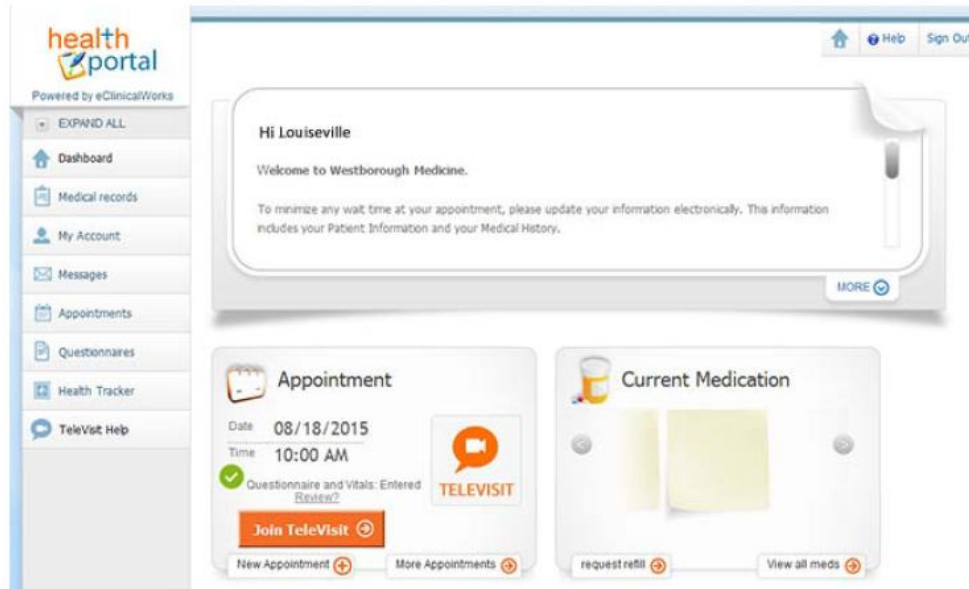
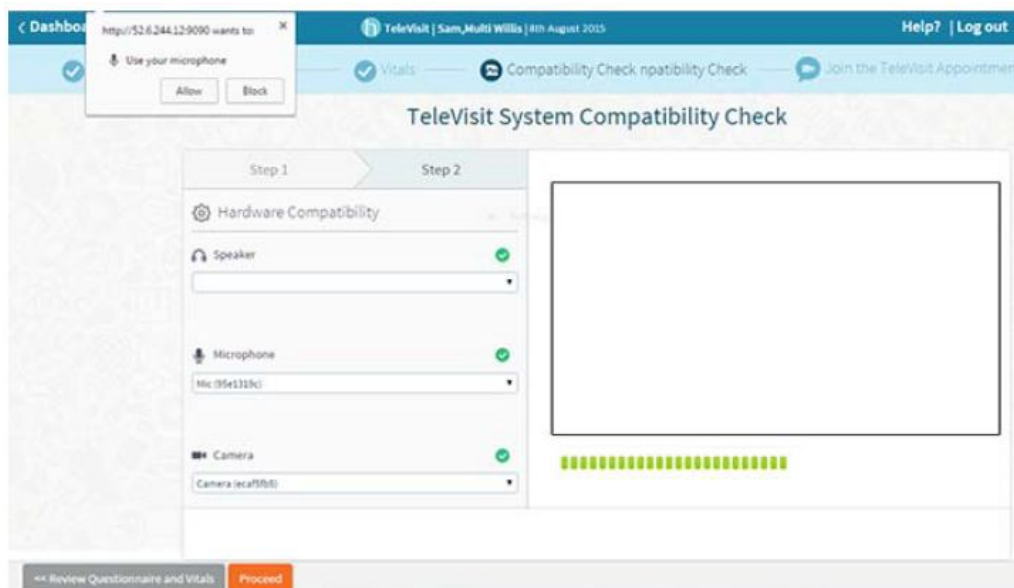


To Start a Healow TeleVisit From The Patient Portal

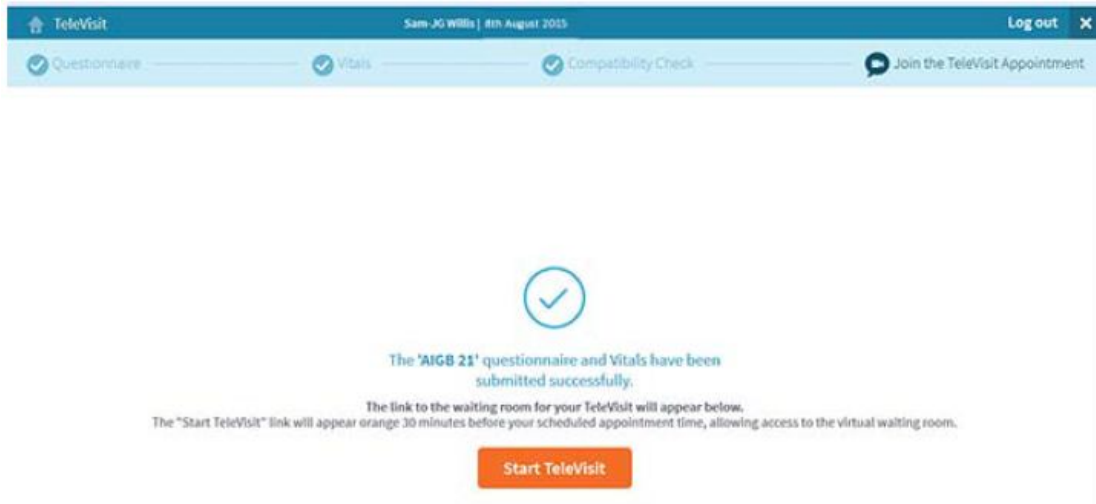
1. Log in to the Patient Portal with your user id and password.
2. At the main dashboard, you should see the appointment with an orange "Join TeleVisit" next to the appointment.



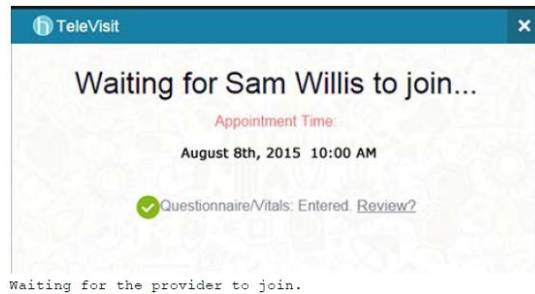
3. Click "Join TeleVisit". If a questionnaire displays, please enter the answers then click "Submit Questionnaire".
4. Enter your vitals, then click "Submit Vitals".
5. On the top left corner of the Compatibility Test window, click "Allow" in the pop-up message to use patient facing camera. Click "Allow" for microphone.



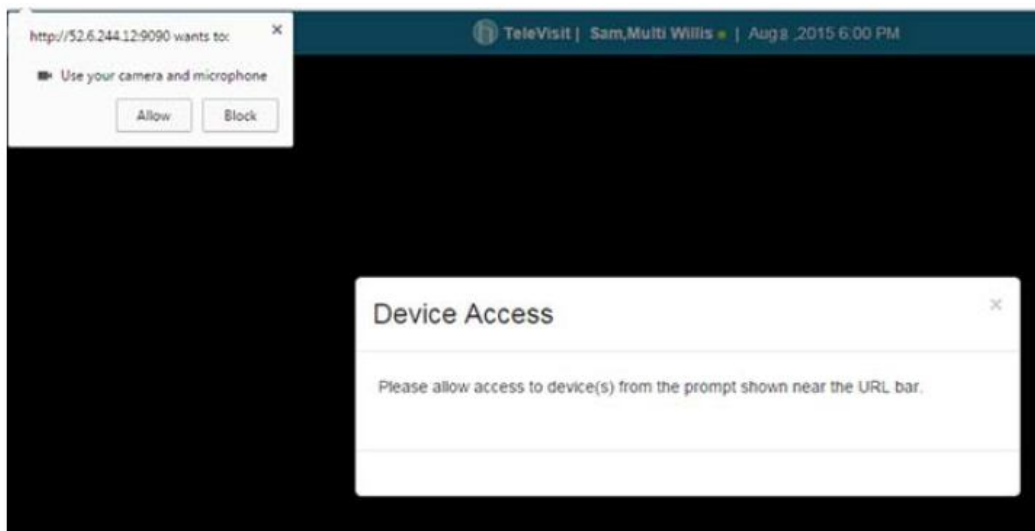
6. Once the above message displays, click "Proceed". The link to the H?ealow TeleVisit waiting room displays. The "Start TeleVisit" button displays in orange 15-20 minutes before the scheduled appointment time.

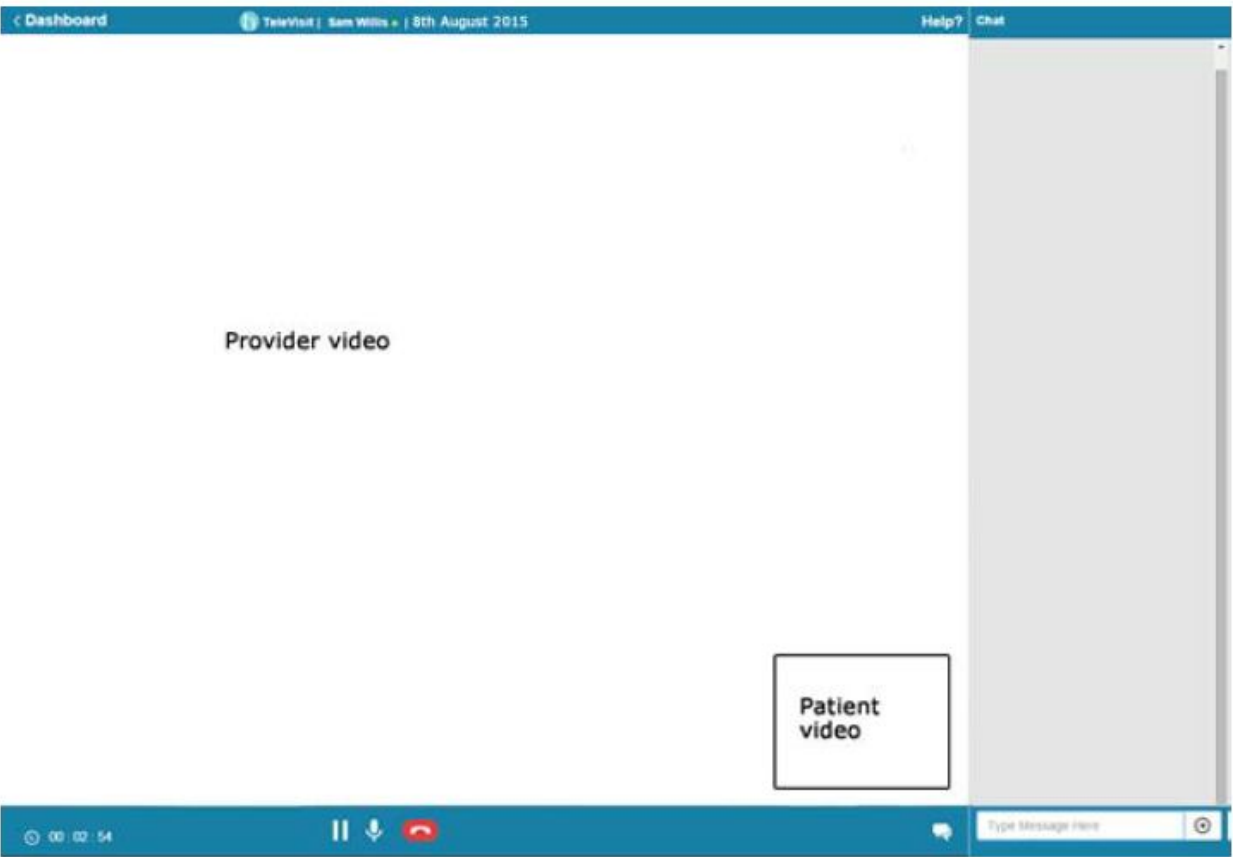


7. Click "Start TeleVisit". A message should display:



8. Once the provider joins, a message displays asking you to allow camera and microphone access. Click "Allow".





NOTE: If you need any help, please click on the "TeleVisit Help" link on the left side of the Patient Portal.