



## Want to access your patient portal on your Smartphone? Download the healow App!\*

**\*Must provide a valid email to your clinic to have portal access activated.**

Must Have Completed the Patient Portal Registration through from the email you have received with the subject: "Portal login information" from your doctor's office. From: Palm Primary Care Texas no-reply@eclinicalmail.com

The healow app can be downloaded on an Apple iOS device or Android from the Apple App Store or the Google Play Store.

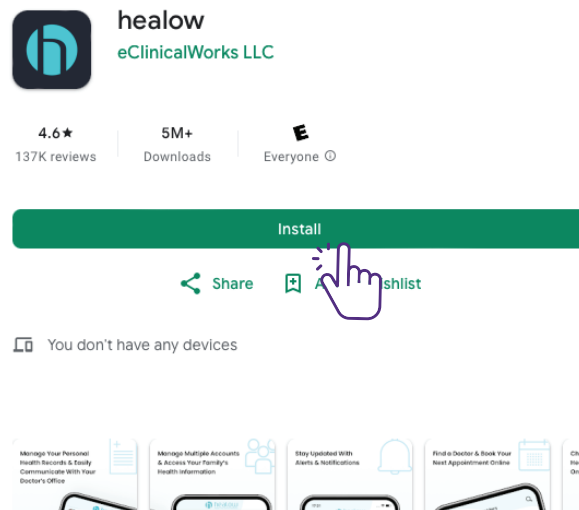
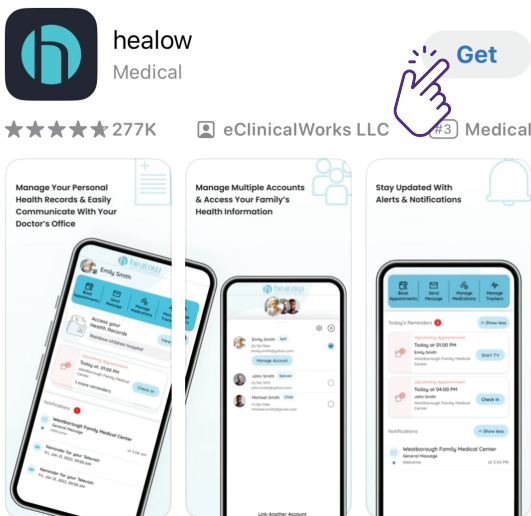
To download the healow app on your smartphone:

1. Open the App or Google Store



2. Search for healow

3. Tap the Get or Install button next to the healow app icon in the search results



After the installation completes, the healow app displays on your home screen.





## Activate the healow App!

To activate the healow App:

1. Launch the healow app on a mobile device:
2. (Optional) Review a tutorial for the healow app by swiping left through the five instructional screens:
3. Tap Get Started:
4. On the Let's Get Started screen, enter the patient's first name, last name, date of birth and then tap the Continue button:
5. Tap either Yes, I have a Practice Code or No, I don't have a Practice Code:

Select your practice using one of the following options:

← healow  
Health and Online Wellness

Let's **Get Started!**  
Please enter details of the patient

First Name  
Tammy

Last Name  
Hall

DOB  
08/16/1959

Continue

Do you have a practice code from your provider's office?  
(You can find practice code in the email which your provider has sent you)

Yes, I have Practice Code

No, I don't have a Practice Code  
(Use this option if you know your provider or service location name)

If the patient has a practice code, enter it on the Practice Code (PPC Code: GECGBD) screen and then tap the Next button

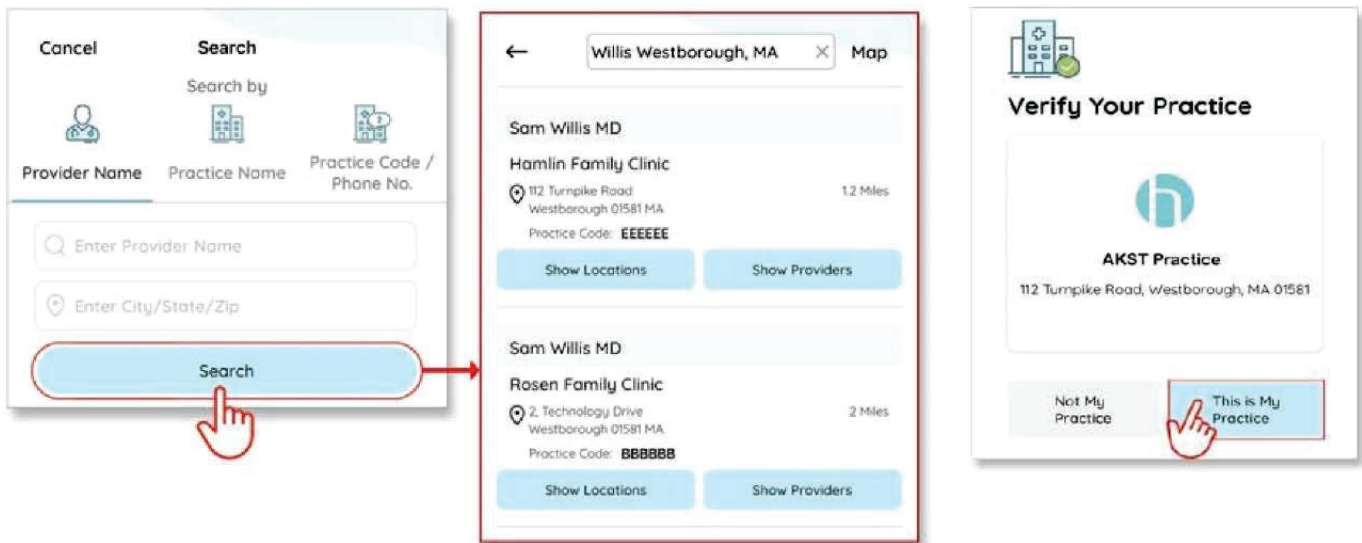
Practice Code  
Enter your practice code here.

Next

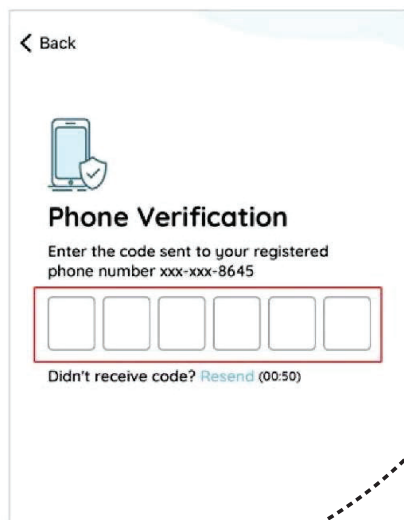
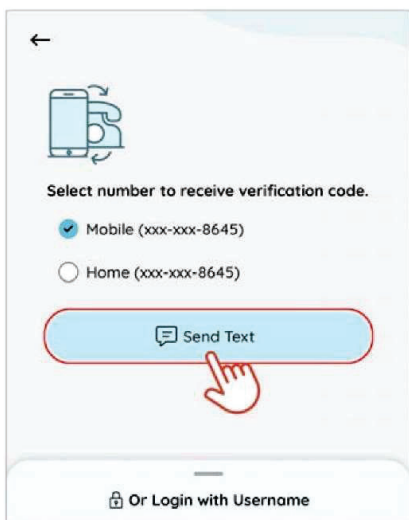
If the patient does not have a practice code, search for the practice by provider and location and then tap the name of the user's practice



6. Verify that the selected practice is correct and then tap the “This is My Practice” button



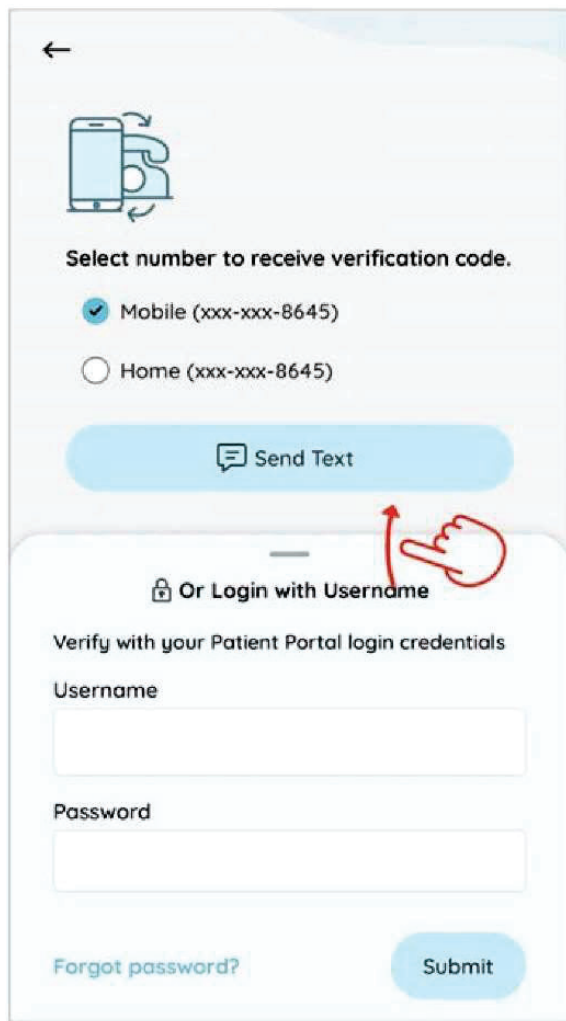
8. Verify the account using one of the following options:  
Select the number to which the phone verification code is to be sent and then tap Send Text. Enter the verification code on the Phone Verification screen:



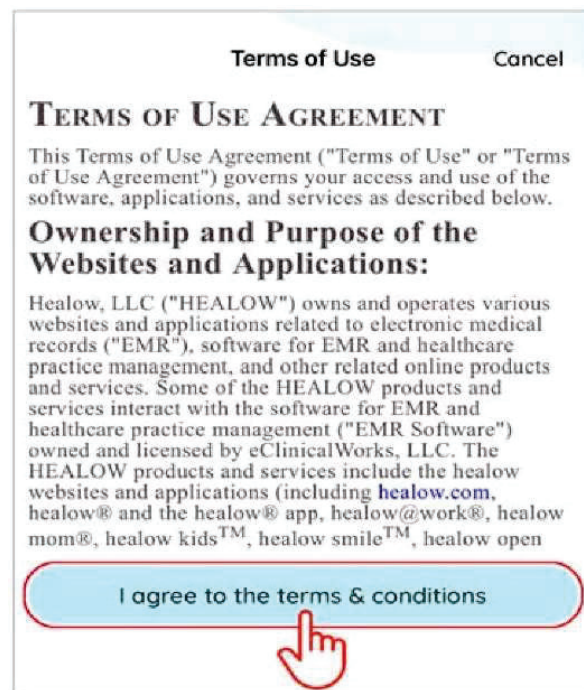
Swipe up on the Or Login with Username panel and then enter the patient's Patient Portal login credentials, then tap the Submit button:



Swipe up on the Or Login with Username panel and then enter the patient's Patient Portal login credentials, then tap the Submit button:

A screenshot of a mobile app login screen. At the top, there is a back arrow and an icon of a smartphone with a hand holding it. Below this, the text "Select number to receive verification code." is followed by two radio button options: "Mobile (xxx-xxx-8645)" which is selected, and "Home (xxx-xxx-8645)". A blue "Send Text" button is below the options. A red hand icon with an arrow points to the "Or Login with Username" section. This section has a lock icon and the text "Or Login with Username". Below it, the text "Verify with your Patient Portal login credentials" is followed by "Username" and "Password" labels, each with a corresponding text input field. At the bottom left is a "Forgot password?" link, and at the bottom right is a blue "Submit" button.

9. Read the Terms of Use Agreement and then tap the agree to the terms & conditions button:

A screenshot of a "Terms of Use" agreement screen. At the top, there are "Terms of Use" and "Cancel" buttons. The main heading is "TERMS OF USE AGREEMENT". Below this, the text reads: "This Terms of Use Agreement ('Terms of Use' or 'Terms of Use Agreement') governs your access and use of the software, applications, and services as described below." The next section is titled "Ownership and Purpose of the Websites and Applications:" and contains a paragraph of text: "Healow, LLC ('HEALOW') owns and operates various websites and applications related to electronic medical records ('EMR'), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services interact with the software for EMR and healthcare practice management ('EMR Software') owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including healow.com, healow® and the healow® app, healow@work®, healow mom®, healow kids™, healow smile™, healow open". At the bottom, there is a blue button with the text "I agree to the terms & conditions" and a red hand icon pointing to it.