
ACCESSING TELEVISIT- MOBILE DEVICES

1. Download the "Healow" mobile app from the Apple Store or Google Play
2. Click on "Get Started"
3. Enter the practice code on the Healow app: AJEEDD
4. Enter Username and Password (Patient Portal Credentials)
5. Agree to the "Terms of Use"
6. "User Validation"- Enter Date of Birth or Phone Number
7. Reset Password (If this is the first time logging in)
and Create Security Question and Answer
8. Agree to the "Practice Consent Form" (If this is the first time logging in)
9. Login with new password- If you reset after first time logging in
10. Create a 4 digit "Pin"
11. Enable "Touch ID" if you choose to login via fingerprint, or select "Not Now"
12. Hello2healow- Click "Cancel" from top left corner (Not currently using)
13. Select "Appointments"
14. Click on the appropriate appointment card
15. Click "Start TeleVisit"
16. Complete "Intake Questionnaire" if one is presented
17. Click "Submit Vitals" to bypass (Do Not Enter Data)
18. Click "Start Televisit"- A message will display "Waiting for (provider's name) to join"

ACCESSING TELEVISIT- COMPUTER

1. Login to Patient Portal via CAN's link:
https://mycw121.ecwcloud.com/portal16679/jsp/100mp/login_otp.jsp
2. Enter Username and Password
3. "User Validation"- Enter Date of Birth or Phone Number
4. Enter "Security Question and Answer"
5. Agree to the "Practice Consent Forms" (If this is the first time logging in)
6. Reset Password (If this is the first time logging in)
7. Select "Join TeleVisit" from the Appointments Card
8. Complete "Intake Questionnaire" if one is presented
9. Click "Submit Vitals" to bypass (Do Not Enter Data)
10. Click "Allow" for the system compatibility check
11. Click "Proceed" after system compatibility check
12. Click "Start Televisit"- A message will display "Waiting for (provider's name) to join"