healow App Users Guide

July 2018

User Login and Logout

Enter the practice code provided by the doctor's office to enable healow. Enter a username and password, and then enter a unique PIN code for access to healow.

There are two types of logins:

- Initial Login - The user's first time logging in to the healow app, where the user's practice and provider need to be found. For more information on the initial login, refer to Searching by Practice Code and Phone Number and Initial Patient Login.

- Established Login - The user has already established the login information and practice details. For more information on the established login, refer to Established Patient Login.

> **Note:** Patients must be Web-enabled to have a healow account. For more information on Web-enabling a patient, refer to the *Patient Portal Users Guide*.

Searching by Practice Code and Phone Number

For first time users, the doctor's office that the patient visits needs to be established before the patient can use their credentials to log in. A user can search for a practice by provider name, practice name, practice code, or phone number.
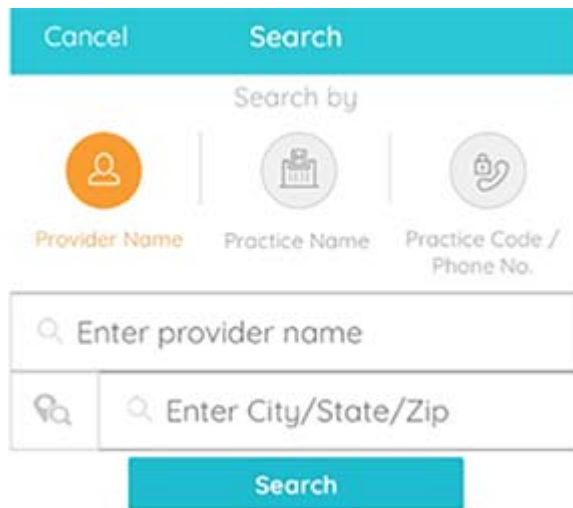
To search for a practice:

1. Tap *GET STARTED*:

2. To search for a provider, tap *FIND MY DOCTOR*.

    OR

3. Enter the Practice Code/Phone Number:

4. Tap to indicate which search option to use:

- ◆ *Provider Name* - Tap the search field and enter the provider name

- ◆ *Practice Name* - Tap the search field and enter the practice name

- ◆ *Practice Code / Phone No.* - Tap the search field and enter the practice code or the practice phone number

5. Enter the city, state, or ZIP Code to narrow the search.

6. Tap *Search.*

To enter the practice code or phone number:

1. Tap *GET STARTED*.

2. Use the *Enter Practice Code* field to enter the practice code or practice phone number provided to the patient:
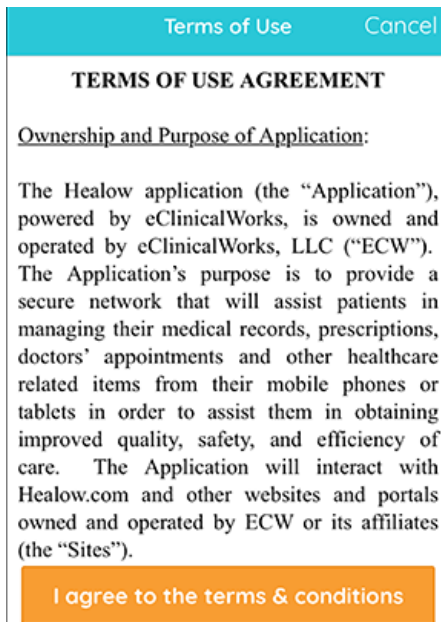

3. Tap *LOGIN*.

Initial Patient Login

Use Patient Portal credentials for initial login:

To log in to the healow app:

1. For first time login, use the *Username* and *Password* fields to enter Patient Portal credentials.

2. Tap *Login.*

    The Terms of Use window opens.

3. Tap the *I agree to the terms & conditions* button:

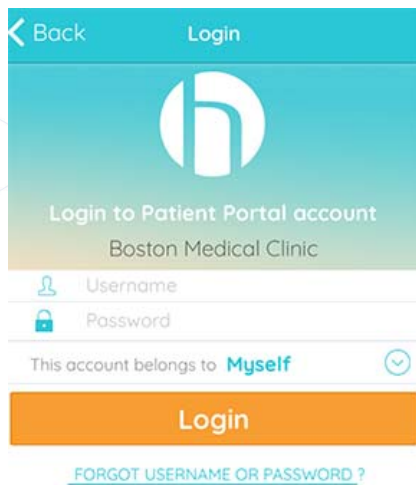4. The Create PIN window opens; use the keypad to create a unique 4-digit PIN:

5. *(Optional)* The patient can set up the Touch ID feature for future login if the phone has the Touch ID feature. For more information on Touch ID, refer to Using Touch ID to Log In.

Login is now complete.

Established Patient Login

After the initial login, the patient logs in using either their username and password credentials, PIN, or Touch ID.
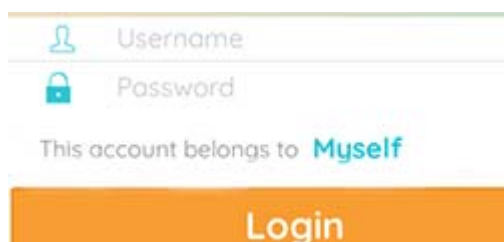
Using Credentials to Login

Use the healow app or Patient Portal credentials to log in to healow:

To log in using credentials:

1. On the healow Login window, enter the username in the *Username* field.

2. Enter the password into the *Password* field.

> **Note:** If another linked user is logging into the app on behalf of the original user, tap the *This account belongs to* drop-down arrow to select the relationship of the person logging into the account. For the initial login, the original user must register as *Myself.*
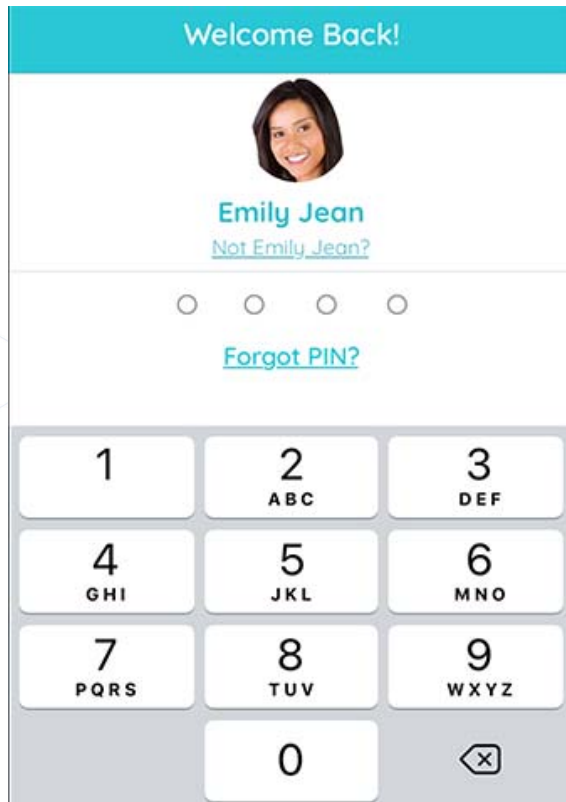

3. Tap *Login*.

> **Note:** To learn more about the Select Relationship window, refer to Linking an Account.

Using PIN to Log In

Use a PIN created during the initial login to sign into a healow account:

To log in using a PIN:

1. Tap the *healow app* icon.

    The *Welcome Back* window opens.

2. Use the Keypad to enter a PIN.

    The user is now logged in to the healow account.

> **Note:** For more information on changing or updating the PIN number, refer to PIN Settings.

Forgot PIN

Tap *Forgot PIN* to sign in using the username and password credentials.
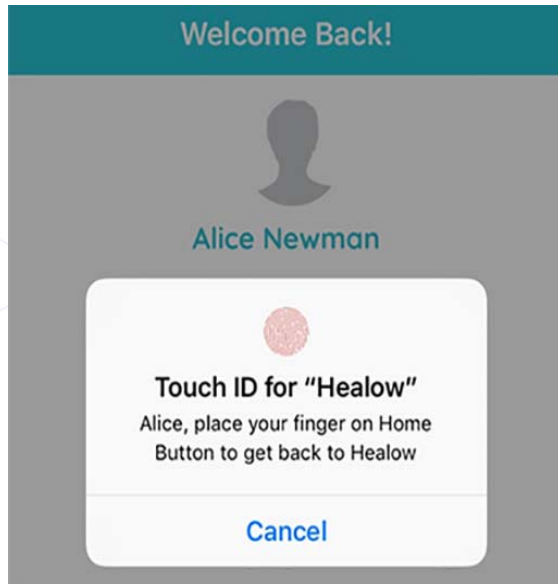
Switching Signed-In User

On the PIN settings window, use the *Not patients name* field to return to the healow Login window and select the current user's name.

Using Touch ID to Log In

Enable Touch ID to access the healow account using a fingerprint.

The Touch ID feature will pop up during initial login. This feature can be enabled under Settings by tapping the gear icon:

For more information on enabling Touch ID, refer to healow User Settings and Support.

To log in using Touch ID:

1. Tap the *healow app icon.*

    The *Welcome Back* window opens.

2. When prompted, place the finger on the *Home* button to initiate the Touch ID and sign in.

Logging Out

To log out of the healow app, tap the gear icon found on the wheel window and tap *Logout:*