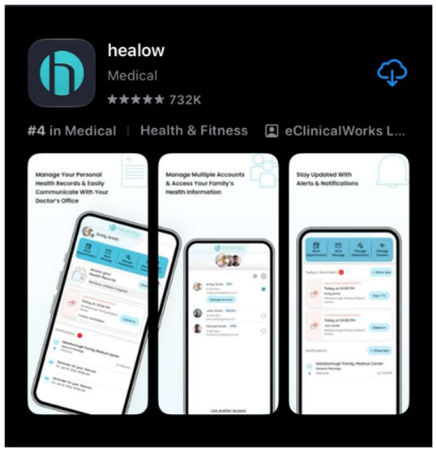
TELEVISIT INSTRUCTIONS

At the SEL Clinic, we take pride in providing excellent patient care in line with our SEL Values and Principles of Operation. We look forward to serving you!

JOIN YOUR APPOINTMENT VIA MOBILE PHONE:

STEP 1: DOWNLOAD THE APP

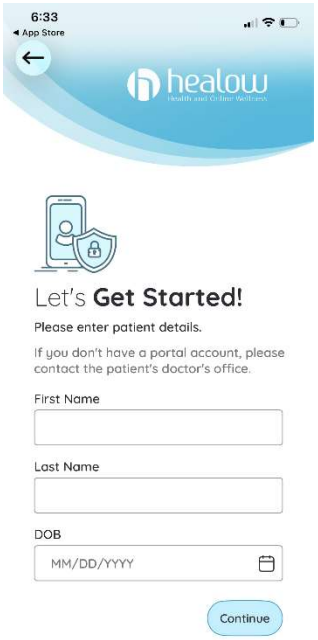
1. Download the **Healow App** from your app store.



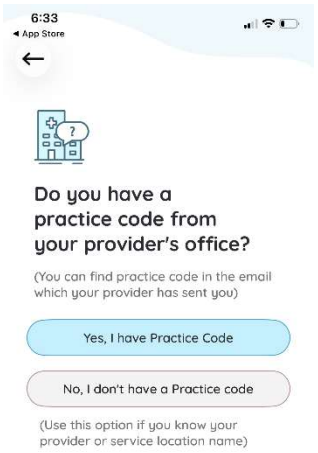
2. Open the app, and tap **Get Started** to log in.



3. Enter your **first name, last name, date of birth**, and tap **Continue**.



4. Tap **Yes, I have Practice Code**.



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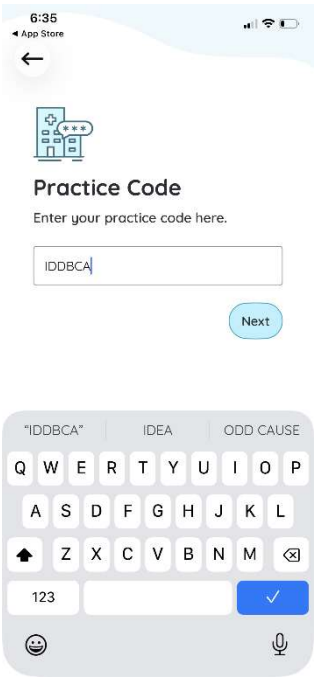
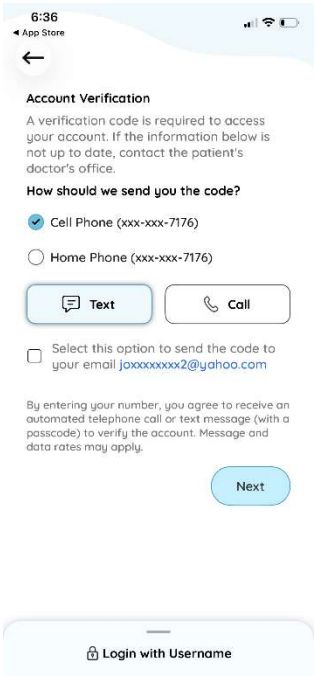
5. Enter the practice code "**IDDBCA**".



6. Tap **This is My Practice** when you see the SEL Health Clinic on the screen. Note: The address listed is Lewiston, but includes all SEL Health Clinic offices.



7. Complete the **Account Verification** with your phone number or email address.



TELEVISIT INSTRUCTIONS

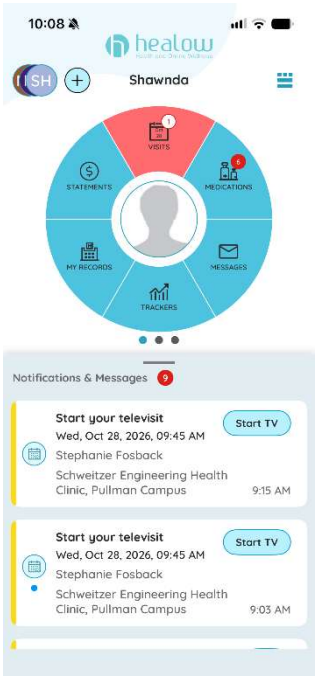
STEP 2: JOIN THE TELEVISIT

PLEASE NOTE:

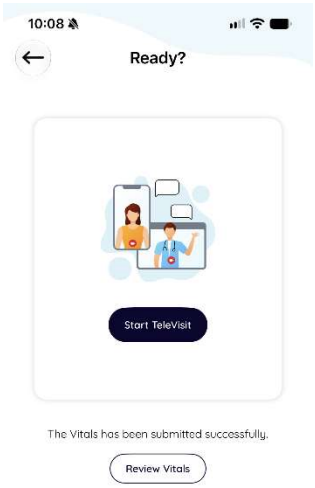
- Your provider will be in a confidential room; we recommend that you do the same.
- If possible, use wired earbuds to help reduce echo between you and the provider.
- Please be aware that you may be using cellular data when not connected to Wi-Fi; charges may apply.
- Please call the SEL Health Clinic at 1.509.338.3800 if you have any questions.

1. Login into the app.

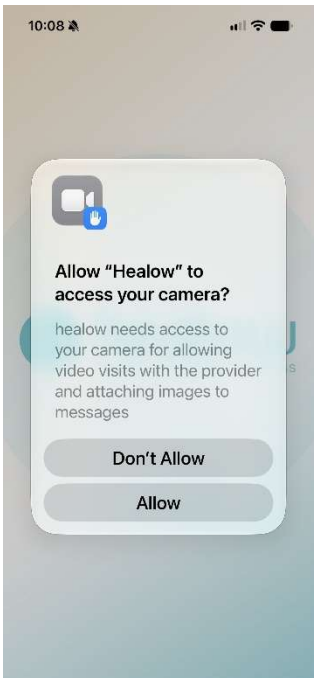
2. Tap on **Visits** and **Start TV**.



3. Tap **Start Televisit**.



4. Tap **Allow** to give “Healow” to access your camera.



5. Your provider will see that you have joined the waiting room and will be on as soon as they can.

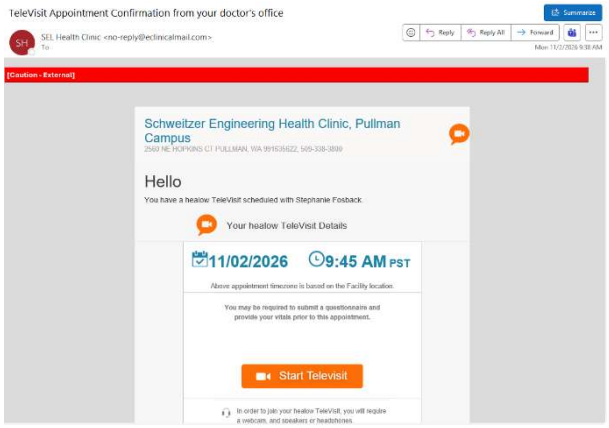
TELEVISIT INSTRUCTIONS

JOIN YOUR APPOINTMENT VIA A WEB BROWSER:

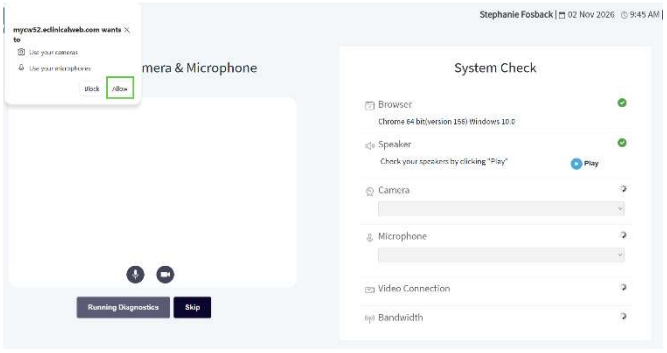
PLEASE NOTE:

- Your provider will be in a confidential room; we recommend that you do the same.
- You will need a webcam and speakers or headphones. If these are not accessible, please plan to join via the Healow app.
- Your provider will see that you have joined the waiting room and will be on as soon as they can.
- Please call the SEL Health Clinic at 1.509.338.3800 if you have any questions.

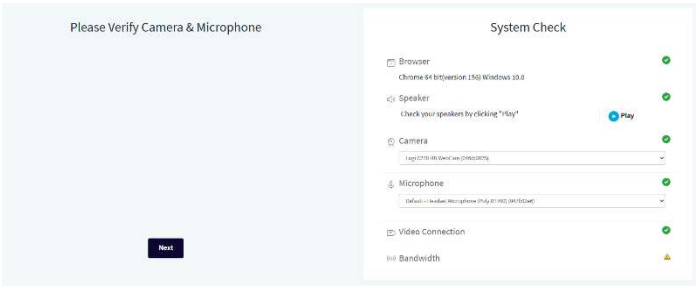
1. Click **Start Televisit** on the link sent to your email.



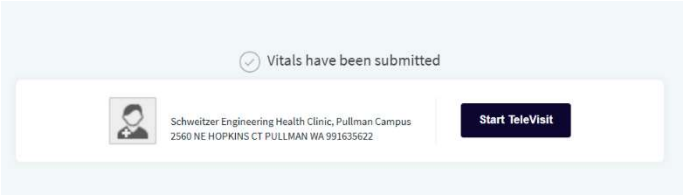
2. Click Allow to enable the use of your camera and microphone.



3. You can check your speakers by clicking the Play button, and you can change your camera or microphone here. When done, click **Next**.



4. Click **Start Televisit.**



5. Be patient as your provider joins.

