

## **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<sup>™</sup> to enroll in telemedicine.

	Settings	
	Settings	Done
GENERAL SETTINGS		
Pin		
Touch ID		
h2h™		
LEGAL AND SUPPOR	IT	
Take a Tour		
Take A Tour Of	The Home Screen	
My Accounts		
Support		
About		
Terms of Use		
Privacy Policy		
Linked Devices		
Account Activit	ty	
	Logout	

#### 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!