![healow logo] healow
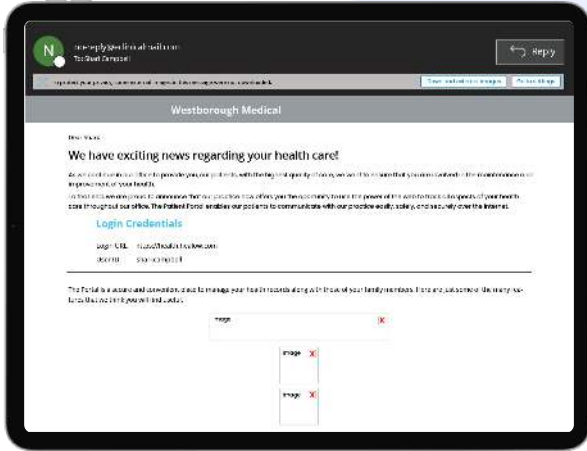Health and Online Wellness

Patient Portal How To Login

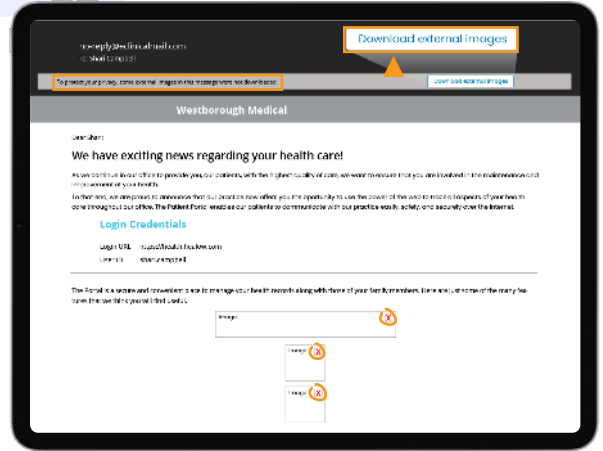**4 Ways to Access a Patient Portal**

Accessing Patient Portal: Basic Enroll

Get up and running on your patient portal with our simple seven-step process. Visit your provider's website to easily locate the Patient Portal login page or URL.
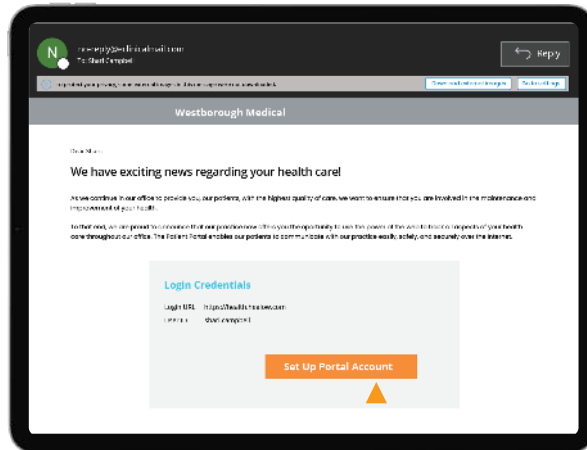

1 Get Initial Access Credentials

To access your Patient Portal Account, look for the email titled **Patient Portal Access Information**. This email will contain your Access Credentials and will be sent to you once you are web-enabled.

2 Set Up Portal Account

If you see red X boxes instead of the **Set Up Portal Account** button, click **Download external images** at the top of the email.
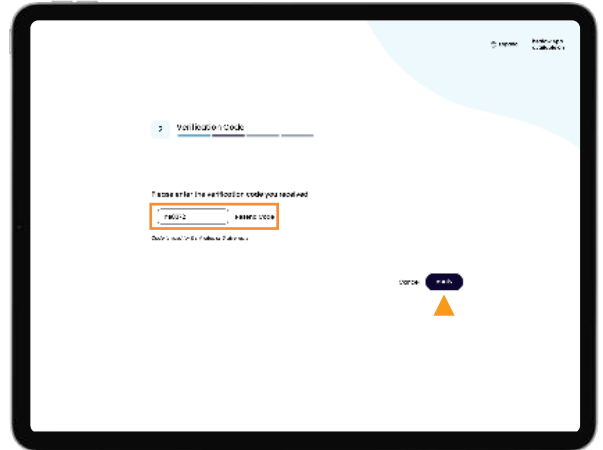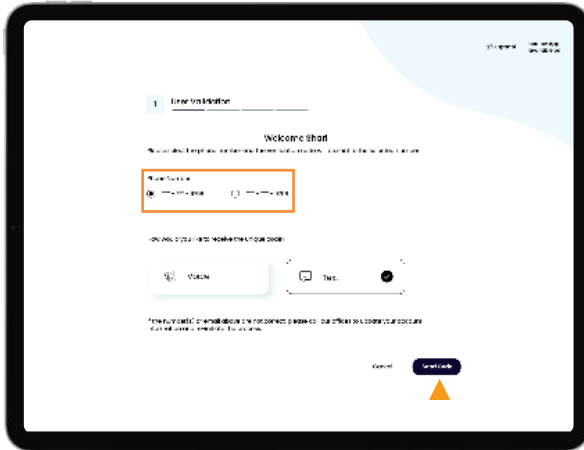

3 Set Up Portal Account

Once pictures are downloaded, click **Set Up Portal Account** to proceed.*

*This is necessary to increase Patient Portal security. The "Set Up Portal Account" button lets you create your own secure password after authentication.
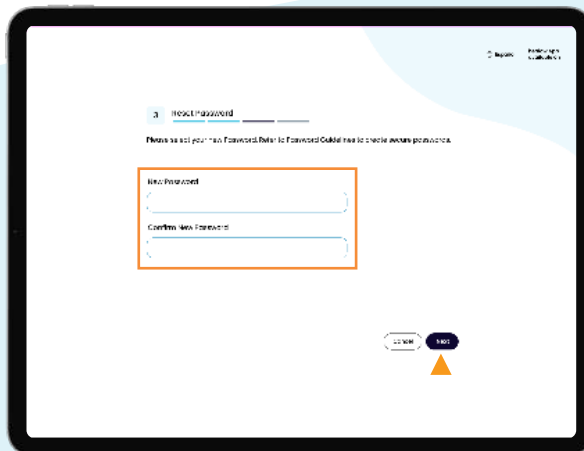
Basic Enroll

Continued

4 — Choose Your Phone Number

1. Once the **Set Up Portal Account** has been clicked, all listed phone numbers will appear.
2. Choose your preferred number.
3. Choose to receive a text code or voice call code to your device.
4. Click **Send Code**.

5 — Verify Your Phone Number

1. Enter your **Verification Code** on the next screen.
2. Click **Verify**.

6 — Create Password

1. Once your phone number is verified, create and confirm your new password.
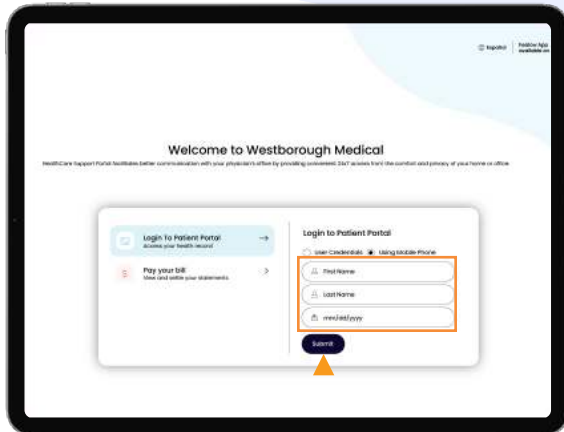2. Click **Next**.

7 — Consent Forms

1. You'll see an eCW Consent Form.
2. Click **Agree & Next**.
3. You'll see the practice's Consent Form. Once you agree to both Consent Forms, you'll be sent to your Patient Portal Dashboard.*

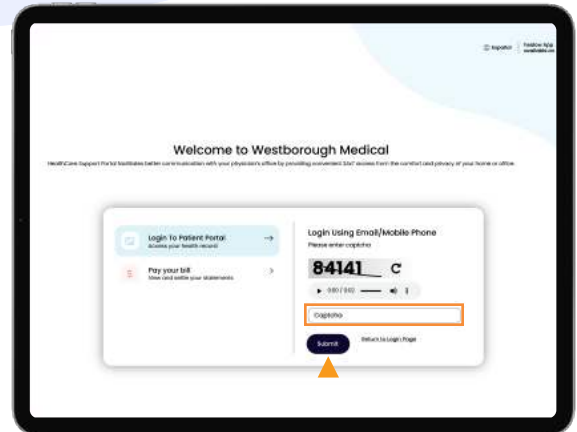* If you decline a consent form, you won't be able to access your Patient Portal.

Accessing Patient Portal: One-Time Password

For logging into Patient Portal using a one-time password (OTP) sent to a registered mobile device or email, the patient will have to follow the below instructions:
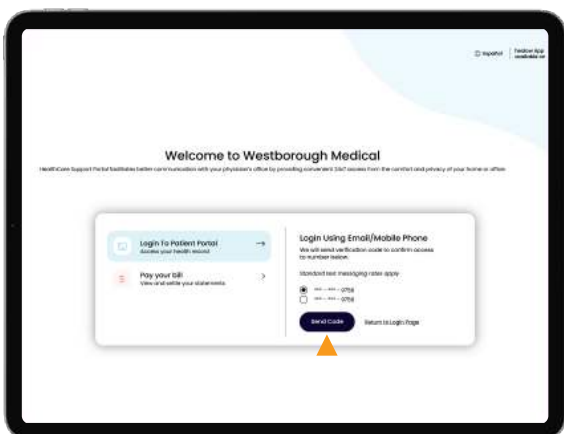

1 Log In

1. Choose **Log In to the Patient Portal**.
2. Choose **Using Mobile Phone**.
3. Put in your **personal identification information**.
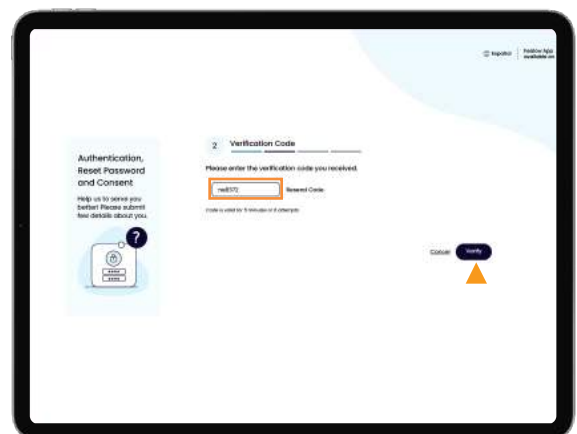4. Click **Submit** to proceed.

2 Log in

1. Enter the **Captcha information**.
2. Click **Submit** to proceed.

3 Verification

1. Choose **a phone number to receive an SMS text code** for verification.
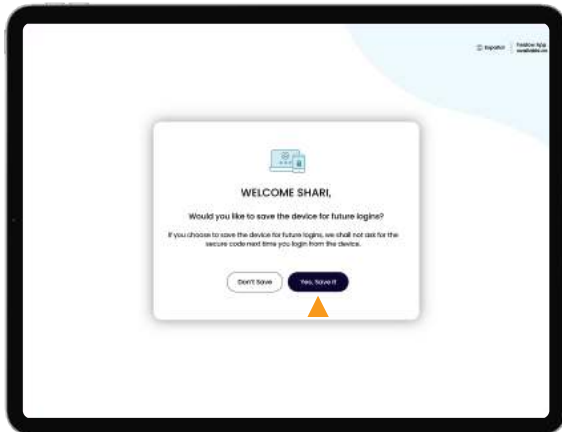2. Click **Send Code** to proceed.

4 Verification

1. Enter the **SMS text code**.
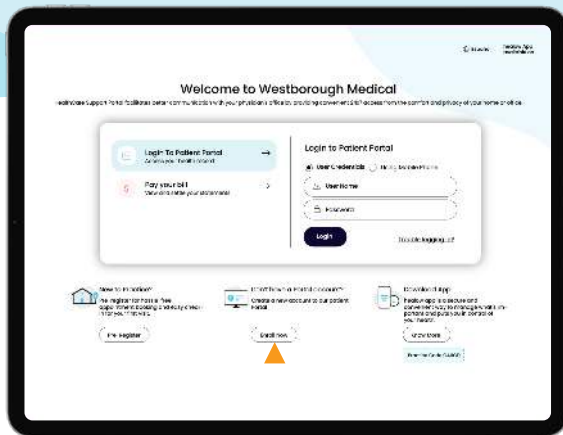2. Click **Verify** to proceed.

Mobile Device

Continued

5 **You Are Logged In**

1. Choose whether to Save Your Device for future logins.

2. If you choose **Don't Save**, you must re-verify at login.

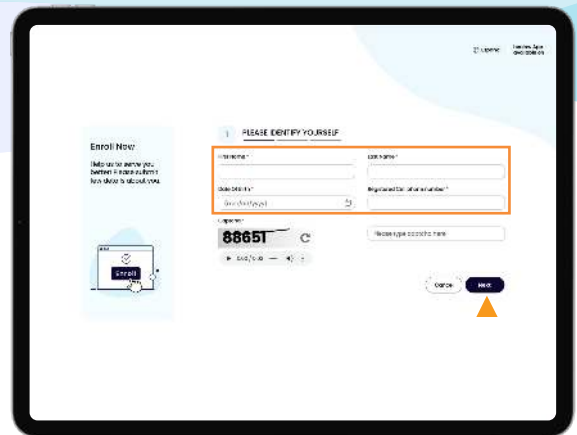3. If you choose **Yes, Save It**, you will skip verification at login.

Accessing Patient Portal: Self-Enroll
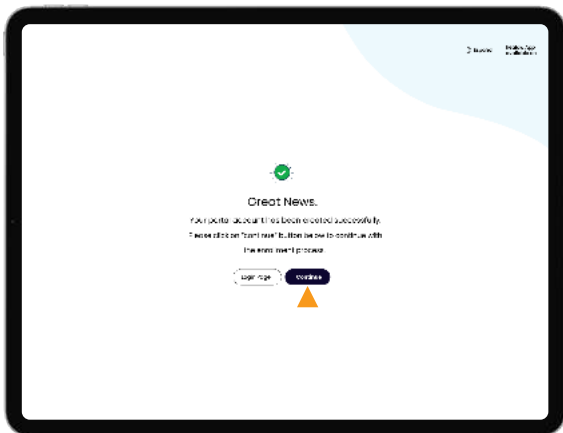
Create Your Account to Access the Patient Portal

1 **Create Your Account**

1. Find **Enroll Now** at bottom center of the Patient Portal **Login page**.
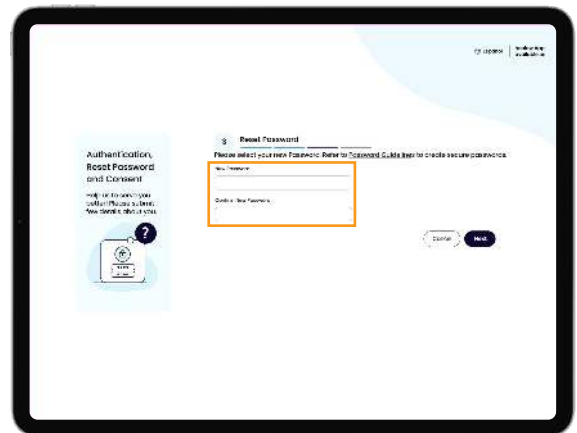2. Click **Enroll Now** to proceed.

2 **Please Identify Yourself**

1. Complete the required information on the **Please Identify Yourself** window.
2. Click **Next (not Submit)** to proceed.

3 **Your Account Has Been Created**

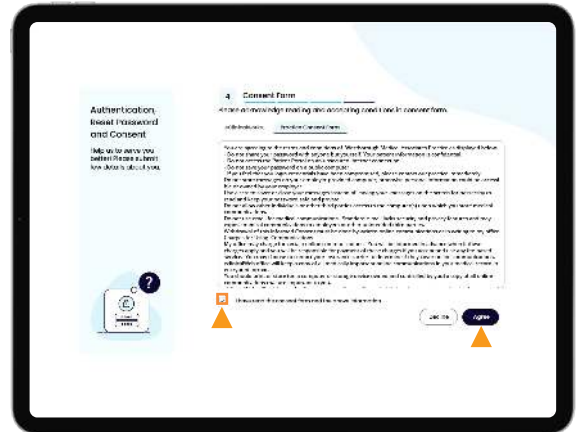Your Patient Portal account has been created. Click **Continue** to proceed with the enrollment.

4 **Reset Your Password**

1. Check Password Guidelines to learn how to create a secure password.
2. Create your secure password.
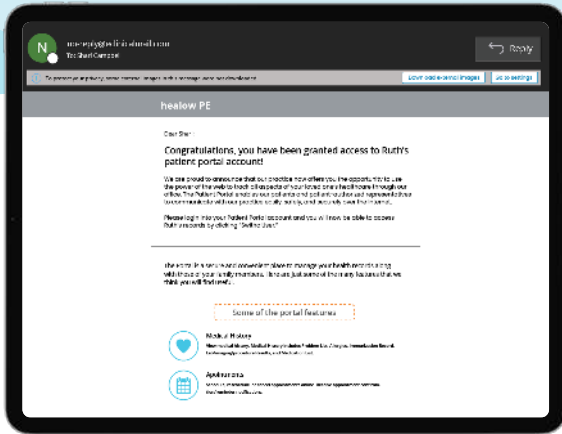
Auto Enroll

Continued

5 **Consent Form**

Please acknowledge that you've read and accepted the conditions for consent by clicking the **I have read the consent form and the above information** box.

6 **Consent Form**

Once you've clicked the **I have read the consent form and the above information** box, click **Agree**.
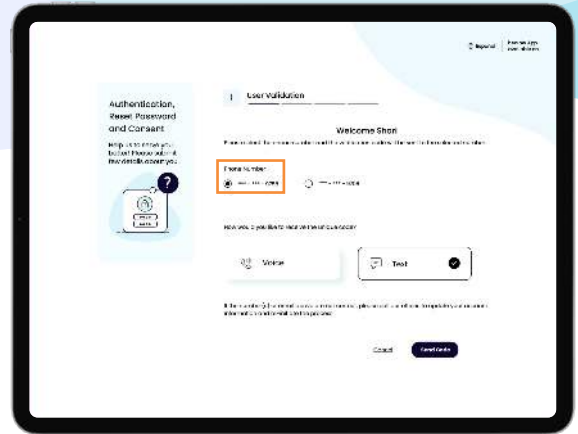
Patient Portal: Create a Proxy Account

Creating a Proxy Account allows you to access the Patient Portal Accounts of your family members and/or other dependents.
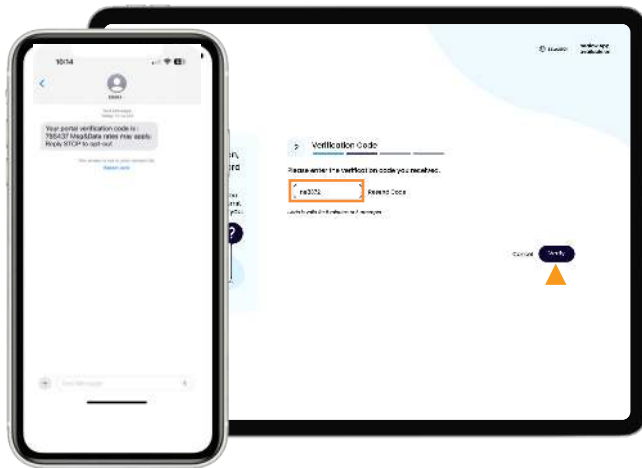

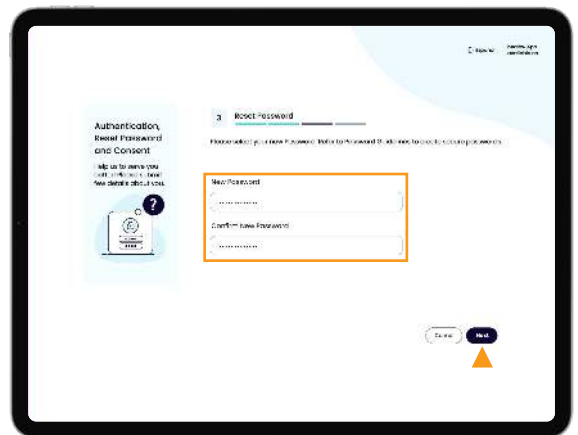### 1 Email Confirmation

Click **Set Up Proxy Portal Account.**

2 User Validation

Select a phone number to receive a **Verification Code.**

3 Verification

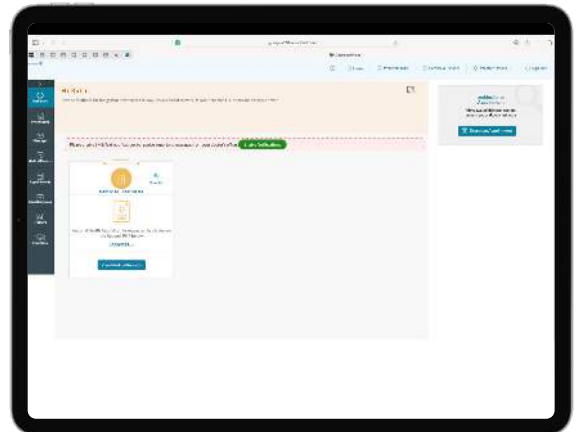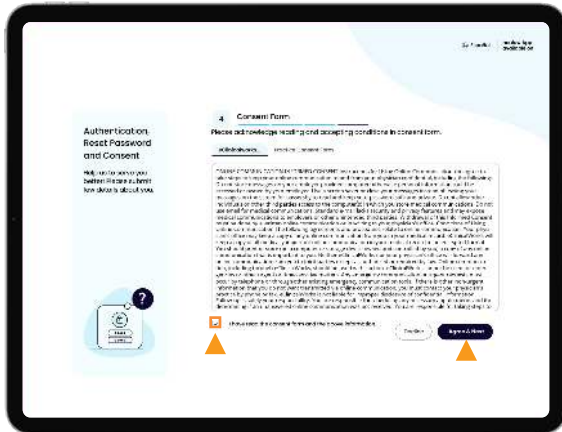Enter the **Verification Code** to **Verify.**

4 Password

Create and confirm your new **Password** and click **Next.**

Create A Proxy Account

Continued

5 **Consent Forms**

Confirm you have read both tabs and click **Agree & Next.**

6 **Patient Portal Dashboard**

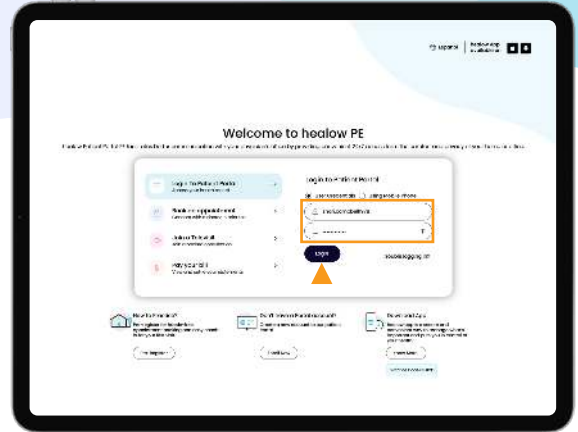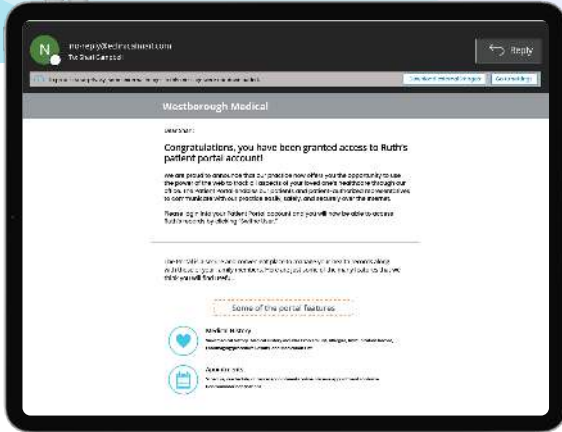You will be taken to your **Dashboard.**

Need help?

✉ help@healow.com

🖥 help.healow.com

Patient Portal: Link Proxy Account

Linking your Proxy Account allows you to switch between your Primary Account and the Proxy Accounts to which you have access.
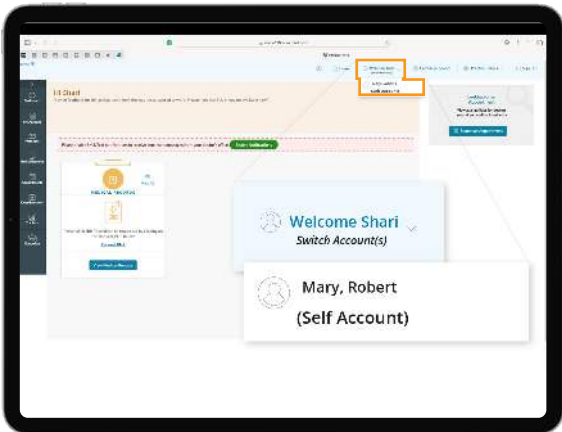
1 Email Confirmation

Congratulations.

Your Primary Account has been linked to the Proxy Account.

2 Login

Enter your **Username** and **Password** of your Primary Account and click **Login.**

3 Primary Patient Portal Account Dashboard

At the upper right of the screen, click **Switch Account(s)** to switch between Proxy Accounts and your Primary Account.

Need help?

✉ help@healow.com

🖥 help.healow.com

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