

Healow on a Smart Phone

1. Go to the Play Store or App Store, type in Healow. The HEALOW app is a light blue circle with a lowercase h.
2. Click on Install to download to your phone.
3. Click on Open.
4. Click on Get Started at the bottom.
5. Enter our practice code of EDEHBA at the bottom then click Login.
6. Enter the Username and Password from the email you received. Then click on Login.
7. Click on I agree to the terms & conditions.
8. Follow other instructions to logging in.
9. You will be asked to create a four-digit pin and to enter your phone number.
10. If you receive a message that the device is not compatible, you might need to update the app or the operating system on your phone.
11. Continue following the prompts and walk through the tutorial.
12. Once you are logged into the app, the wheel shows the Appointments wedge in red.
13. Click on Appointments.
14. Click on the Appointment.
15. Click on the orange Start Televisit button at the bottom.
16. Enter in vitals height and weight only then scroll to the bottom.
17. Click in Submit
18. Click on the orange Start Televisit button.
19. You will receive the message Waiting for _____ (provider's name) to join.

(These instructions are for first time users. Steps 13 – 19 is for patients who have already been on the app.)