

Download Healow App to Android Devices and IOS Device

To download **Healow** from the Apple App store directly to an apple device:

1. From the Apple device, tap the **App Store** icon:
2. Tap the magnifying glass and type **Healow** in the search field.
3. Select Healow and tap the install icon.
4. When the installation is complete, the Healow icon displays on the IOS device Home Window:



To download **Healow** from the Apple App store directly to an Android device:

1. From the Android, tap the **Google Play Store** icon:
2. Tap the magnifying glass and type **Healow** in the search field.
3. Select Healow and Tap Install: The App Permission Window displays
4. Tap the **“Accept”** button:
5. The application installs on the Android device. When the installation is complete, the Healow icon displays on the Android device Home Screen.

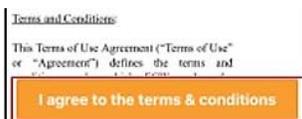
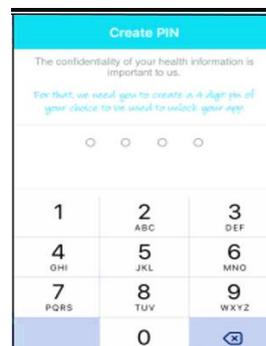


Initial Patient Login

1. First time login, use the Username and Password fields to enter your Patient Portal credentials
2. Tap **Login**. (Terms of Use window opens)
3. Tap the **“I agree to the terms & conditions”** button:
4. The Create Pin Window opens; use the keypad to create a unique 4-digit PIN:
5. (Optional) The patient can set up the **Touch ID feature** login if the phone has the Touch ID feature.



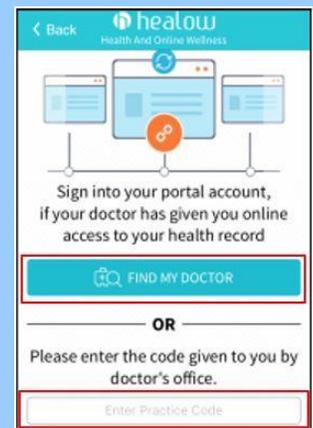
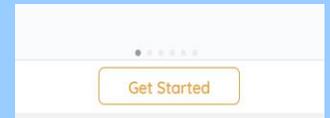
Login to Patient Portal Account
Tulane University Medical Group

Searching by Practice Code

To search for a practice:

1. Tap **GET STARTED** and select to enter the practice code provided by the doctor's office.



2. Enter code (**GCFJBA**) in the “Enter the practice code” field.



3. Tap **Login** to enter your patient portal password and temporary password.

There are two ways you can join your tele-visit appointment. By logging into your patient portal account via your computer or by using the Healow app on your mobile device.

Tele-visit Appointment from Mobile Device



1. Locate the **Healow app** on your mobile device and click to log in.
2. Select the **appointment tab** to retrieve the list of appointments you have scheduled for today.

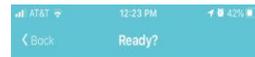
3. Select **“Start Tele-visit”** button to display the questionnaire and vitals.



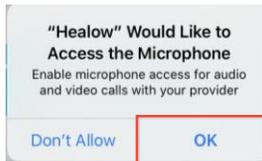
4. Enter the **vitals**, For example if you have a blood pressure machine then you can enter it in. Vitals are not mandatory, you can skip this step.



5. When you are ready to see your provider, select the **“Start Tele-visit”**



6. You may be prompted to give permission for tele-visit to access your microphone and camera.



7. After all permissions have been enabled, you will sit in a virtual waiting room until the provider is ready to start the visit.



Waiting for
Doctor Demo to join...



Appointment Time

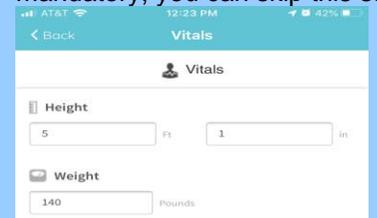


1. Login into your patient portal account via the internet:
(<https://health.healow.com/tulanedoctors>)

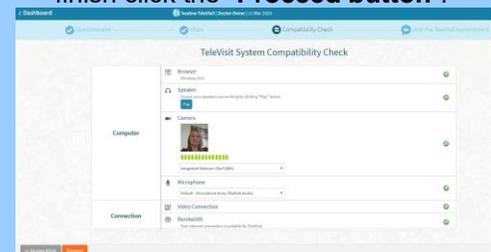
2. Under Appointment section click on the **“Join Tele-visit”** button



3. Enter the **vital**, For example if you have a blood pressure machine then you can enter it in. Vitals are not mandatory, you can skip this step.



4. **Tele-visit system compatibility check** will check the computer to make sure everything is working correctly with the speaker, camera, microphone, and bandwidth. Once finish click the **“Proceed button”**.



5. Select the **“Start Tele-visit”** when ready.

