

healow APP SETUP AND CONFIGURATION

The healow™ app is a free application available on Google Play™ and the Apple App Store®. The healow app enables patients to communicate with their providers and access up-to-date medical records. Patients can also access their appointments, lab results, vitals, and manage medications and other personal data across multiple accounts.

For instructions and information about setting up, configuring, and maintaining the healow app, refer to the following topics in this chapter:

- [Download the healow App](#)
- [Activate the healow App](#)
- [healow App Authentication](#)
- [Retrieve a Forgotten Username or Password](#)
- [Link Other healow Profiles](#)
- [Manage healow App Accounts](#)

Note: No updates related to Patient Safety, Security, or Compliance were identified in this document during the document review process.

Download the healow App

The healow app supports both iOS and Android mobile devices.

For instructions and information about downloading the healow app, refer to the following topics in this chapter:

- [Download healow App to an iOS Device](#)
- [Download healow App to an Android Device](#)

Download healow App to an iOS Device

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

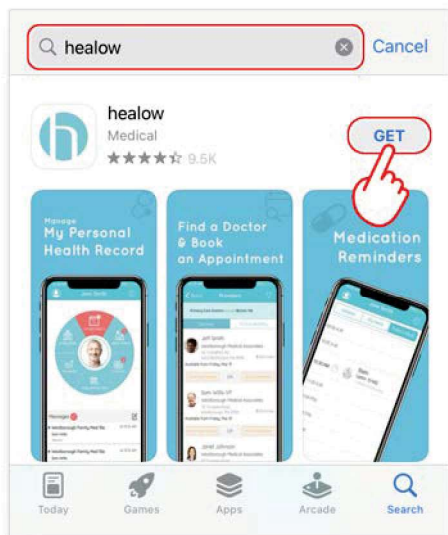
To download the healow app on an iOS device:

1. Open the *App Store* app on an iOS device:



2. Search for *healow*.

3. Tap the *Get* button next to the healow app icon in the search results:



After the installation completes, the healow app displays on the home screen:



Download healow App to an Android Device

The healow app can be downloaded to an Android device from the Google Play Store.

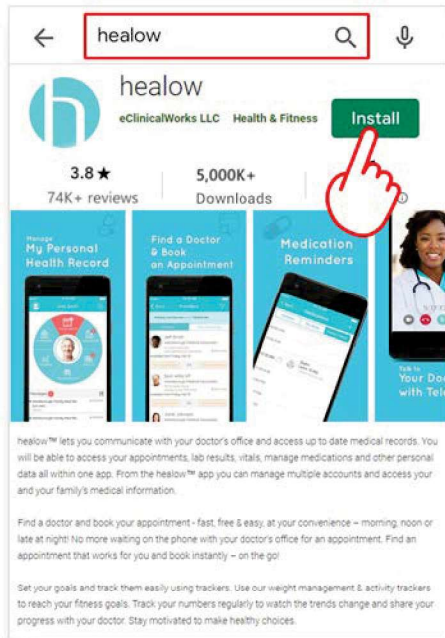
To download the healow app on an Android device:

1. Open the *Google Play* app on an Android device:



2. Search for *healow*.

3. Select *healow* and then tap the *Install* button:



4. Tap the *Accept* button.

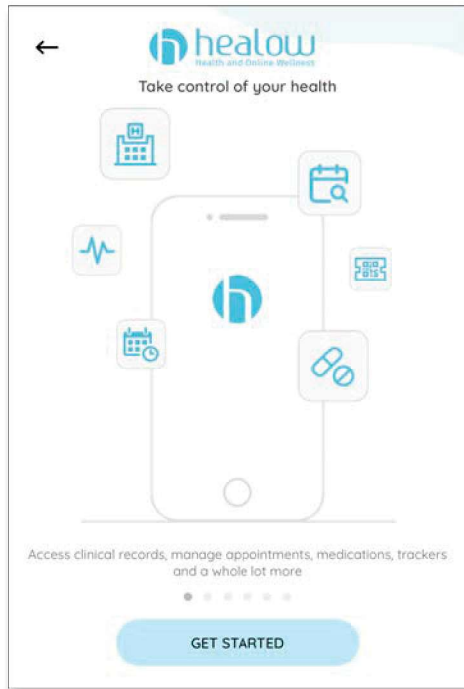
After the installation completes, the healow app displays on the home screen:



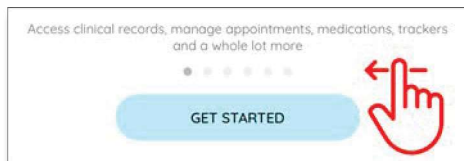
Activate the healow App

To activate the healow App:

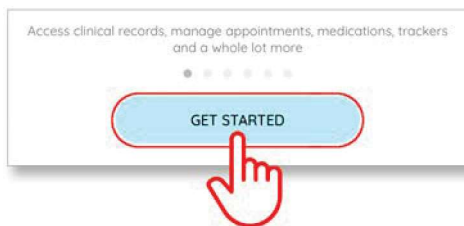
1. Launch the healow app on a mobile device:



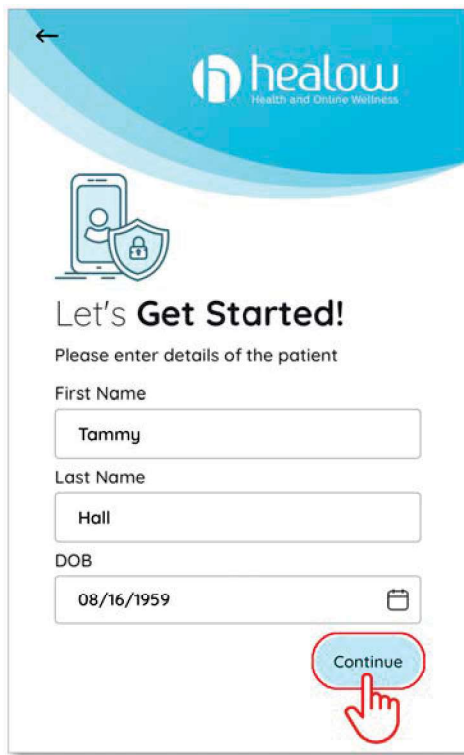
2. (Optional) Review a tutorial for the healow app by swiping left through the five instructional screens:



3. Tap *Get Started*:

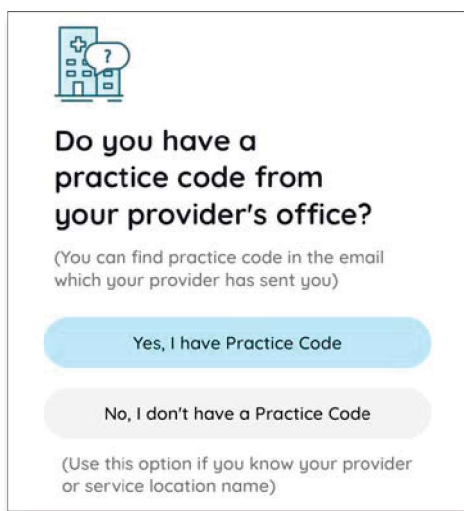


4. On the Let's Get Started screen, enter the patient's first name, last name, date of birth and then tap the *Continue* button:



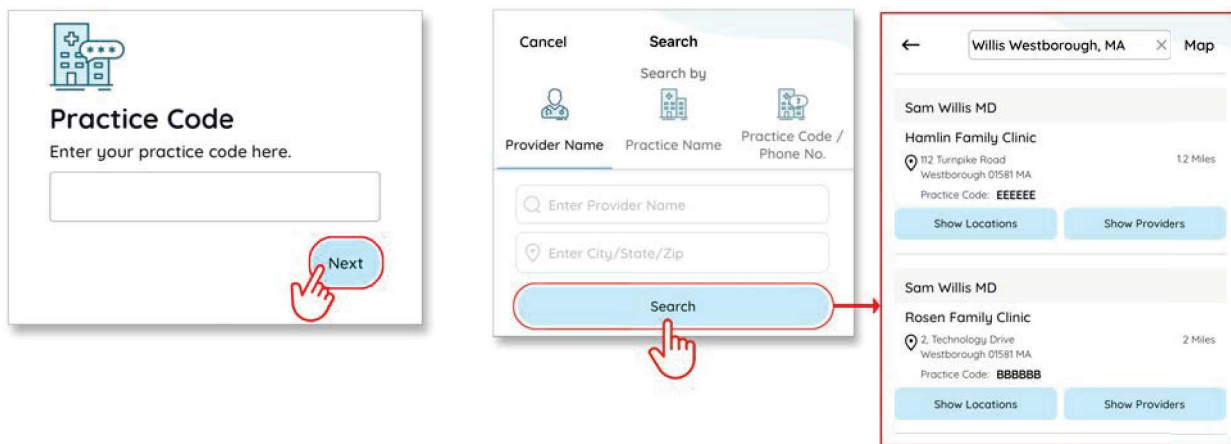
Note: If the information entered does not match the practice's records, the app will not be activated. Common errors include spelling, nicknames, suffixes, hyphenated names, etc.

5. Tap either *Yes, I have a Practice Code* or *No, I don't have a Practice Code*:

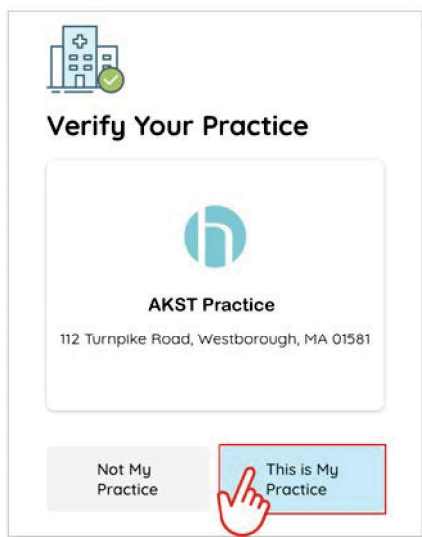


6. Select your practice using one of the following options:

- If the patient has a practice code, enter it on the Practice Code screen and then tap the *Next* button:
- 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:



7. 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:

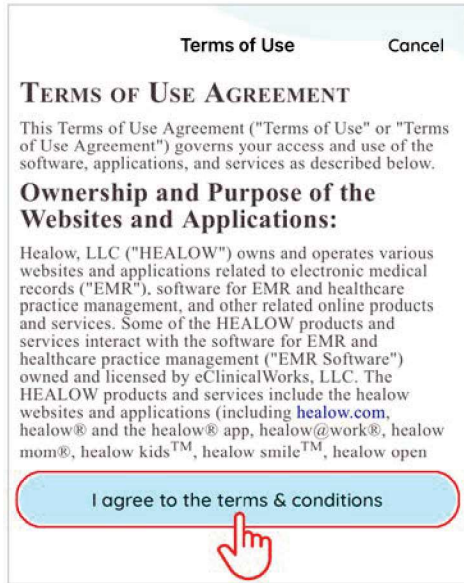
The first screenshot shows the 'Select number to receive verification code' screen. It has a back arrow at the top left. Below a phone icon, it says 'Select number to receive verification code.' There are two radio buttons: 'Mobile (xxx-xxx-8645)' (selected) and 'Home (xxx-xxx-8645)'. Below them is a blue button with a speech bubble icon and the text 'Send Text'. A red hand icon is pointing at the 'Send Text' button. At the bottom is a link 'Or Login with Username'.

The second screenshot shows the 'Phone Verification' screen. It has a back arrow at the top left. Below a phone icon with a checkmark, it says 'Phone Verification'. Below that, it says 'Enter the code sent to your registered phone number xxx-xxx-8645'. There is a red box around six empty input boxes for the code. Below the input boxes is a link 'Didn't receive code? Resend (00:50)'.

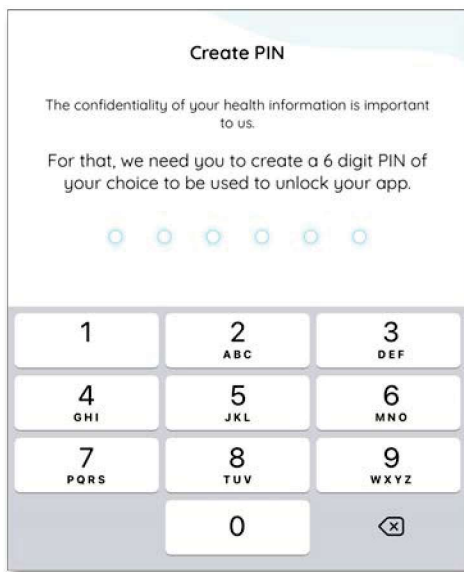
- ◆ Swipe up on the *Or Login with Username* panel and then enter the patient's Patient Portal login credentials, then tap the *Submit* button:

The screenshot shows the 'Or Login with Username' panel. It has a back arrow at the top left. Below a phone icon, it says 'Select number to receive verification code.' There are two radio buttons: 'Mobile (xxx-xxx-8645)' (selected) and 'Home (xxx-xxx-8645)'. Below them is a blue button with a speech bubble icon and the text 'Send Text'. Below that is a link 'Or Login with Username'. A red hand icon is shown swiping up on the panel. Below the link, it says 'Verify with your Patient Portal login credentials'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a link 'Forgot password?'. At the bottom right is a blue button with the text 'Submit'.

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



10. Create a 6-digit security PIN:



The healow app is activated. Complete any remaining optional setup items.

Note: Additional device-specific authentication options, such as Touch or Face ID, may be offered during setup.