This document describes how to install the healow application and initialize a TeleVisit 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 logos]

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:
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: **CFADAA**

Please enter the code given to you by your doctor’s office OR enter your doctor’s contact number.
4. Enter the login credentials provided by the practice and tap *Login*:

   **Login to Patient Portal account**

   ![Login interface with fields for Username and Password]

   ![Check box indicating account belongs to Myself]

   ![Login button]

   ![Forgot username or password link]

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

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

   **Terms of Use**

   ![Terms of Use checkbox]

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   ![Agreement checkbox]

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

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

   ![PIN creation interface with options for numbers and letters]

   **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**:

![Appointments Wheel](image)

9. Scroll to the bottom of the screen and tap **Start TeleVisit**:

![Appointment Details](image)

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

![Vitals Screen](image)
You are checked in. Wait for your provider to connect:

Feb 27, Wed 2019 10:15 AM

☑ Questionnaire/Vitals entered

Tap the red phone icon at the bottom of the screen to end the visit:
**APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS**

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