This document describes how to install the healow application and initialize a healow® TeleVisits appointment from an iOS® or Android® smartphone.

**Note:** For more information, refer to the complete documentation available on the healow Website at: help.healow.com

## Installing the healow Application

### To install healow application:

1. Open App Store® from your iPhone® or Google Play™ from your Android phone:

   ![App Store and Google Play icons]

2. Type *healow app* in the search box.

3. Tap *Get* in the App Store or *Install* in Google Play:
   
   This installs the application to your phone.

   **Note:** Make sure the application you are installing is the one developed by eClinicalWorks®, LLC.

4. Tap *Open*.

   **OR**

   Tap the healow application from the launcher:
Initializing a TeleVisit

To initialize a TeleVisit:

1. Open the healow app, and tap Get Started:

2. Accept the following in-phone notifications:
   - Location
   - Camera
   - Microphone

3. Enter the Practice Code:

   OR

   Please enter the code given to you by your doctor’s office OR enter your doctor’s contact number.

   Enter Practice Code / Phone No.

   LOGIN
4. Enter the login credentials provided by the practice and tap *Login*:

![Login to Patient Portal account](image)

**Note:** The username and the password are case-sensitive.

5. Accept the Terms and Conditions for the healow application:

![Terms of Use](image)

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**I agree to the terms & conditions**

6. Verify the account by entering your Date of Birth.

7. Create and confirm a 4-digit PIN of your choice:

![Create PIN](image)

**Note:** Remember your 4-digit PIN; you will need it the next time you log in to the application.
8. On the wheel screen, tap *Appointments*:

9. Tap the appointment:

10. Tap *Start TeleVisit*:
11. Complete the questionnaire and tap *Submit Questionnaire & Next*:

Note: Questions are not mandatory; complete as much as you are able.

12. Enter your vital signs and tap *Submit Vitals*:

Note: Vitals are not mandatory; complete as much as you are able.
13. Tap **Start Televisit:**

You are checked in. Wait for your provider to connect:

Tap the red phone icon at the bottom of the screen to end the visit:
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