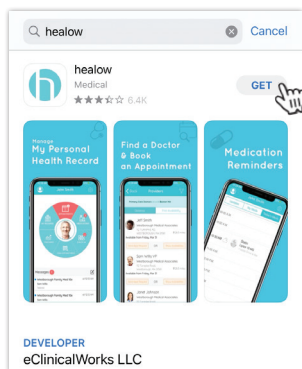**NOTE**: to use the healow® app, you must be a registered patient with My Health Onsite. *If not a registered patient, please contact the 24-hr Call Center Support Team at 888.644.1448 for account setup.*

HOW TO DOWNLOAD THE HEALOW® APP *FOR iOS DEVICE*

STEP 1 From the iOS device, tap the **App Store**® icon.

STEP 2 Tap the magnifying glass and type **"healow"** in the Search field.

STEP 3 Select healow and click **"Get"** to download. *Make sure to check the Developer is eClinicalWorks LLC.*

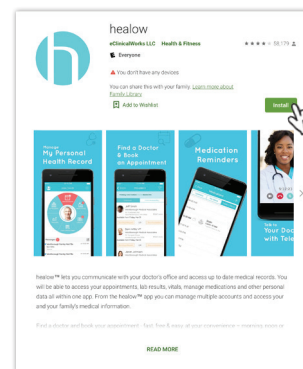**STEP 4** When the installation is complete, the healow icon displays on the iOS device Home screen.

HOW TO DOWNLOAD THE HEALOW® APP *FOR ANDROID DEVICE*

STEP 1 From the Android™ device, tap the **Google Play Store**™ icon.

STEP 2 Tap the magnifying glass and type **"healow"** in the Search field.

STEP 3 Select healow and click **"Install"** to download. *Make sure to check the Developer is eClinicalWorks LLC.*

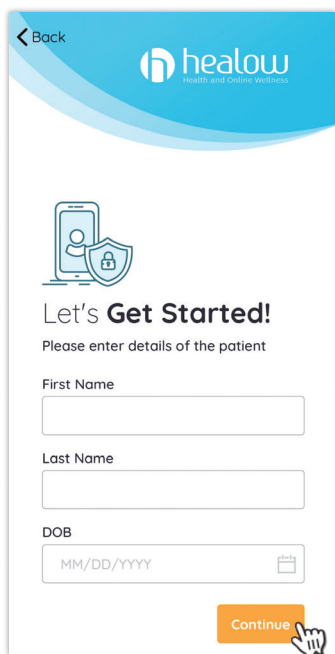**STEP 4** When the installation is complete, the healow icon displays on the Android device Home screen.
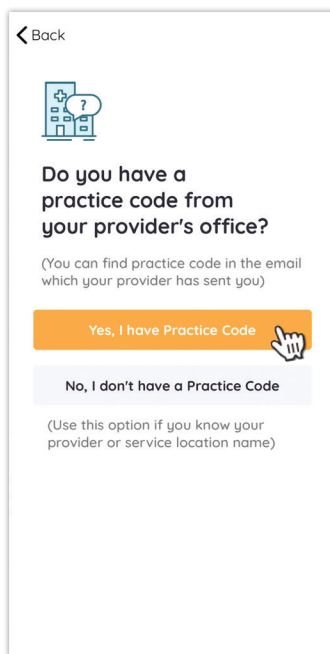
HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW® APP

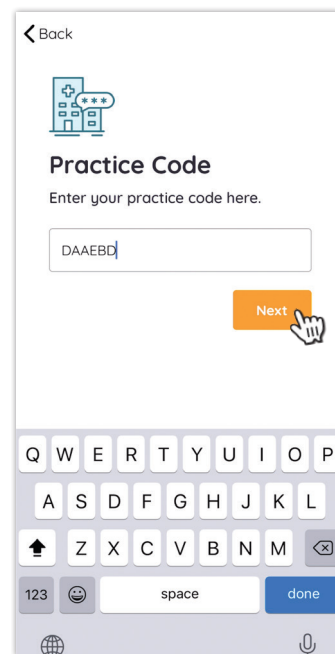**STEP 1** Open the healow app and click **"Get Started"**.

STEP 2 Enter First Name, Last Name, DOB, then click **"Continue"**.

STEP 3 Click **"Yes, I have a Practice Code"**.

STEP 4 Enter the Practice Code **"DAAEBD"** and click **"Next"**.

MY HEALTH ONSITE
Proactive. Engaged. Personalized.

HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW® APP *continued*

‹ Back

Verify Your Practice

MY HEALTH ONSITE

My Health Onsite

Onsite Employer Health, ., FL, 00000

| Not My Practice | This is My Practice |

STEP 5 Verify your Practice by clicking **"This is My Practice"**.

‹ Back

Phone Verification

Enter the code sent to your registered phone number xxx-xxx-1194

Didn't receive code? Resend

STEP 6 Verify your phone by entering the code sent to your phone.

Terms of Use **Cancel**

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 medical records, prescriptions, doctors'

I agree to the terms & conditions

STEP 7 Read terms of use agreement. If approved, click **"I agree to the terms & conditions"**.

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 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

STEP 8 Create a 4-digit PIN of your choice to be used to unlock your app.

HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW® APP

Welcome Back!

Jane Doe
Not Jane Doe?

○ ○ ○ ○

Forgot PIN?

STEP 1 Open the healow® app and enter your PIN to login.

Trouble logging in?
Contact the 24-hr Call Center Support Team at **888.644.1448** for assistance.

Jane Doe

APPOINTMENTS
MY RECORDS
MEDICATIONS
TRACKERS
CHECK-IN
FIND APPOINTMENT

✉ Inbox

You currently do not have any messages.

STEP 2 Click "**Find Appointment**".

‹ Back **Find Appointment**

Let's begin by choosing a reason and location

Choose a visit reason *
Select

Location
🔍 All available locations

Find

STEP 3 Choose a "**Visit Reason**" and then "**All Available Locations**" or search by a specific location. Then click **"Find"**.

Visit Reason List **Cancel**

🔍 Search visit reason

FLU Vaccine - 10 Min
Lab Visit - ANNUAL VHP LABS 20 MIN
MD/APRN ADULT Sick Visit - Established Patient 20 MIN
MD/APRN ADULT Sick Visit - Established Patient 40 MIN
MD/APRN ADULT Sick Visit - New Patient 40 MIN
MD/APRN ADULT Sick Visit - New Patient 60 MIN
MD/APRN PEDIATRIC Sick Visit - Established Patient 20 MIN

Let's begin by choosing a reason and location

Choose a visit reason *
Lab Visit - ANNUAL VHP LABS 20 MIN

Location
🔍 Fauxfolk City

MY HEALTH ONSITE℠
Proactive. Engaged. Personalized.

HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW® APP *continued*

STEP 4 Select the Provider/Option you need and select "**Book Appointment**".

STEP 5 Select your desired date and time.

STEP 6 On the **My Info** page, confirm your information and appointment details are correct. Enter any information you would like the Provider to know about the visit. Select the "**Verify**" button for verification of appointment.

It's important to use a cell phone number as your contact phone as you will receive verification of appointment via text message. **NOTE**: A phone number is required to book the appointment.

Select "**I will be paying by cash**" *(please note: no cash or monies will be collected or exchanged).*

STEP 7 A validation code will be sent to your phone. Enter the code and click "**Validate**".

STEP 8 Once your number has been verified, click "**Book Now**".

STEP 9 You will receive an email confirmation of appointment to your registered email account.

Note: to cancel or reschedule your appointment please log into your Patient Portal at **www.my-patientportal.com** or call the 24-hr Call Center Support Team at **888.644.1448** to reach an operator *(cancelling through the healow app is not available at this time).*