

TELEVISIT SETUP INSTRUCTIONS

TO ENABLE hello2Healow USING THE APP

1. Download the healow app from your app store.



2. Open the app, and tap **Get Started** to log in.



- 3. Type the office code into the box at the bottom of the screen. SEL's code is **IDDBCA**.
- healow (healow Please enter the code given to you by your doctor's office OR enter your doctor's contact number. \leftarrow IDDBCA Sign into your portal account, doctor has given you online access to your health record OR Q W E R T Y U I O P Please enter the code given to you by your doctor's office **O** enter your doctor's contact number. ASDFGHJKL \rightarrow Z X C V B N M 🗵 ŧ 123 space • Ŷ
- 4. Log in with your SEL Patient Portal username and password.





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5. After logging in, tap the settings icon in the upper-right corner of the home screen.



7. Tap through the enrollment process.



Tap h2h[™] to enroll in telemedicine.

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Settings	Done
GENERAL SETTINGS	
Pin	8
Touch ID	3
h2h™	3
LEGAL AND SUPPORT	
Take a Tour	3
Take A Tour Of The Home Screen	
My Accounts	3
Support	3
About	3
Terms of Use	3
Privacy Policy	3
Linked Devices	3
Account Activity	1
Logout	
	GENERAL SETTINGS GENERAL SETTINGS Pin Touch ID h2h [™] LEGAL AND SUPPORT Take A Tour Of The Home Screen My Accounts Support About Terms of Use Privacy Policy Linked Devices Account Activity

8. Congratulations!

You're ready to receive h2h telemedicine calls!





TELEVISIT APPOINTMENT INSTRUCTIONS

WHEN IT IS TIME FOR YOUR APPOINTMENT

 Tap the Appointments tab on the home screen, and then tap the appointment. Then, tap Start Televisit in the orange box at the bottom.



PLEASE NOTE

- It must be at the start time of your appointment to work (it's okay to be a few minutes late too).
- Your provider will see that you have started and will join you.

ADDITIONAL TIPS

- Please be patient for the beginning of your appointment; your provider will be on as soon as they can.
- Use wired earbuds to help reduce echo between you and your provider.
- Your provider will be in a confidential room; you should be too.
- Please be aware that you may be using cellular data when not connected to Wi-Fi; charges may apply.
- Please call the SEL Health Clinic at +1.509.338.3800 if you have any questions!