



## Let's connect through Healow Practice Code: **BAJHAA**

### Accessing your “Healow” app.



1. From your App store, search for the **HEALOW** app and download it
2. Once it's been downloaded, login with your Patient Portal information
3. If you can't remember it, simply click on **“FORGOT USERNAME / PASSWORD”**
4. Go to your email and follow the reset steps
5. Once you reset your Username/Password, enter the following Practice Code: **BAJHAA** in the search box.
6. Once you're logged into the application, click on the **APPOINTMENT** tab
7. You will now be able to check-in 10 minutes prior to your scheduled appointment time

**For more detailed information, please continue reading the steps below**



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## Practice Code: BAJHAA

### Getting Started:

#### 1. Download the Healow App on your Phone

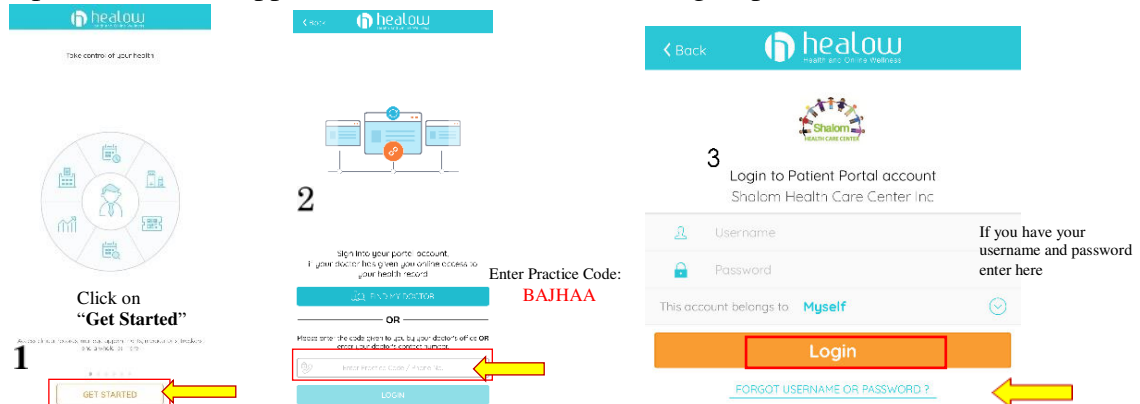
- 1) Start by looking for the "Healow" application on your App Store or Google play



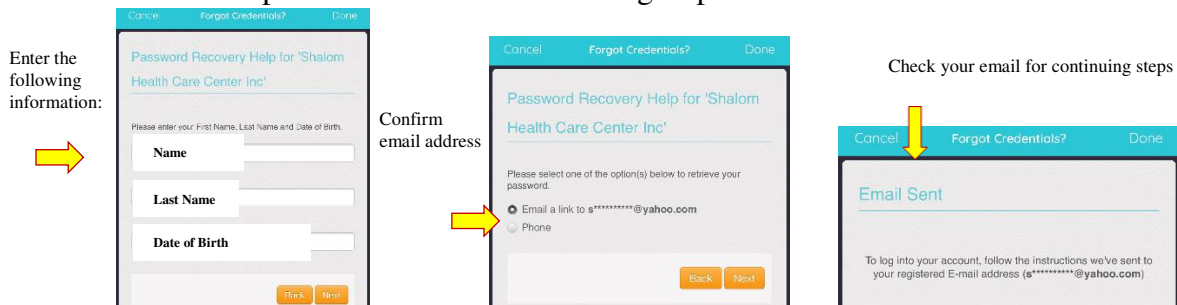
- 2) Next you will need to download the application, once it has fully download it you will get a notification to either "allow" or "don't allow" notifications
  - o Please allow notifications by selecting "allow" that way you can receive future notifications

#### 2. Accessing your Patient Portal through "Healow"

- 1) Open the Healow application and follow the following steps:



- 2) If you can't remember your Username or Password click on the "Forgot Username or Password" option and follow the following steps:



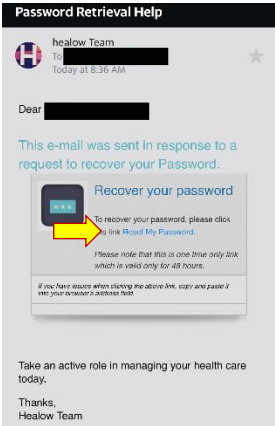
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## Practice Code: BAJHAA

- 3) email will be coming from “Healow Team”, please follow the following steps:

1

Click on Reset My Password



Dear [redacted]

This e-mail was sent in response to a request to recover your Password.

**Recover your password**

To recover your password, please click on the link [Reset My Password](#).

Please note that this is a one time only link which is valid only for 48 hours.

If you have issues when clicking the above link, copy and paste it into your browser's address field.

Take an active role in managing your health care today.

Thanks,  
Healow Team

Password requirements

reset your password for [redacted]

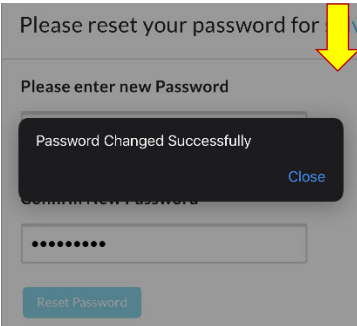
enter new Password

New Password

Password

Reset Password

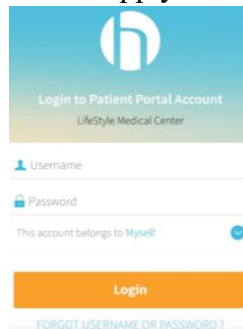
Once password is reset you will see following message



- 4) Please advise exit or close the current application and open the Healow application to proceed to the following steps.

### 3. Adding Shalom as your Primary Practice

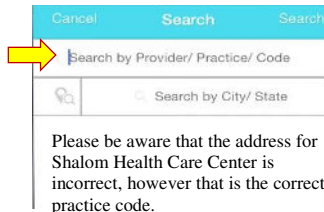
- 1) Once you click on the “Healow” app you should be able to...



Add your username/password on the first screen you see

- 2) Followed by the following steps:

Enter  
Shalom's  
Practice  
Code:  
**BAJHAA**



Search by Provider/ Practice/ Code

Search by City/ State

Please be aware that the address for Shalom Health Care Center is incorrect, however that is the correct practice code.

# Let's connect through Healow

## Practice Code: BAJHAA

### 4. Logging in for the first time

- Once you are on the app you will continue with the following steps, *keep in mind if it's the first time you log into your account you will see the following: If you have login in the past skip through next session.*

**NOTE:** Following information will only be required if it's the first time you log in through Healow

You will be asked for the relationship to the person they are logging in, for self- select myself and so on

Next, read and agree to the Terms & Conditions

You will be asked to create a 4-digit pin which you will then use in the future to login. (It will also be quicker) Once you create a pin you will then be asked to confirm it.

You will have the option to create a Touch ID, you can skip it by clicking the "Not Now" option at the bottom of the screen.

- Next, you will see the following screens:

Information about Healow, you can just click next.

Next, you will be asked to enter your phone number, then a 4 digit code will be text to that number which you will need to enter on the next screen.

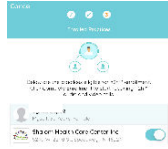
- Next, you will be asked to either allow (by pressing ok) or don't allow access to your Camera or Microphone.

*In order for you to be able to see, hear and talk to the provider you need to allow access*

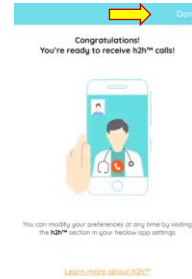
# Let's connect through Healow

## Practice Code: BAJHAA

4) Lastly, you should be able to see the following:



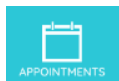
Here you will be able to see your information along with Shalom's information, you can simply click on the complete option at the bottom of the screen



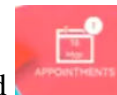
On the final screen, you can click "Done" to go to your dashboard. Again, next time you log in all you will need to do is either enter the 4-digit code or Touch ID process.

## 5. How to view your upcoming appointment

1) Once you log in with your Username and Password you will see the following:



If you have an appointment, the blue box will turn red



Like this



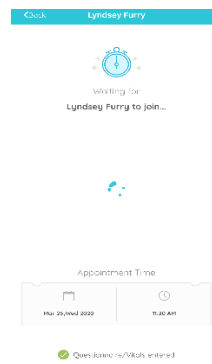
If you click on the red box you will be able to see your appointment time.



10 minutes before your appointment you will be able to click on "Start Tele visit" at the bottom so you can wait for your Provider to connect.



You will be asked to enter your Vitals, you don't need to submit them simply click on submit vitals so you can be sent to the hold que to notify your Provider that you are ready for them.



Finally, all you need to do is wait for Provider.

Thank you.