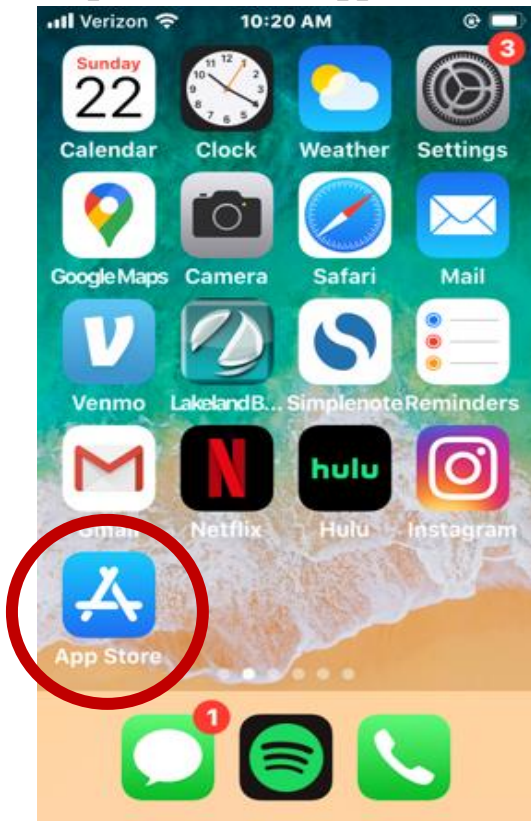
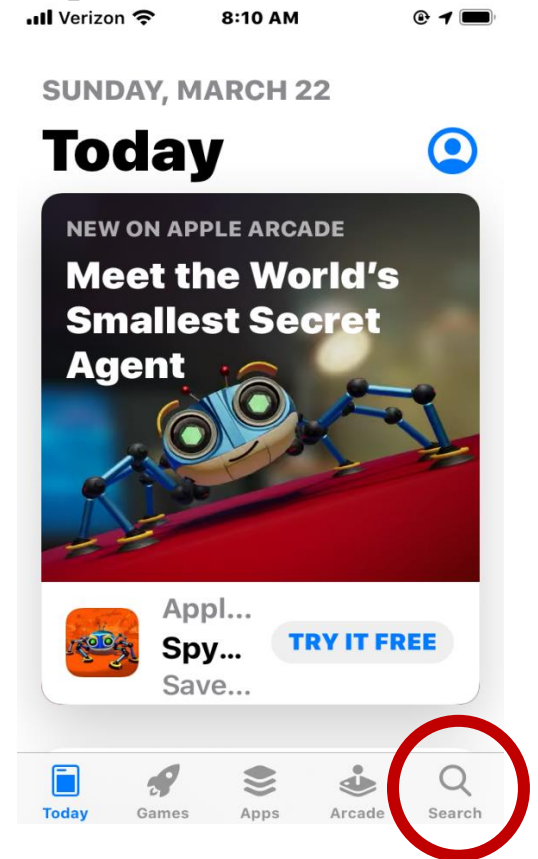


iPhone/iPad healow App Instructions

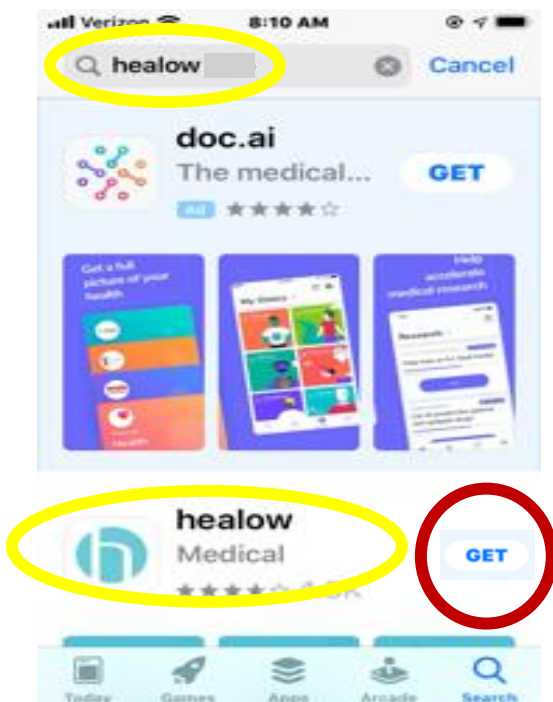
Step 1: Click on App Store icon



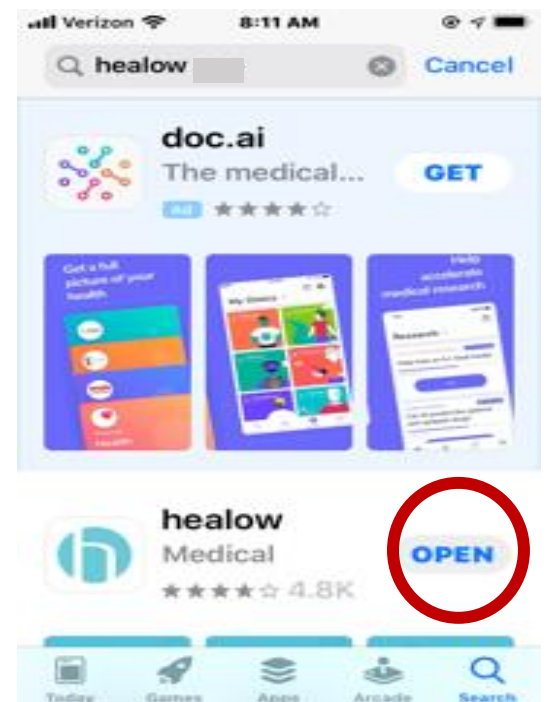
Step 2: Search "healow"



Step 3: Click "GET"



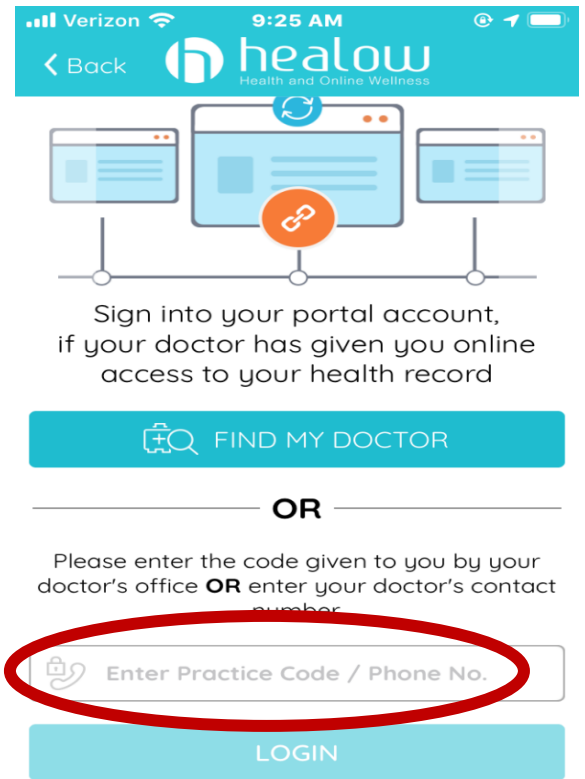
Step 4: Once downloaded, click "Open"



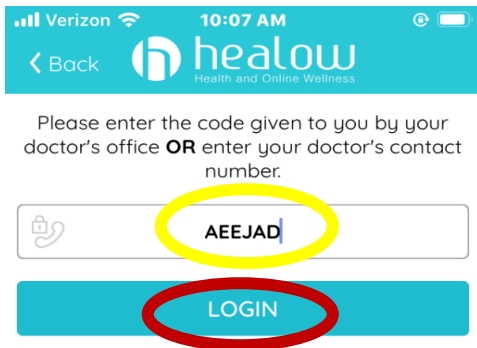
Step 5: Click “GET STARTED”



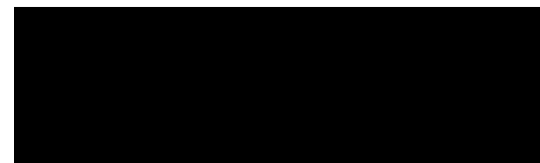
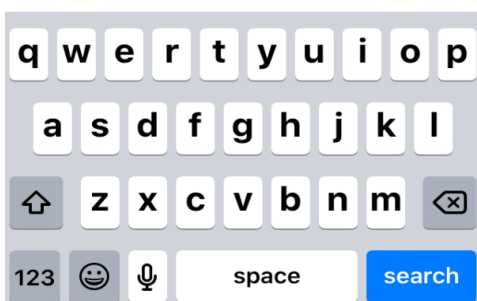
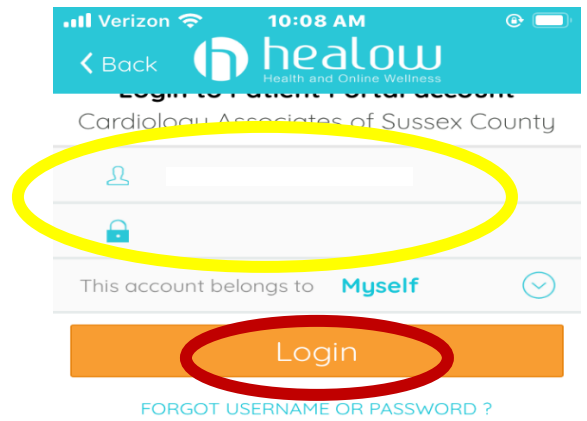
Step 6: Tap within “Enter Practice Code / Phone No.” box



Step 7: Enter “AEEJAD” then click “LOGIN”



Step 8: Log-in with username and temporary password



**Step 9: Answer 1 of the 2 questions.
Then click “Next”**

Verizon 3:11 PM

Cancel Validate Portal User

User Validation

Welcome [redacted]

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.

Date Of Birth

1 [input field]

OR

Phone Number

2 [input field] - Ext [input field]

Next

Step 10: Enter your new password & security question info. Then click “Confirm”

Verizon 3:12 PM

Cancel Validate Portal User

Reset Password

New Password

[input field]

Confirm New Password

[input field]

Customize your security question.

Security Question

[dropdown menu]

Answer

[input field]

Next

**Step 11: Check box for reading the consent.
Then click “Agree”**

Verizon 3:13 PM

Cancel Validate Portal User

Practice Consent Form

Cardiology Associates of Sussex County offers secure viewing and communication as a service\nto patients who wish to view parts of their records and communicate with our staff and\nphysicians. Secure messaging can be a valuable communications tool, but has certain\nrisks. In order to manage these risks we need to impose some

I have read the consent form and the above information.

Agree

Step 12: Click “Cancel” at the top left corner to take you back to the login screen

Verizon 3:13 PM

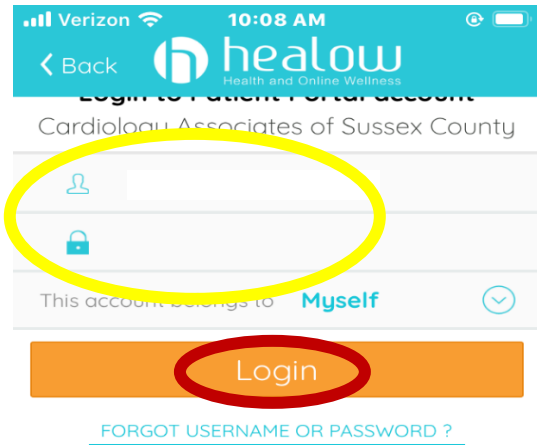
Cancel Validate Portal User

Congratulations!

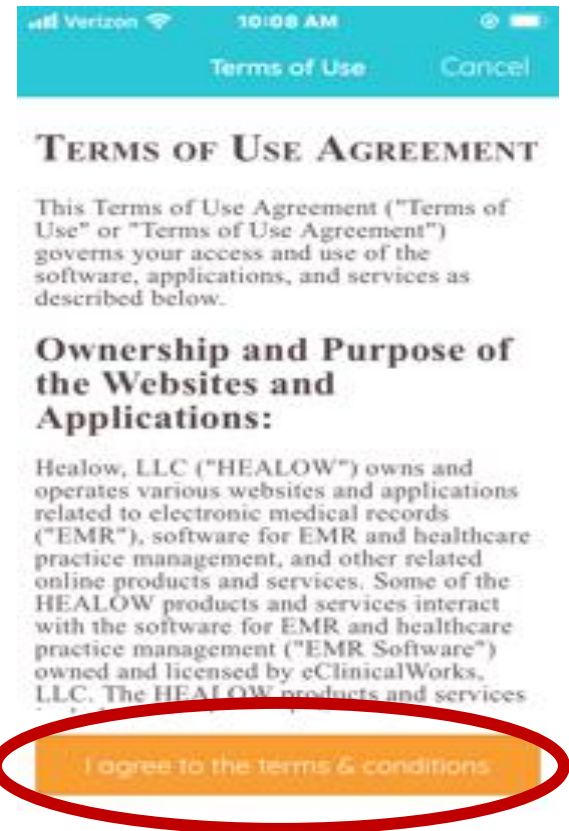
Please login to the healow app with the new password.

Thank you.

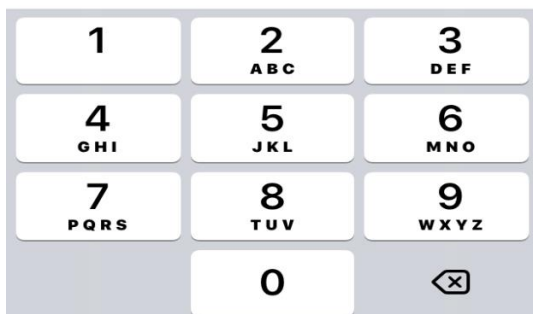
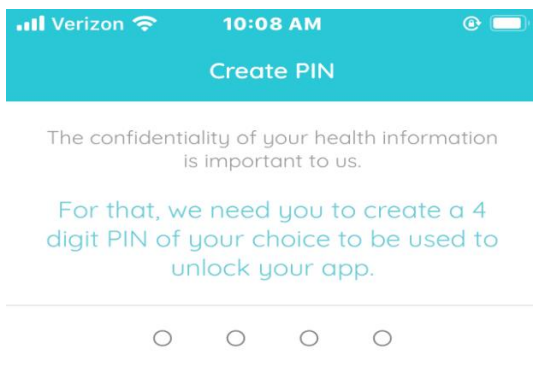
Step 13: Enter your username and NEW password. Then click "Login"



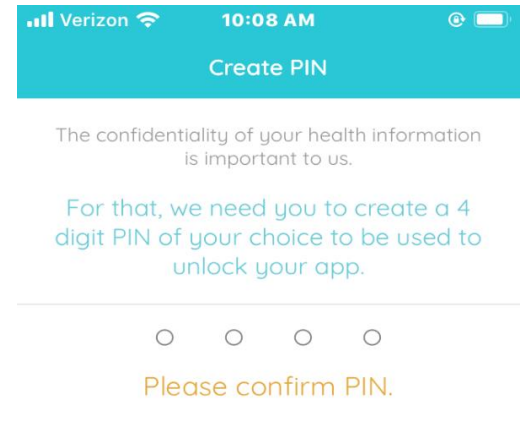
Step 14: Agree to the terms and conditions to continue



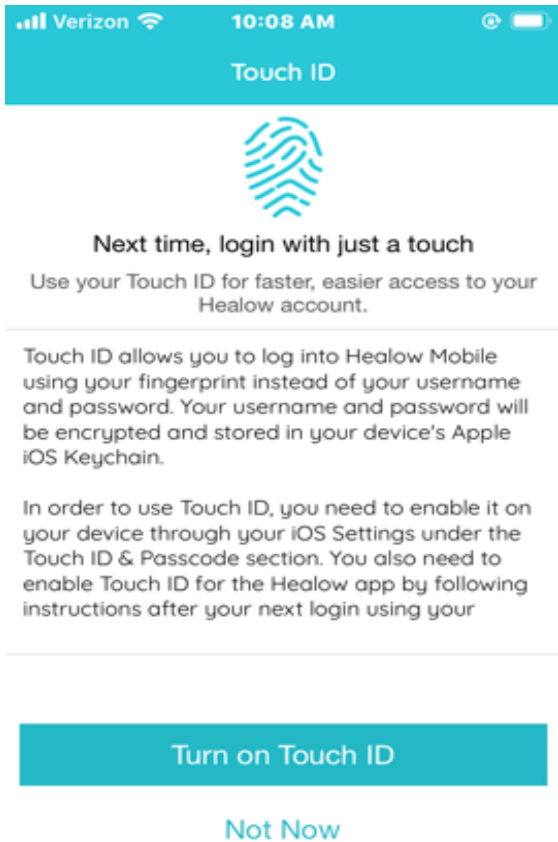
Step 15: Create a 4-digit pin for quicker access to the app



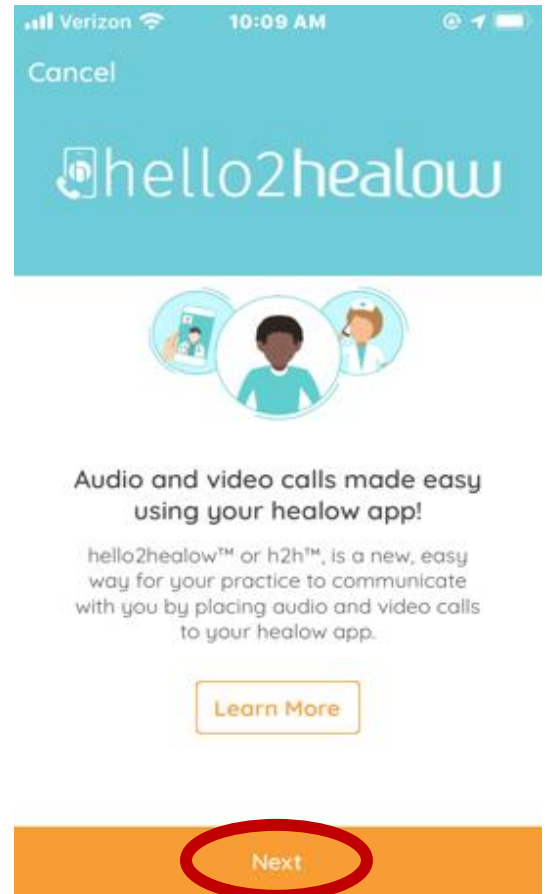
Step 16: Confirm pin



Step 17: Enable Touch ID if you prefer



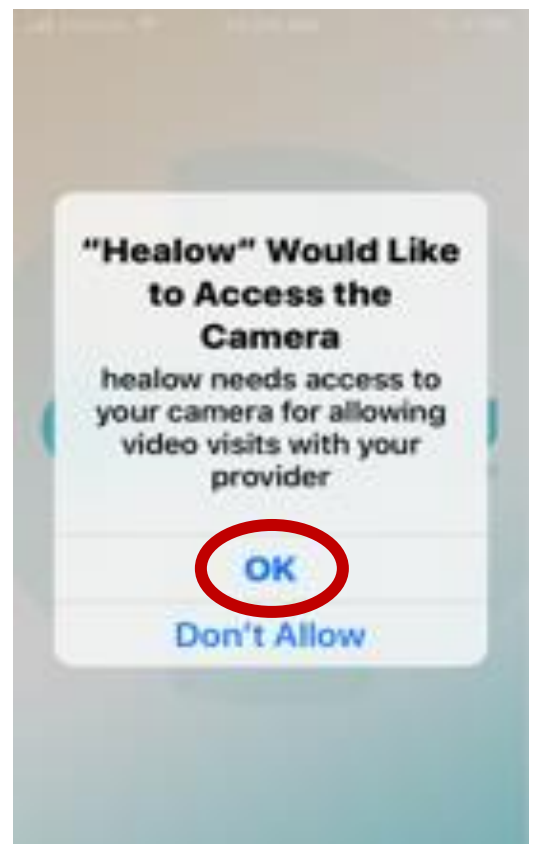
Step 18: Click “Next”



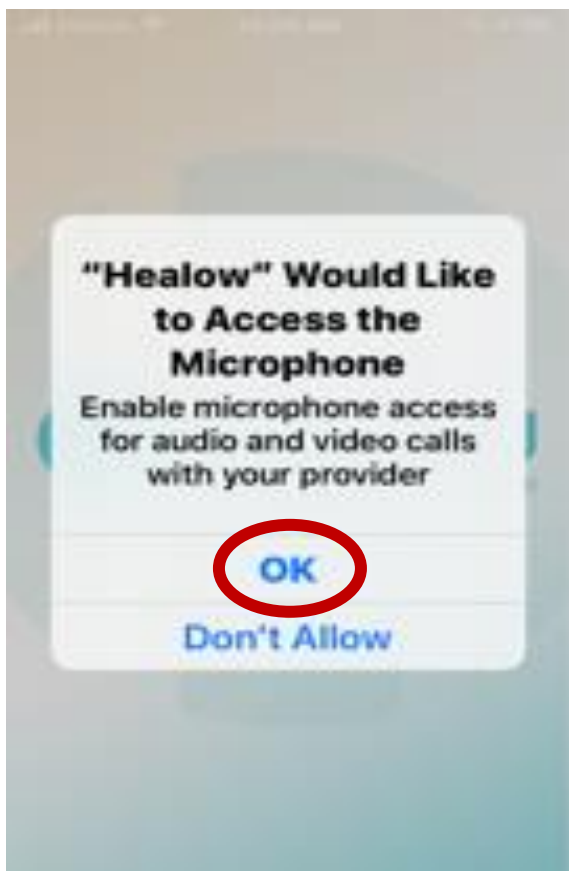
Step 19: Agree to the terms again



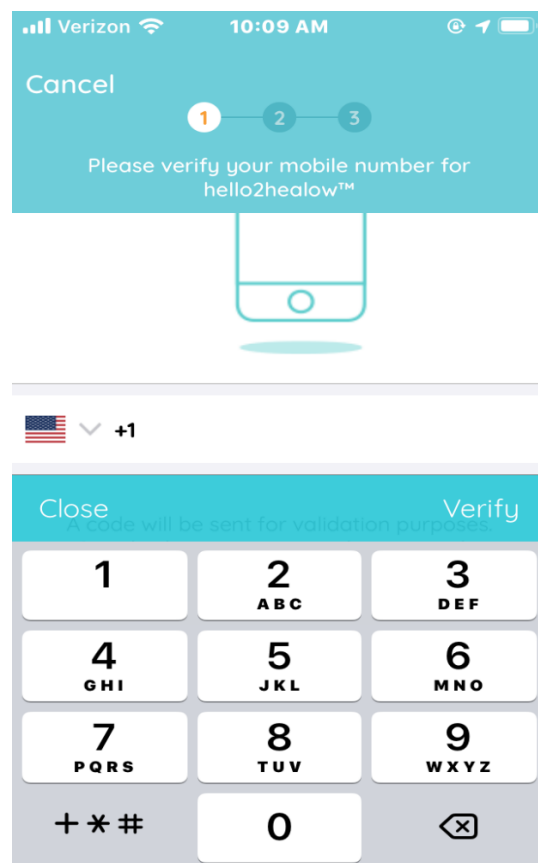
Step 20: Click “OK” to allow access to your camera



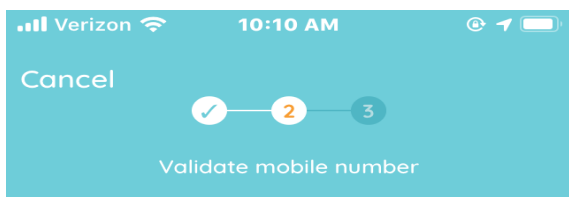
Step 21: Click "OK" to allow access to your microphone



Step 22: Enter your cell phone number for verification

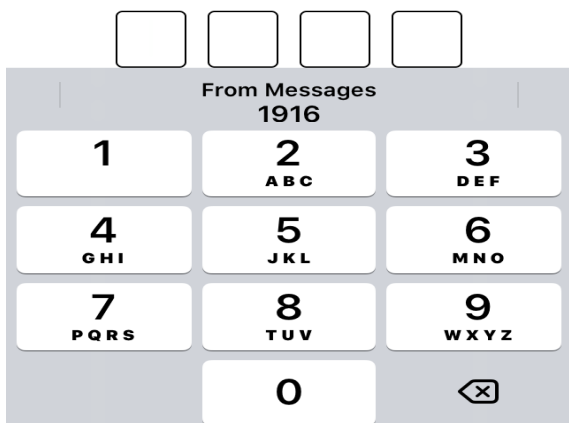


Step 23: Enter the 4-digit code that was sent to you via text

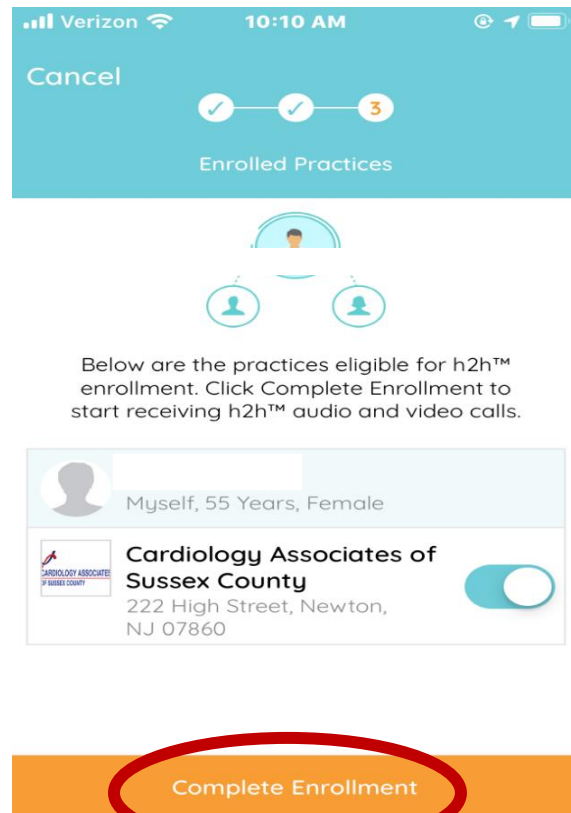


Enter the 4 digit code sent to +1 973-670-7768

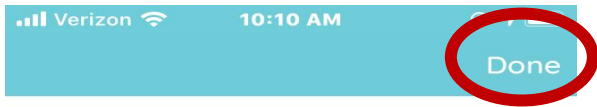
[Resend Code](#)



Step 24: Click "Complete Enrollment"



Step 25: Click “Done” at the top right corner



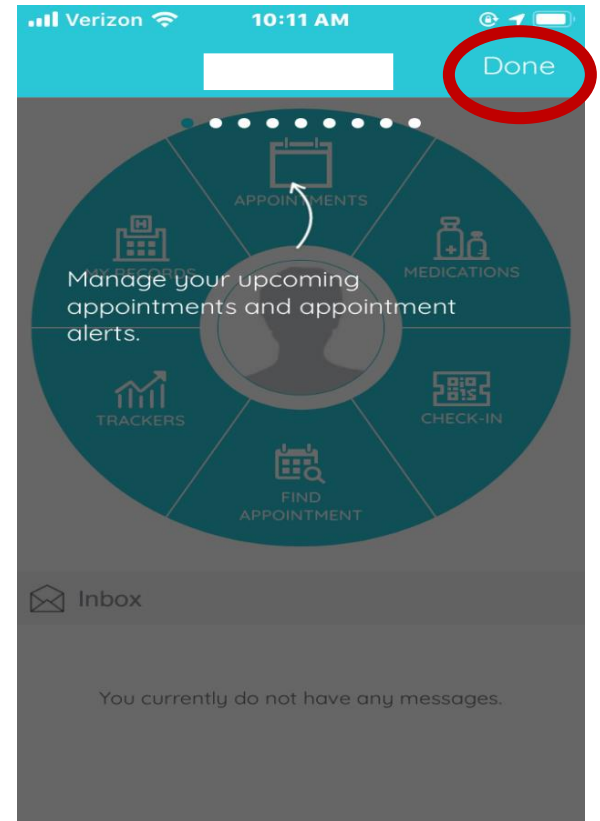
Congratulations!
You're ready to receive h2h™ calls!



You can modify your preferences at any time by visiting the **h2h™** section in your healow app settings

[Learn more about h2h™](#)

Step 26: Click “Done” at the top right corner to bypass steps



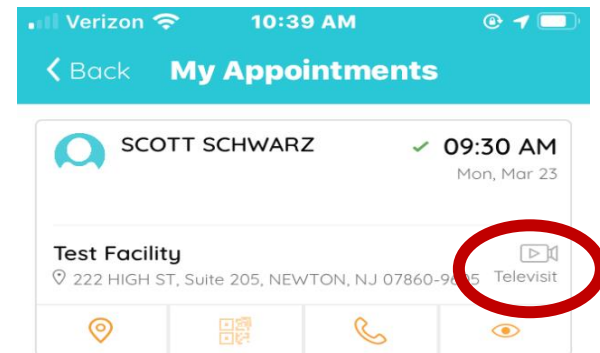
Step 27: “Appointments” should display in red – click on it to continue



You currently do not have any messages.



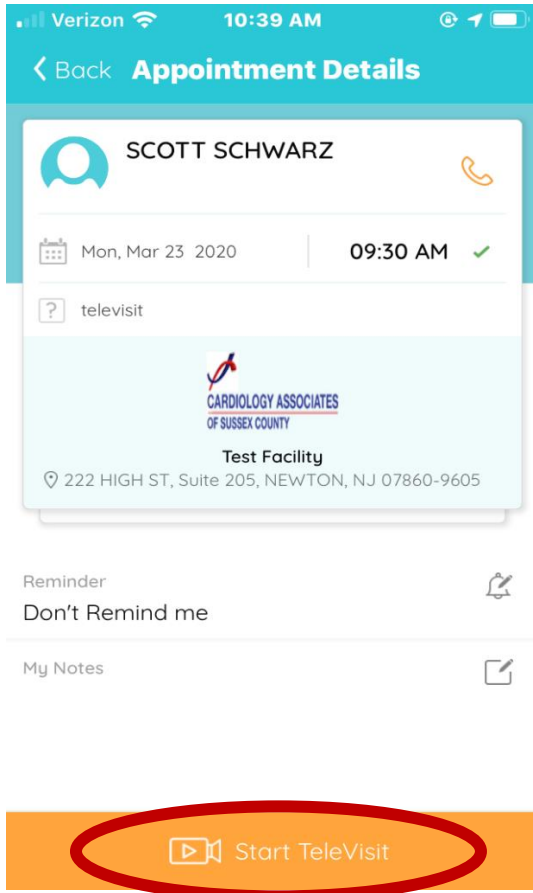
Step 28: Click video camera icon above “Televisit”



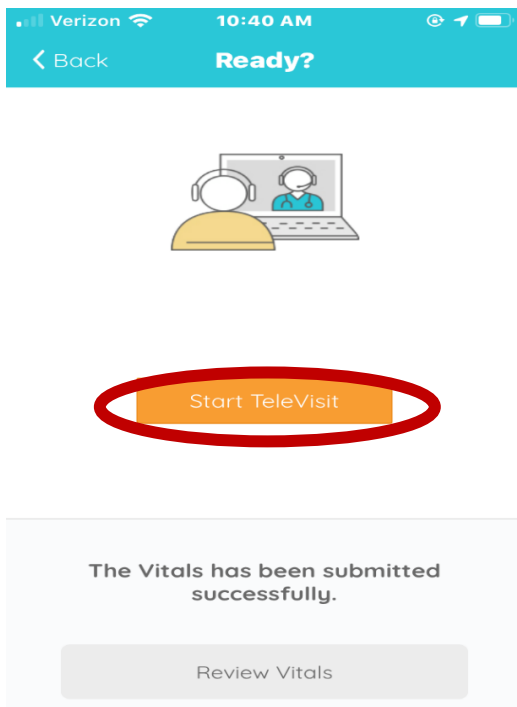
Upcoming Appointments

Appointment Alerts

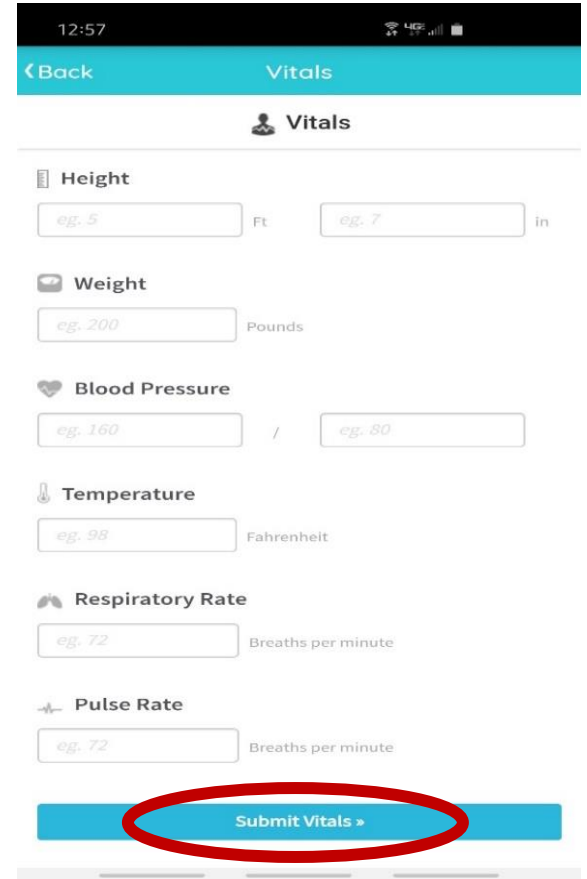
Step 29: Click “Start TeleVisit”



Step 31: Click “Start TeleVisit”



Step 30: IF you have your vitals enter them now. If not, click “Submit Vitals” to continue



Step 32: You have successfully entered our virtual waiting room! The Dr. will be with you shortly!

