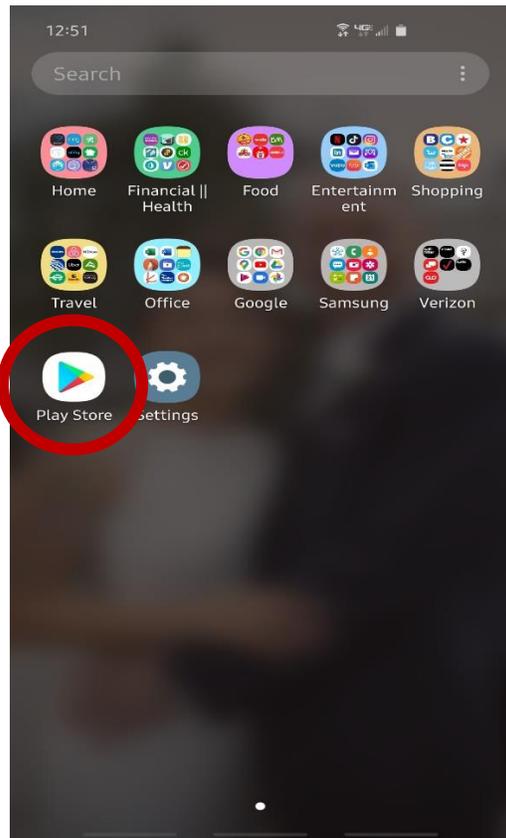
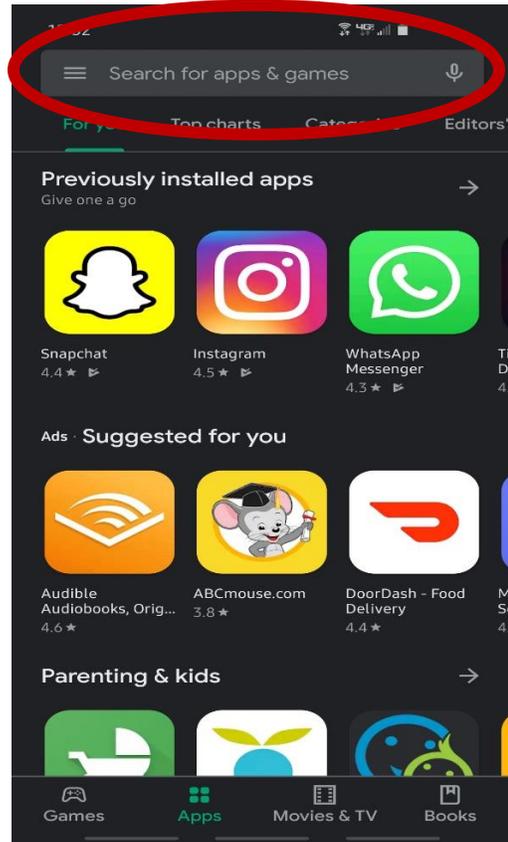


Android / Tablet healow Instructions

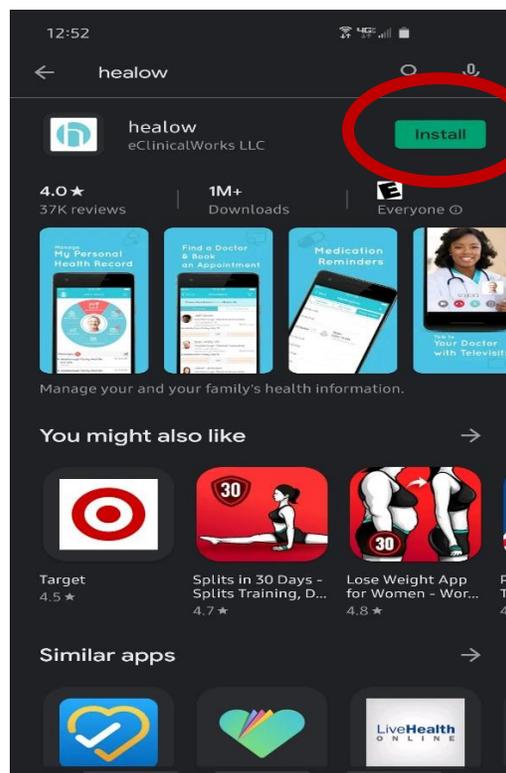
Step 1: Click on "Play Store"



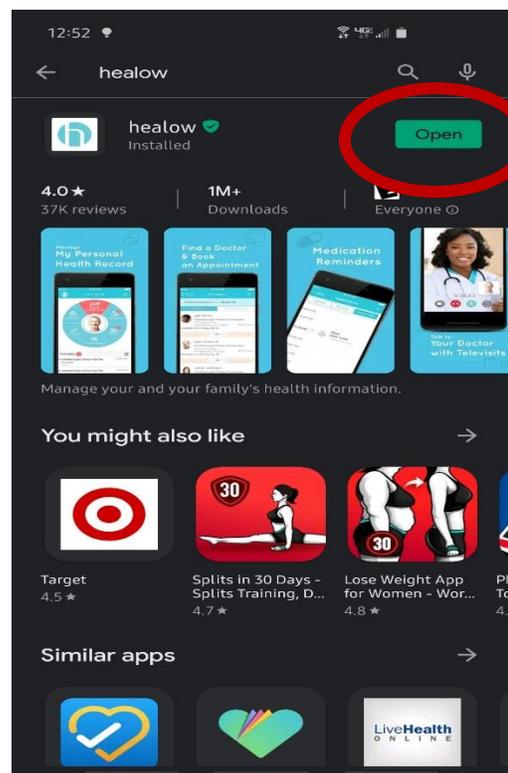
Step 2: Search "healow"



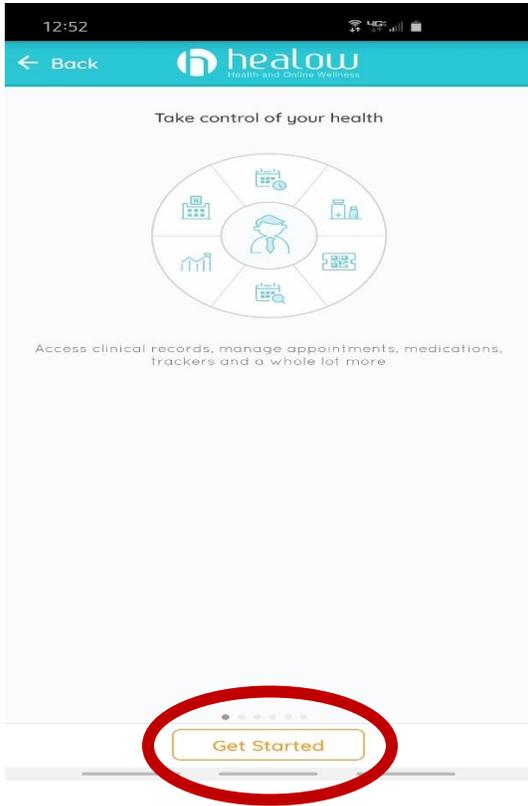
Step 3: Click "Install"



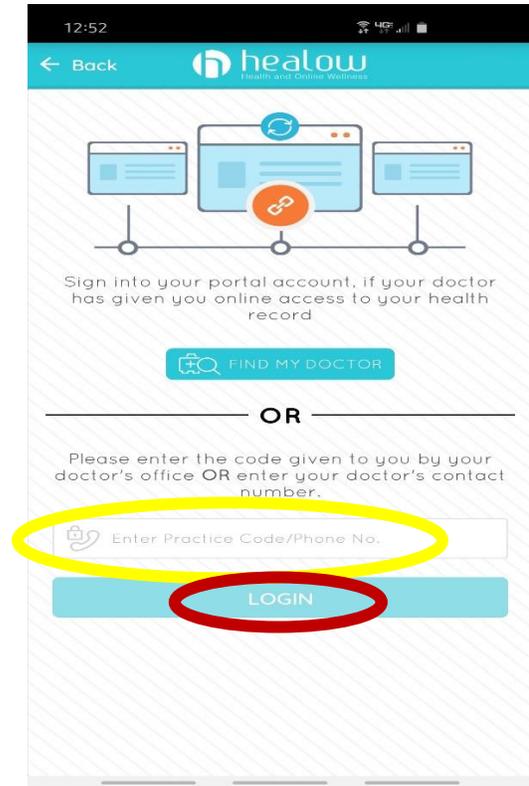
Step 4: Once downloaded, click "Open"



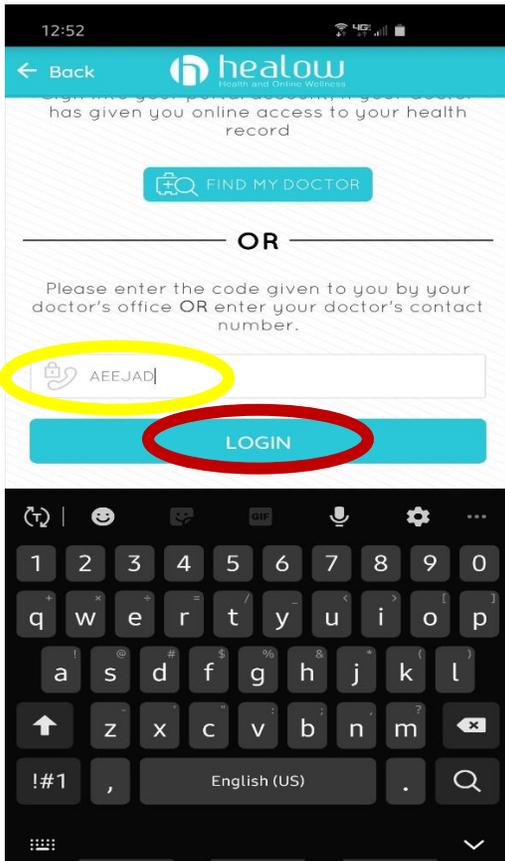
Step 5: Click “Get Started”



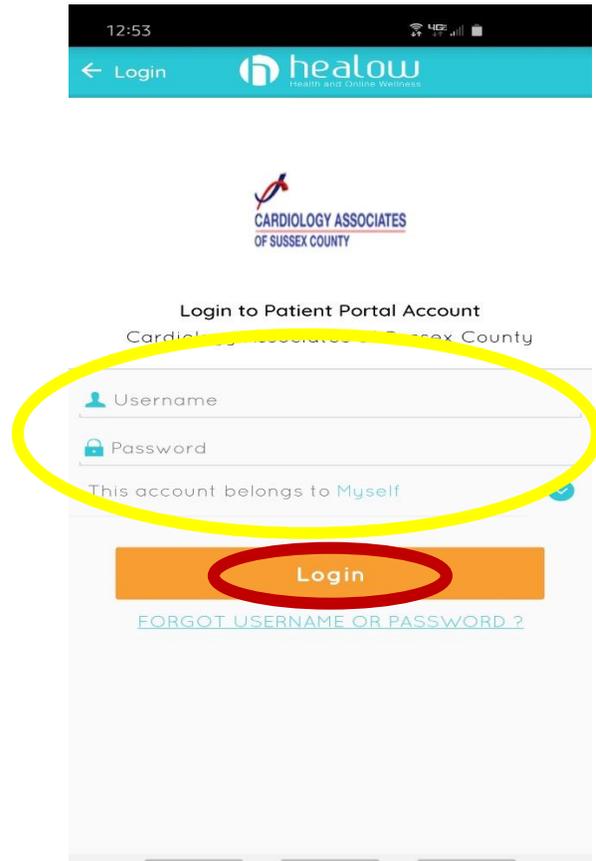
Step 6: Tap within “Enter Practice Code / Phone No.” box



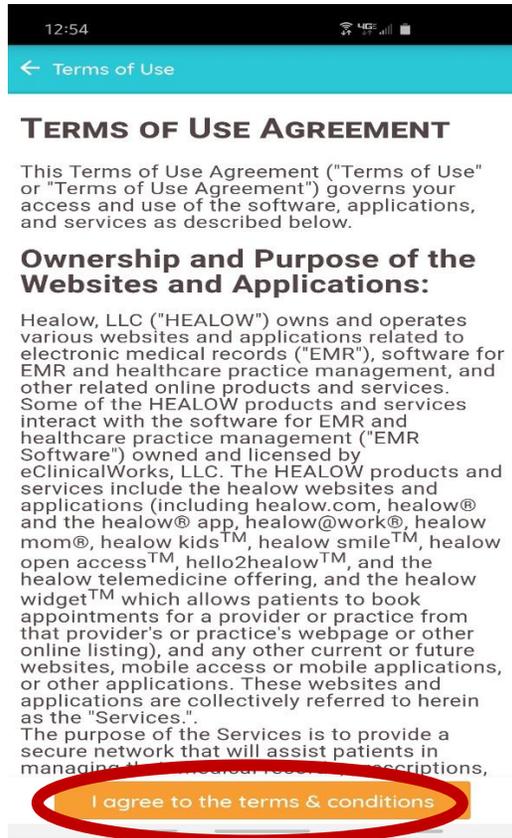
Step 7: Enter practice code “AEEJAD”



Step 8: Enter username and temporary password. Click “Login”



Step 9: Agree to the terms



12:54

← Terms of Use

TERMS OF USE AGREEMENT

This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

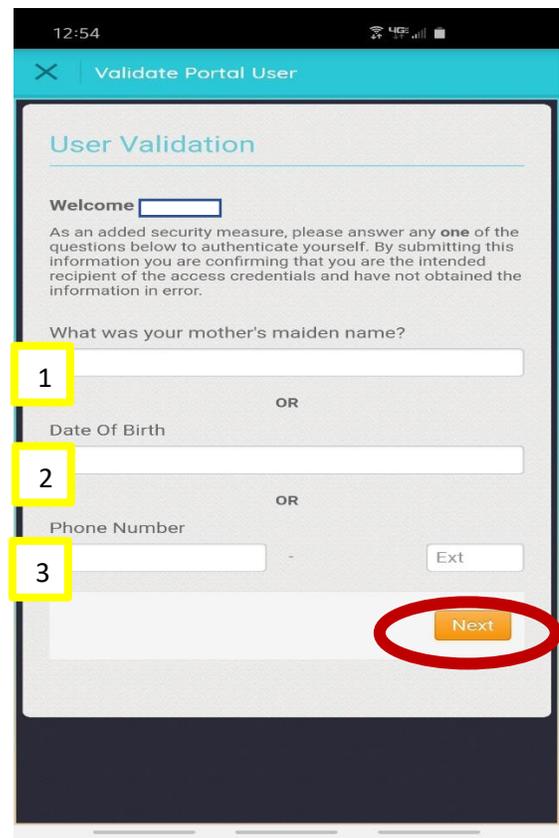
Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services interact with the software for EMR and healthcare practice management ("EMR Software") owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including healow.com, healow@ and the healow@ app, healow@work®, healow mom®, healow kids™, healow smile™, healow open access™, hello2healow™, and the healow telemedicine offering, and the healow widget™ which allows patients to book appointments for a provider or practice from that provider's or practice's webpage or other online listing), and any other current or future websites, mobile access or mobile applications, or other applications. These websites and applications are collectively referred to herein as the "Services".

The purpose of the Services is to provide a secure network that will assist patients in managing their membership, prescriptions,

I agree to the terms & conditions

Step 10: Answer 1 of the 3 questions. Then click "Next"



12:54

× Validate Portal User

User Validation

Welcome

As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

What was your mother's maiden name?

1

OR

Date Of Birth

2

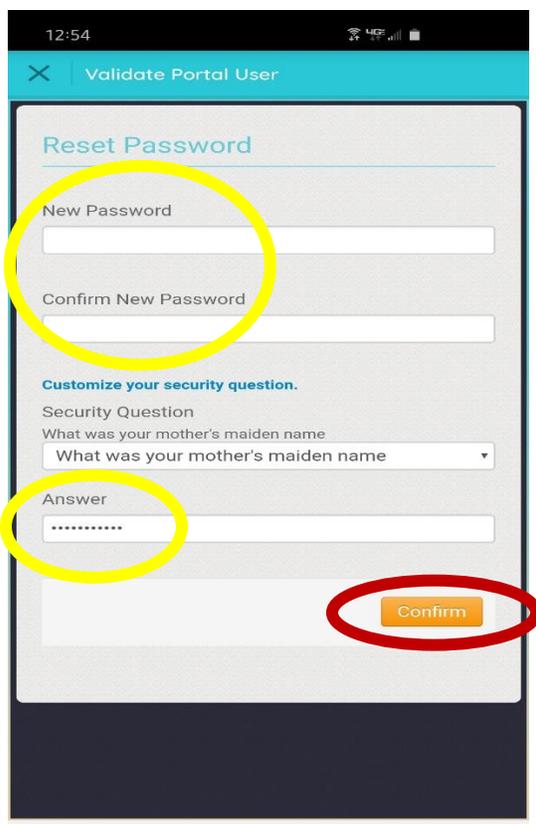
OR

Phone Number

3 - Ext

Next

Step 11: Enter your new password & the security question. Then click "Confirm"



12:54

× Validate Portal User

Reset Password

New Password

Confirm New Password

Customize your security question.

Security Question

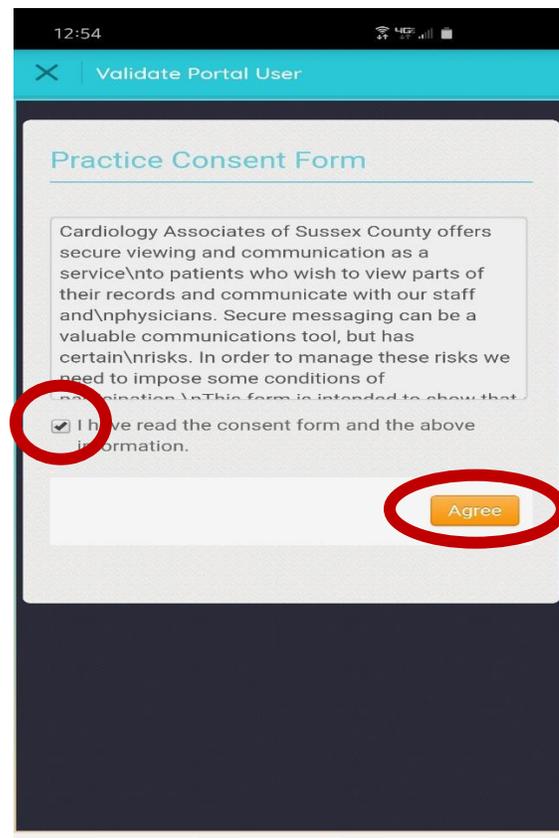
What was your mother's maiden name

What was your mother's maiden name

Answer

Confirm

Step 12: Check box for reading the consent. Click "Agree"



12:54

× Validate Portal User

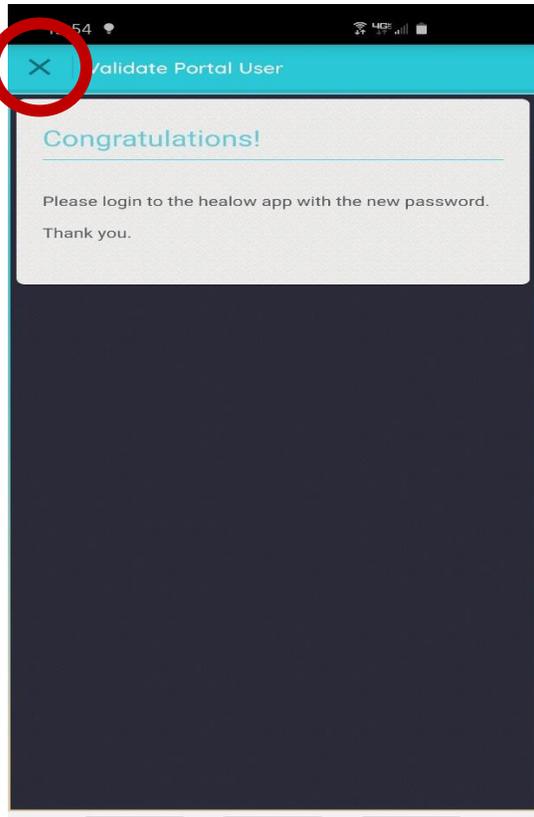
Practice Consent Form

Cardiology Associates of Sussex County offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of use. This form is intended to show that you have read and understood the above information.

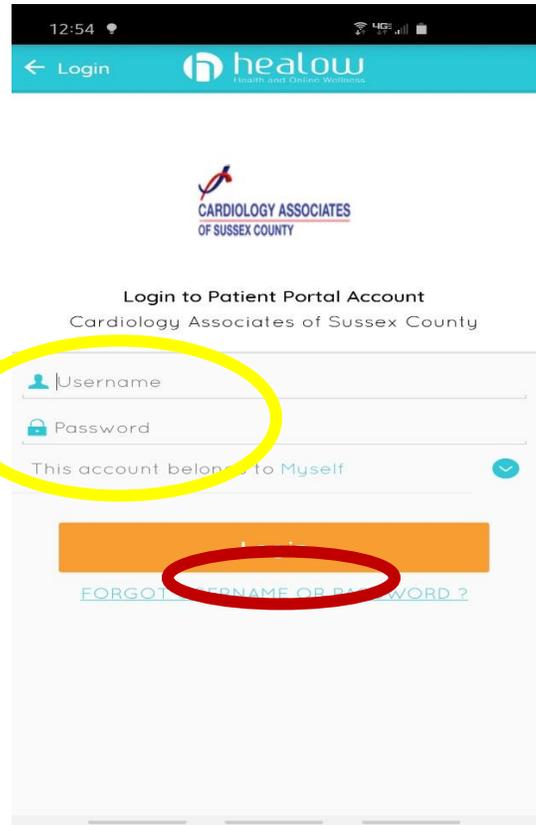
I have read the consent form and the above information.

Agree

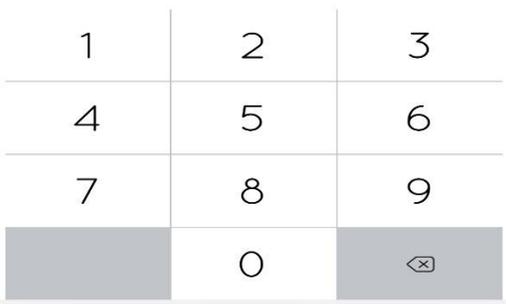
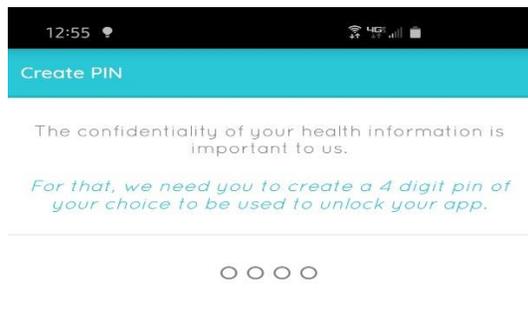
Step 13: Click the "X" in the top left corner



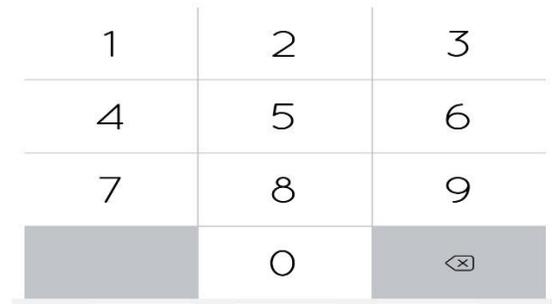
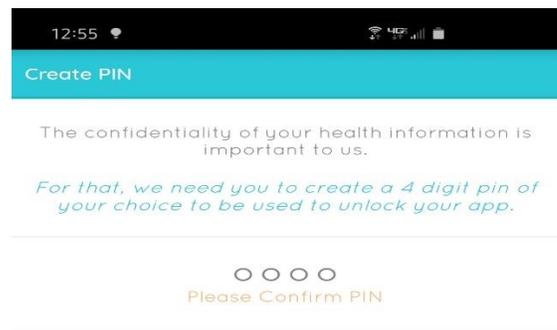
Step 14: Log in again with username and the NEW password you created



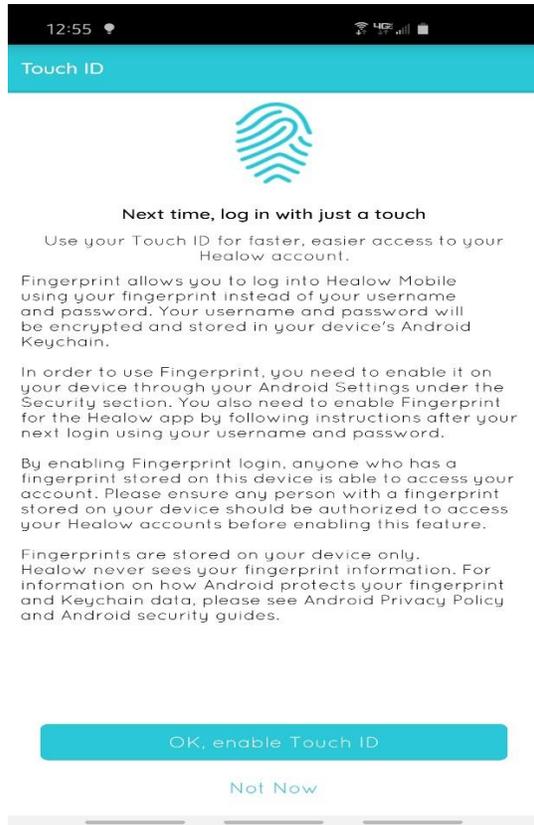
Step 15: Create a 4-digit pin for quicker access to the healow app



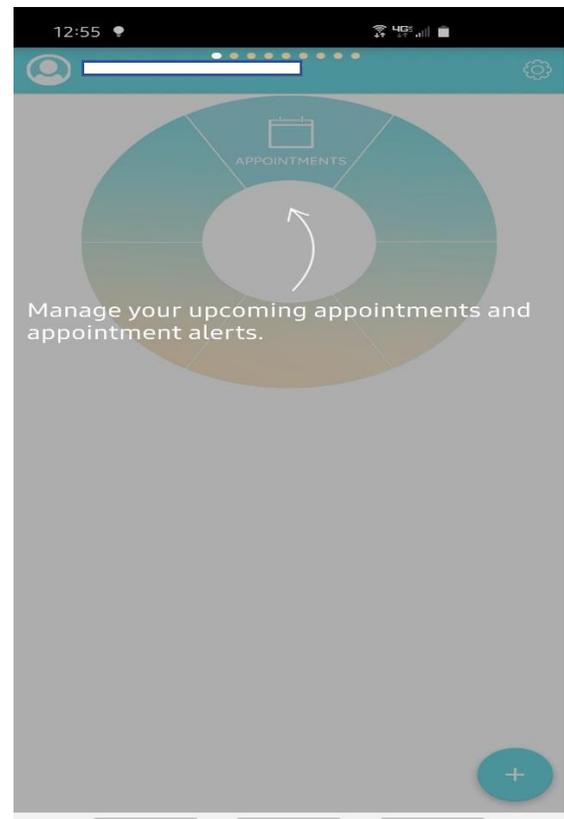
Step 16: Confirm your pin



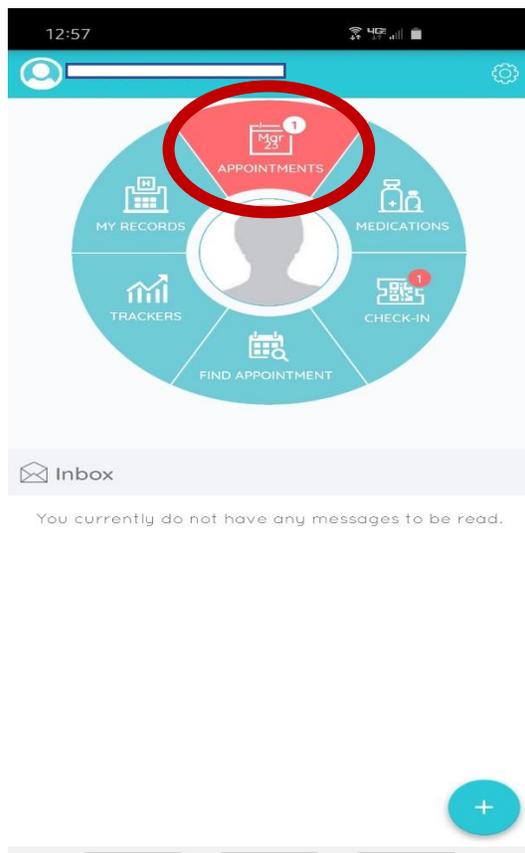
Step 17: Enable touch ID if you prefer



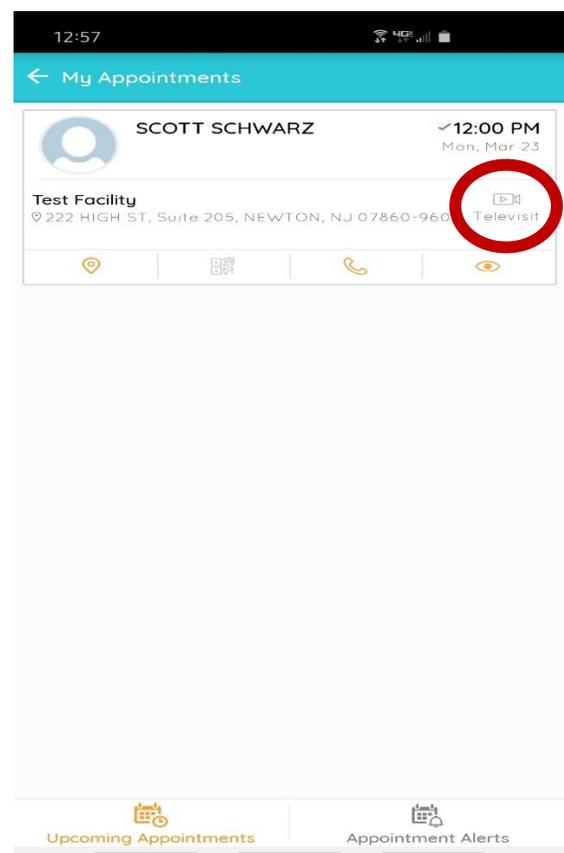
Step 18: Swipe to the left until your screen is no longer grayed out



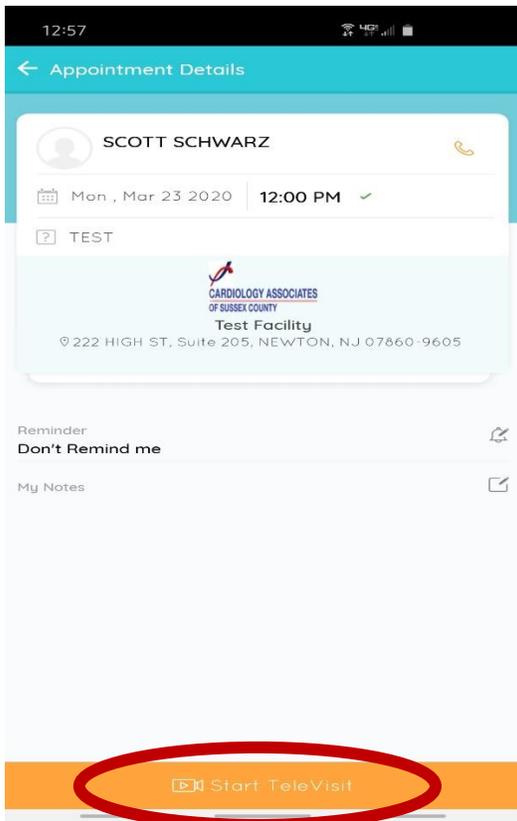
Step 19: Appointments should display red – click on it to continue



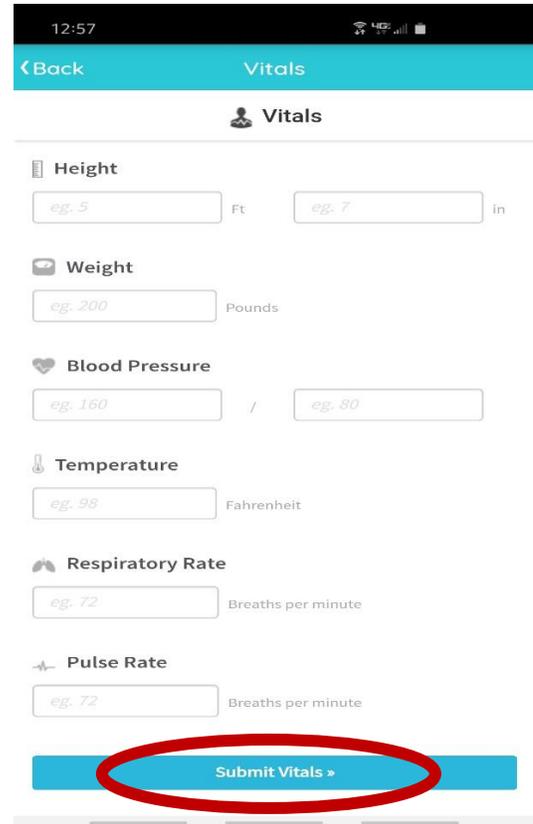
Step 20: Click video camera icon above "Televisit"



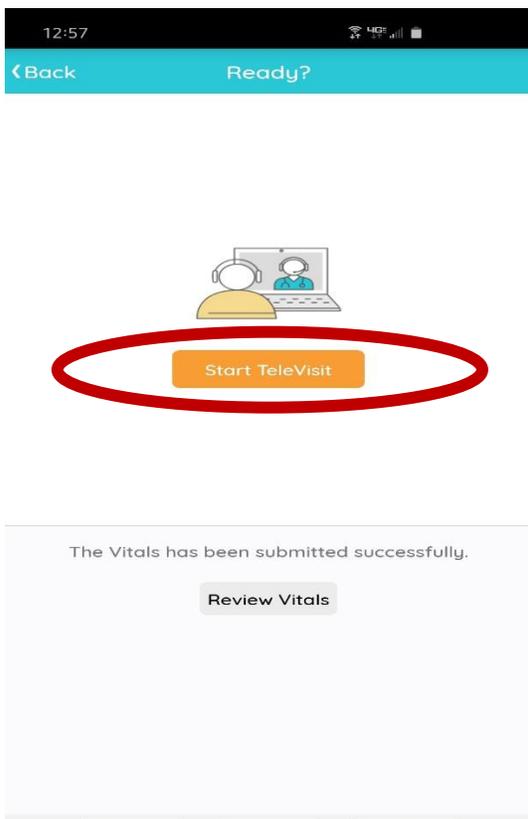
Step 21: Click “Start TeleVisit”



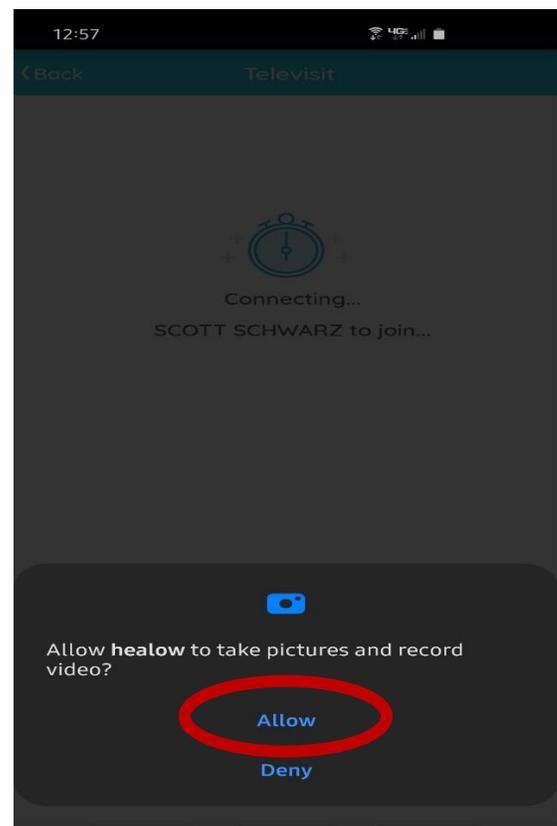
Step 22: If you have your vitals, enter that now. If not, click “Submit Vitals” to continue



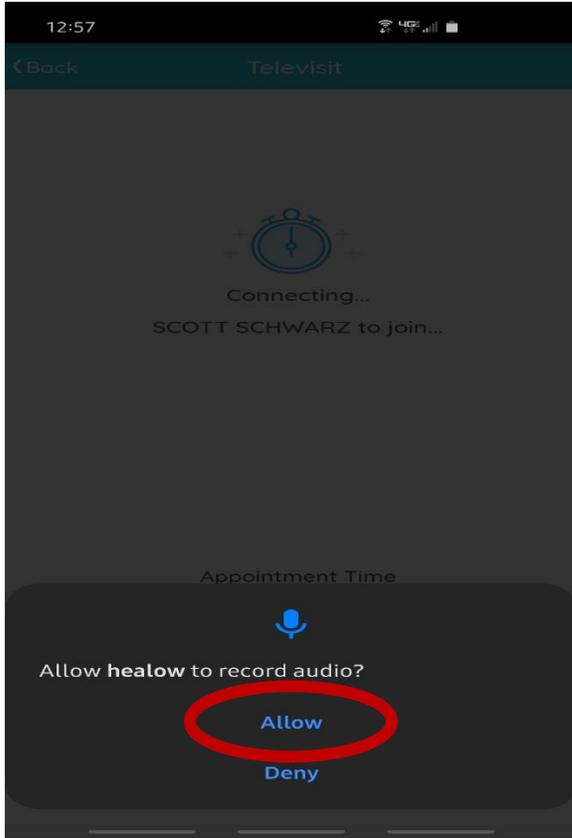
Step 23: Click “Start TeleVisit”



Step 24: Click “Allow”



Step 25: Click “Allow”



Step 26: You have successfully entered our virtual waiting room. The Dr. will be with you shortly!

