# healow® App: Online Health Access on Your Smartphone

After being web enabled and set up on the patient portal, patients are encouraged to utilize the healow App to allow mobile access to records, requests, check in, and many other helpful features.

## Step 1: Download the free healow App on Google Play or Apple App Store.

Download on the **App Store**

GET IT ON **Google Play**

Step 2: Tap Get Started

a. Enter your first name, last name, and date of birth.
b. Tap on Continue.
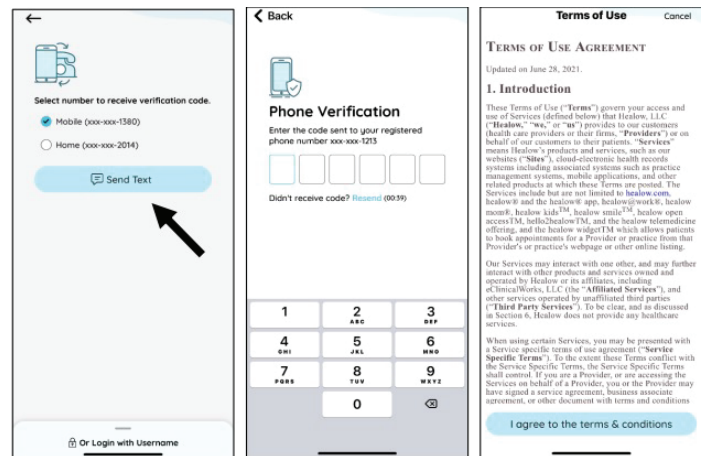c. Use the online portal username and password if requested. Make sure the account is set to yourself.
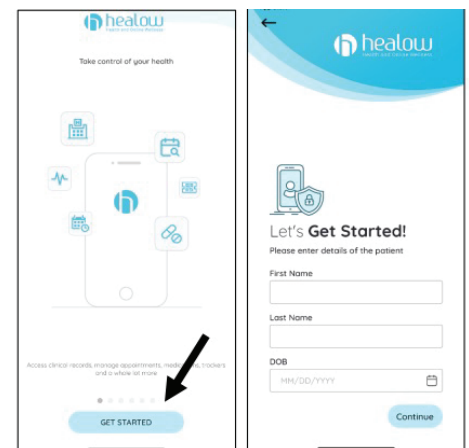
Step 3: Verify Your Practice

a. Tap Yes I Have a Practice Code

b. Enter **IDIJAA**

c. Tap Next
d. Tap This is My Practice
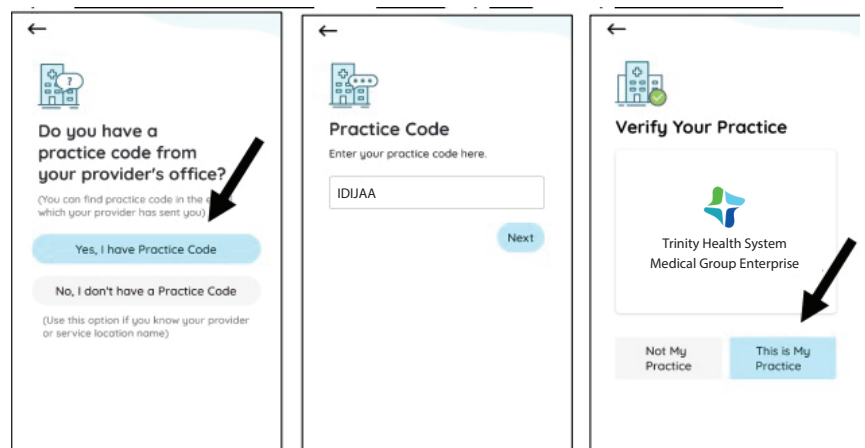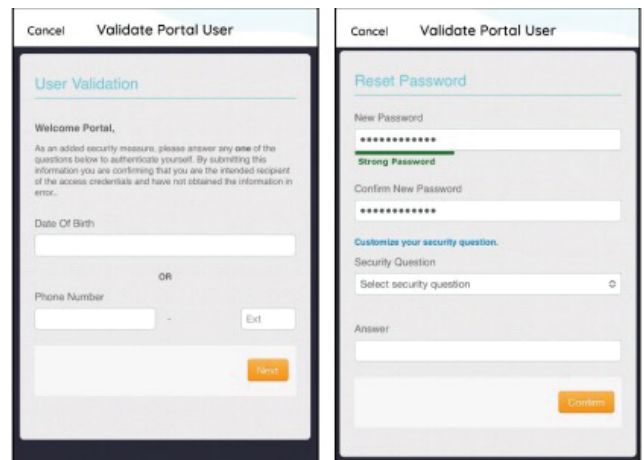
Step 4: Verify Your Account

a. Select the phone number you want to use to receive your verification code via text message.
b. Enter the verification code you received.
c. Agree to using the healow App on your mobile device.

Step 5: Validate Your Account

a. Enter your date of birth or phone number.
b. Set a strong password.
c. Choose a security question.

Step 6: Create a Passcode

To make it easier to unlock the app, set a 4 digit passcode/pin.

Take a Tour or Log Out of Your Account

To take a Tour or to Log Out of the healow App, tap the gear icon found on the wheel window and tap Take a Tour or Log Out in the orange.
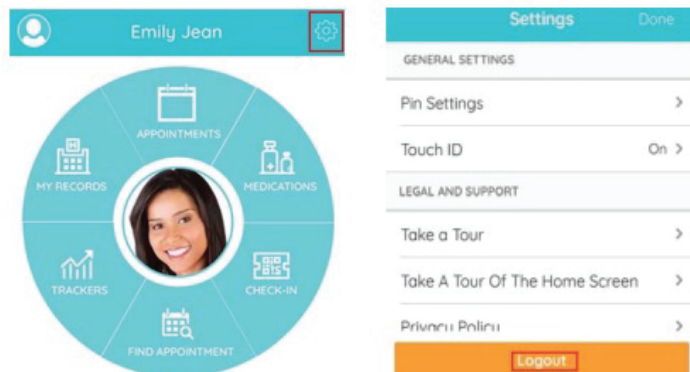
Linking Accounts on the App

If you already use healow at another doctor's office, you can add Trinity Medical Group into the app by linking accounts. You can also link accounts if you have been given proxy access to another patient of Trinity Medical Group.

a. Tap on your initials (or picture if you have uploaded one)
b. Tap on Link Another Account at the bottom
c. Follow the instructions that appear on the screen.