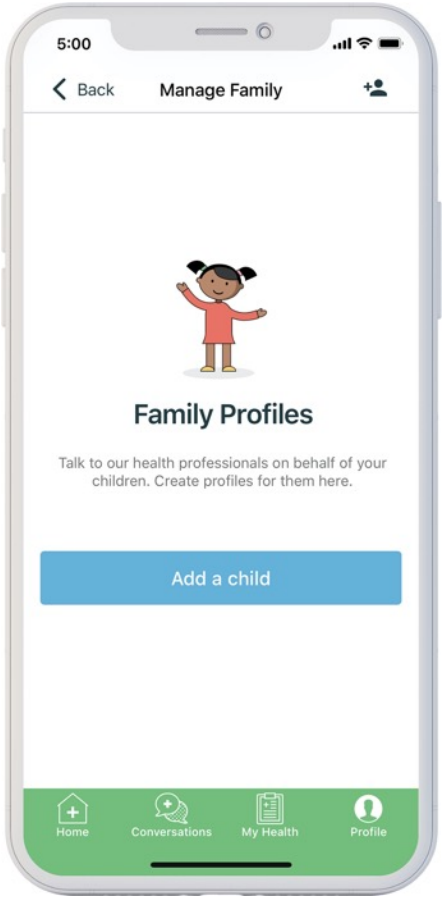
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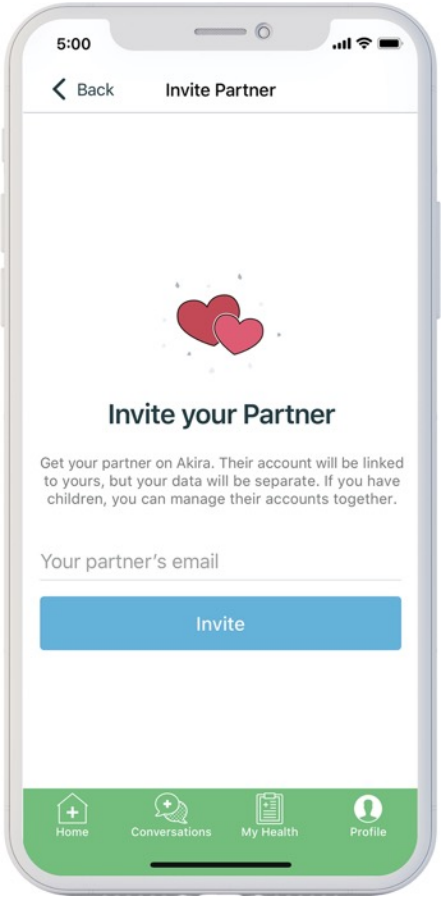
Setting up your spouse and/or dependents



Use the Profile tab to add family members



Fill out information for children under 16



Invite your partner to have their own account

- Intake Coordinators will confirm family members' identity with their health cards.
- Spouse and dependents must have the same address of residence as you.

  ** Children away for university / college can still sign up using their home address.*
- Children over 16-years old* can create their own account. Once activated, they will be able to initiate consults directly.

  **14-years old in Quebec*

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