



Download the Healow App to your smartphone!

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

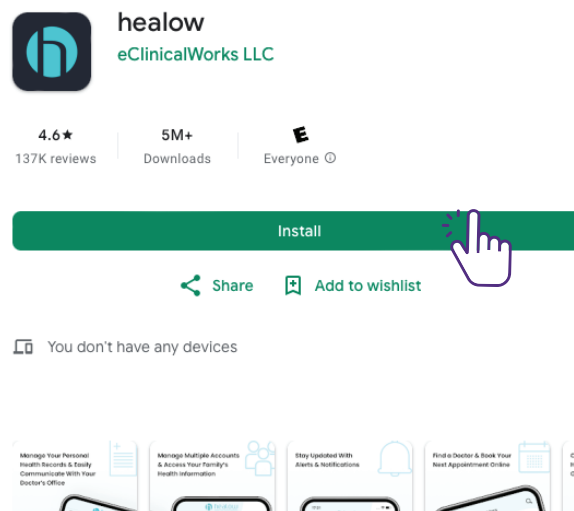
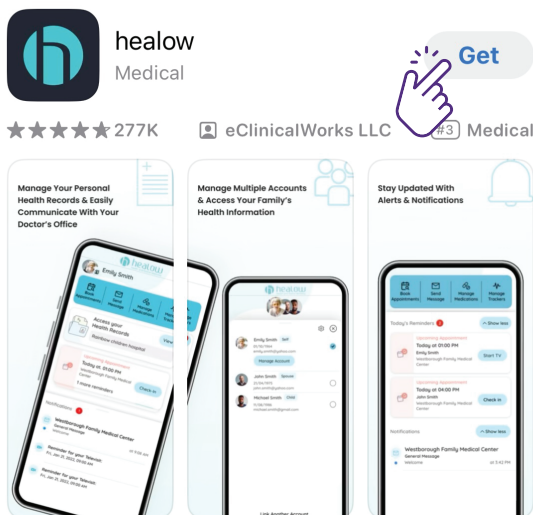
To download the healow app on your smartphone:

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

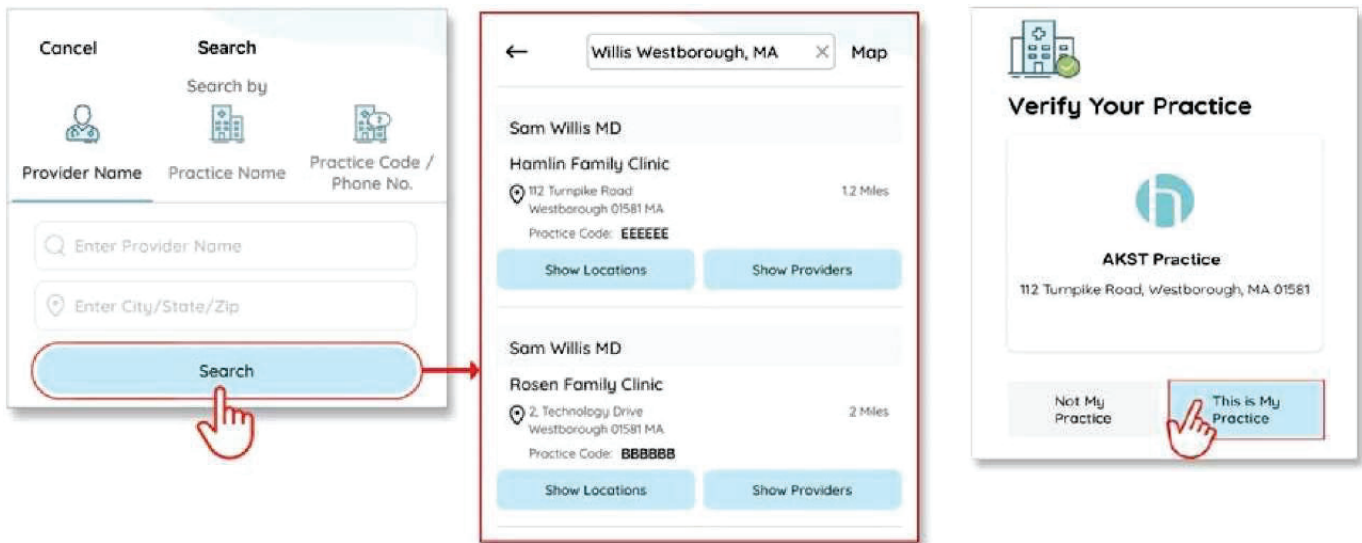
Practice Code
Enter your practice code here.

Next

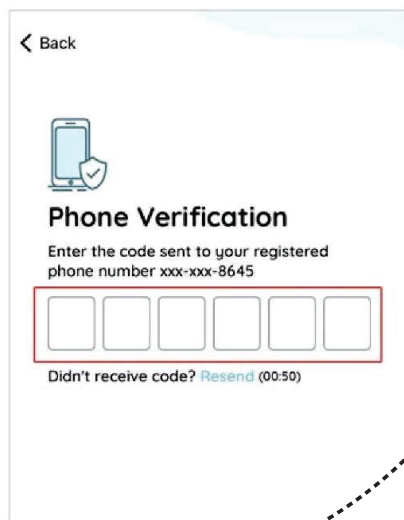
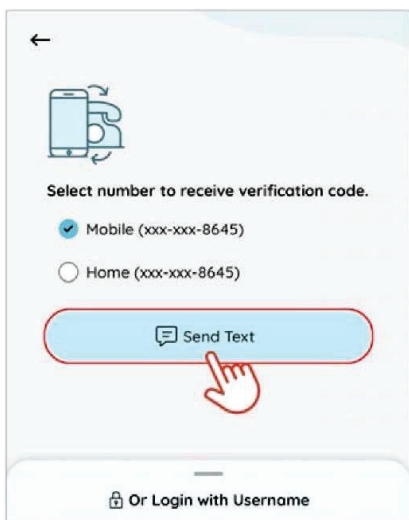
If the patient does not have a practice code, search for the practice by provider and location and then tap the name of the user's practice



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 application login screen. At the top left is a back arrow. Below it is an icon of a smartphone with a hand holding it. The text "Select number to receive verification code." is followed by two radio button options: "Mobile (xxx-xxx-8645)" which is selected with a blue checkmark, and "Home (xxx-xxx-8645)". A blue "Send Text" button is below. A red hand icon points to a horizontal line separating the text selection area from the "Or Login with Username" section. This section has a lock icon and the text "Or Login with Username". Below it is "Verify with your Patient Portal login credentials", followed by "Username" and "Password" labels and their respective input fields. At the bottom left is a link "Forgot password?" 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 right are the labels "Terms of Use" and "Cancel". The main heading is "TERMS OF USE AGREEMENT". The text below 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." This is followed by the section "Ownership and Purpose of the Websites and Applications:" and 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 is a blue button with the text "I agree to the terms & conditions" and a red hand icon pointing to it.