# 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:

Cana	el	Search	
		Search by	
8	2		9
Provid	er Nome	Practice Name	Practice Code / Phone No.
Q, Er	nter pro	vider name	
Pa	् En	ter City/State	/Zip
		Search	

- 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:

<b>く</b> Bac	:k Login
	$\mathbf{b}$
Lo	ogin to Patient Portal account
	Boston Medical Clinic
R	Username
	Password
This	account belongs to Myself
	Login
	EORGOT LISERNAME OR PASSWORD 2

#### 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 *l* agree to the terms & conditions button:

Terms of Use Cana

#### TERMS OF USE AGREEMENT

Ownership and Purpose of Application:

The Healow application (the "Application"), powered by eClinicalWorks, is owned and operated by eClinicalWorks, LLC ("ECW"). The Application's purpose is to provide a secure network that will assist patients in managing their medical records, prescriptions, doctors' appointments and other healthcare related items from their mobile phones or tablets in order to assist them in obtaining improved quality, safety, and efficiency of care. The Application will interact with Healow.com and other websites and portals owned and operated by ECW or its affiliates (the "Sites").

I agree to the terms & conditions

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

#### Create PIN

The confidentiality of your health information is important to us.

For that, we need you to create a 4 digit PIN of your choice to be used to unlock your app.

1	2	2
1	ABC	DEF
4	5	6
GHI	JKL	MNO
7	8	9
PQRS	TUV	WXYZ
	0	$\otimes$

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:

<b>く</b> Back	Login
	$\mathbf{b}$
Log	in to Patient Portal account
	Boston Medical Clinic
R	Username
	Password
This ac	count belongs to Myself
	Login
F	ORGOT USERNAME OR PASSWORD ?

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*.

Ъ	Username		
	Password		
This	account belongs to	Myself	

Login

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:

	Welcome Bacl	<br
	Emily Jean	
(		0
	Forgot PIN?	
1	2 ABC	3 Def
1 4 6ні	2 Авс 5 JKL	З <sub>Def</sub> 6 мно
1 4 бні 7 роргя	2 Авс 5 Јкц 8 тич	З Def MNO 9 wxyz

#### 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:

Welcome Back!
2
Alice Newman
Touch ID for "Healow"
Alice, place your finger on Home Button to get back to Healow
Cancel

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*:

	Settings (	Done
GENERAL SETTING	<b>3</b> S	
Pin Settings		>
Touch ID		On >
LEGAL AND SUPPO	RT	
Take a Tour		>
Take A Tour O	f The Home Screen	>
Privacu Palicu		)
	Logout	