



# healow APPLICATION AND TELEVISIT QUICK-START GUIDE

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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](https://help.healow.com)

## Installing the healow Application

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### To install healow application:

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



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:

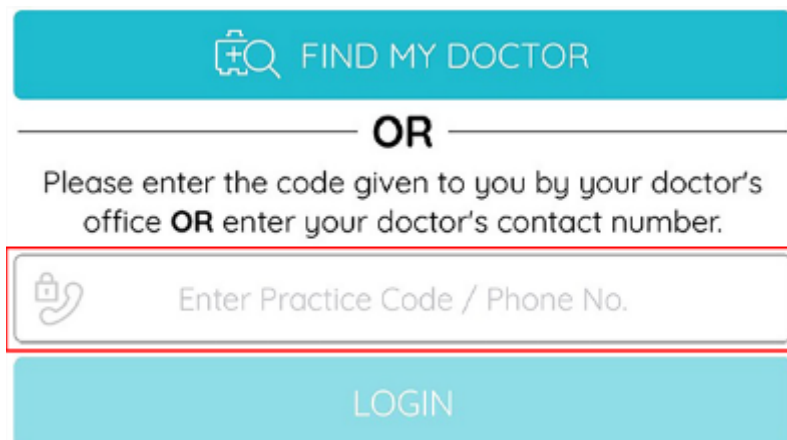
1. Open the healow app, and tap *GET STARTED*:



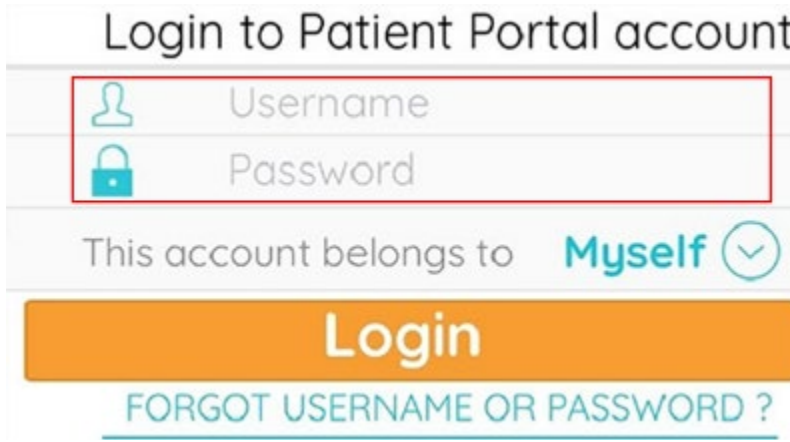
2. Accept the following in-phone notifications:

- ◆ Location
- ◆ Camera
- ◆ Microphone

3. Enter the Practice Code: \_\_\_\_\_



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



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

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



6. Verify the account by entering your Date of Birth.  
7. Create and confirm a 4-digit PIN of your choice:

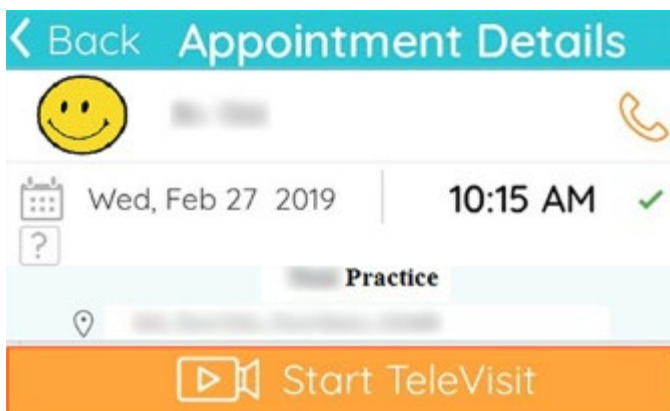


**Note:** Remember your 4-digit PIN; you will need it the next time you log in to the application.

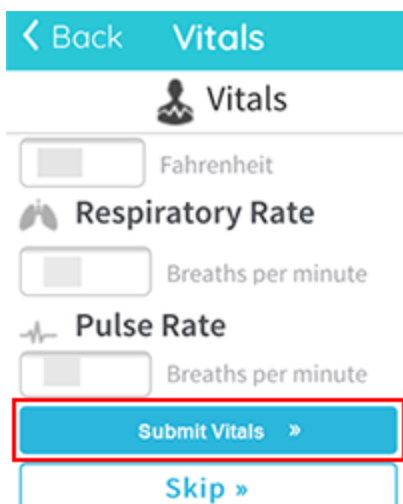
8. On the wheel screen, tap *APPOINTMENTS*:



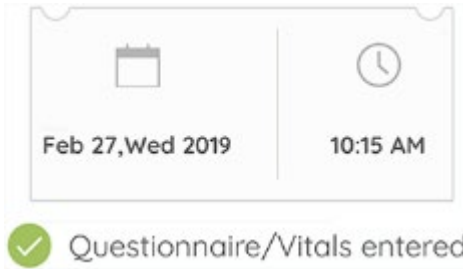
9. Scroll to the bottom of the screen and tap *Start TeleVisit*:



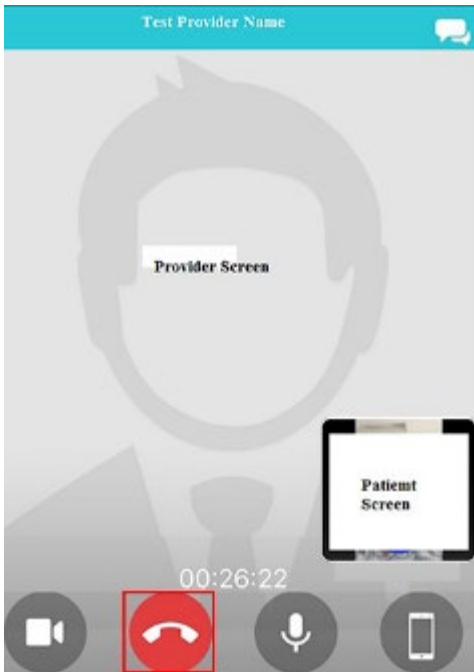
10. Enter your vital signs and tap *Submit Vitals*:



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:



# APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

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