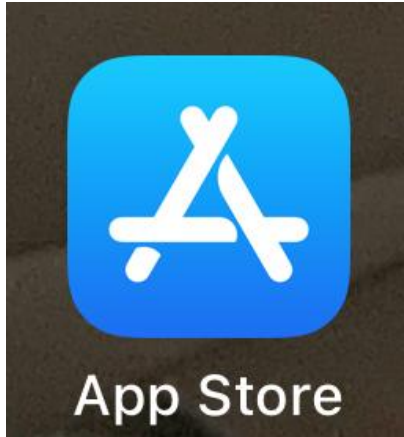




Healow Onboarding

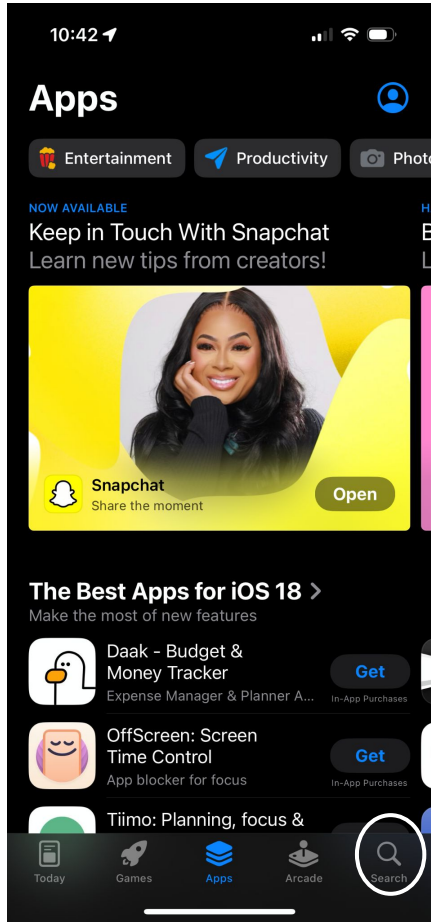
Step 1: App Store App



If on an iphone,
you will go to find
the app store app

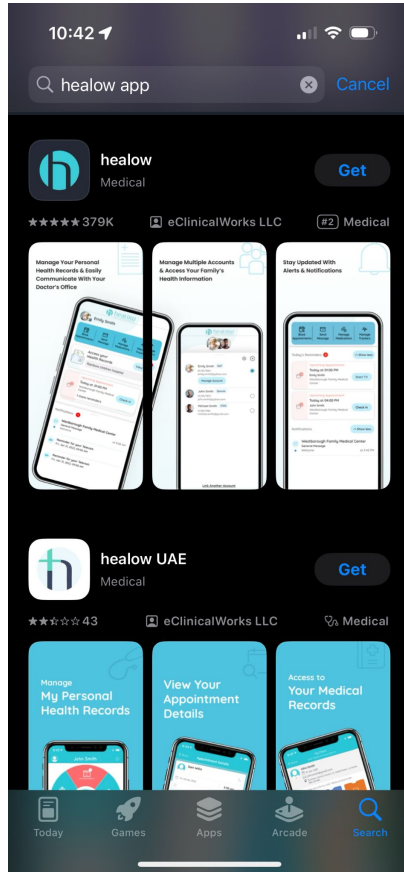


On an android,
please go to the
Google Play app



Step 2: App Store App

Once you open the App store app, you will see this window. Click on the bottom right corner search button (magnifying glass)



Step 3: Searching for Healow App

Once the search bar pops up, please type in “healow app.”

Once you press enter, you will see the app that says “healow.” (the first app in the screenshot)

Press “get”



Step 4: Setting up Account

Now that the app is downloaded, click on the app, and this is the first window you will see.

Please press “get started” at the bottom of the page.



Healow's failure or delay to insist on or enforce strict performance of these Terms of Use shall not be construed as a waiver of any provision or any right that Healow has to enforce these Terms of Use.

21.6. Time Period for Filing Claims

You acknowledge and agree that it is the intent of both you and Healow to limit the period of time in which a claim may be filed, even if the period is shorter than that fixed by the statute of limitations. You therefore agree that any cause of action arising out of or related to Healow must commence within one (1) year after the cause of action accrues, otherwise such cause of action is permanently barred.

21.7. No Third Party Beneficiary

These Terms of Use do not confer any rights or remedies on any third parties.

I agree to the terms & conditions

Step 5: Terms & Conditions

You should now see a terms of use page. Once you read the page and scroll all the way down, there is a button labeled “I agree to the terms and conditions.”

Please press this button.



Let's **Get Started!**

Please enter patient details.

If you don't have a portal account, please contact the patient's doctor's office.

First Name

Last Name

DOB



Continue

Step 6: Patient Details

Now, please I enter in your first, last name, and date of birth in the corresponding boxes.

Then, click continue at the bottom right corner.



**Do you have a
practice code from
your provider's office?**

(You can find practice code in the email
which your provider has sent you)

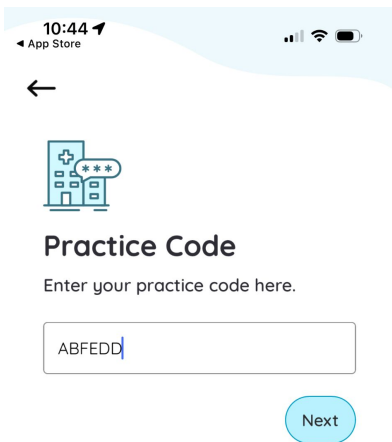
Yes, I have Practice Code

No, I don't have a Practice Code

(Use this option if you know your
provider or service location name)

Step 7: Practice Code

Please click the “Yes, I have Practice Code” button



10:44

App Store

←



Practice Code

Enter your practice code here.

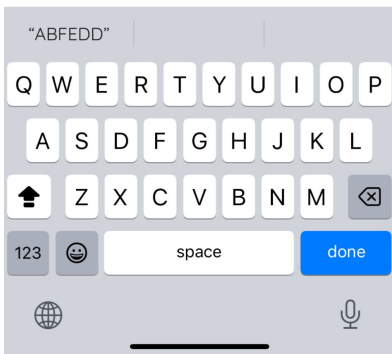
ABFEDD

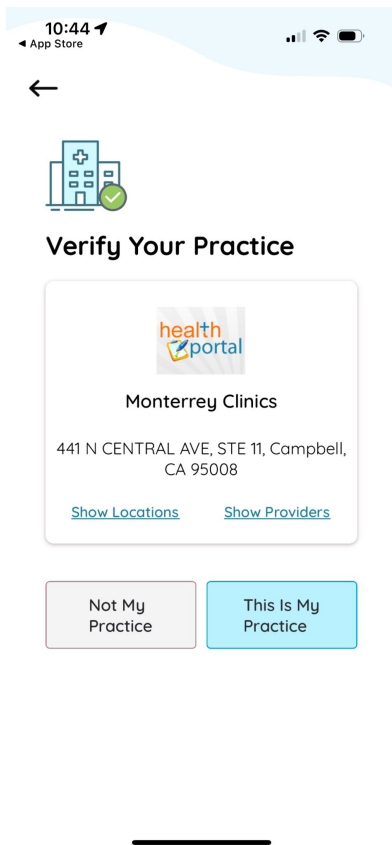
Next

Step 8: Practice Code

Now, enter in the practice code: **ABFEDD**

Then, press the next button





Step 9: Verify your practice

Our practice, Monterrey Clinics should now show up.

Please press “This is my practice”

10:50

←

Account Verification

A verification code is required to access your account. If the information below is not up to date, contact the patient's doctor's office.

How should we send you the code?

☒ Cell Phone (xxx-xxx-6371)

Text

Call

☐ Select this option to send the code to your email
jaxxn@monterreyclinics.com

By entering your number, you agree to receive an automated telephone call or text message (with a passcode) to verify the account. Message and data rates may apply.

Next

🔒 Login with Username

Verify with your Patient Portal login

Step 10: Account Verification

You can decide between a text message or email to receive a code to verify your account.

Please select one and press the next button

10:50

←

Enter Verification Code

healow has sent a verification code via phone to
[xxx-xxx-6371](#)

To continue, please enter the code below. If you do not receive the code, return to the previous step to select an alternate method.

Didn't receive the code? (00:58)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		✕

Step 11: Enter Verification Code

Please enter in the code you would have received by text message or email (as chosen)

10:50

Cancel Validate Portal User

Reset Password

New Password

Confirm New Password

Confirm

The screenshot shows a mobile application interface. At the top, there is a status bar with the time 10:50 and signal indicators. Below this is a header bar with a 'Cancel' button and the title 'Validate Portal User'. The main content area is a light gray box containing a 'Reset Password' section. This section has two text input fields: 'New Password' and 'Confirm New Password'. Below these fields is an orange 'Confirm' button. The bottom of the screen shows a dark blue area, likely a placeholder for a logo or additional content.

Step 12: Validate Portal User

You will be able to set your username and password.

Please set both, and make sure to write the log in information down for future reference.

10:51

Cancel Validate Portal User

Practice Consent Form

ENGLISH
Communication Consent

By signing this consent, I agree to:

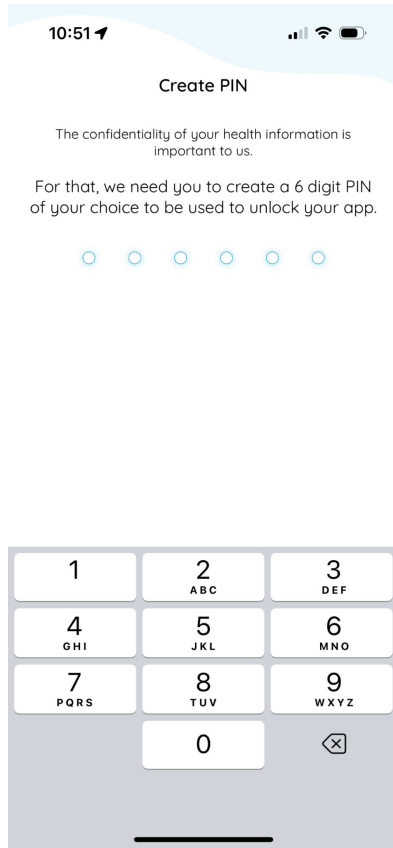
- Provide billing contact information to practice staff
- Provide contact information for appointments and reminders (phone number and/or email)
- Provide contact information to discuss care, medications, refills and labs (phone number)

☐ I have read the consent form and the above information.

Agree

Step 13: Practice Consent Form

Please reach the form and check the box to indicate you have read the consent form and the above information and press “agree”

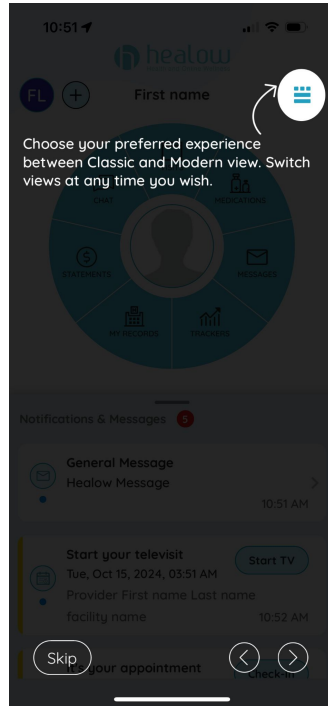
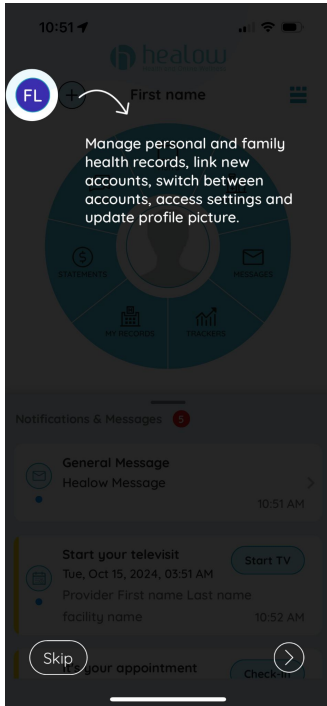


Step 14: Create Pin

For the Healow app, you are to create a pin for easy verification when opening the app.

Once created, please make note of the pin for future reference

Step 15: Inside your Portal

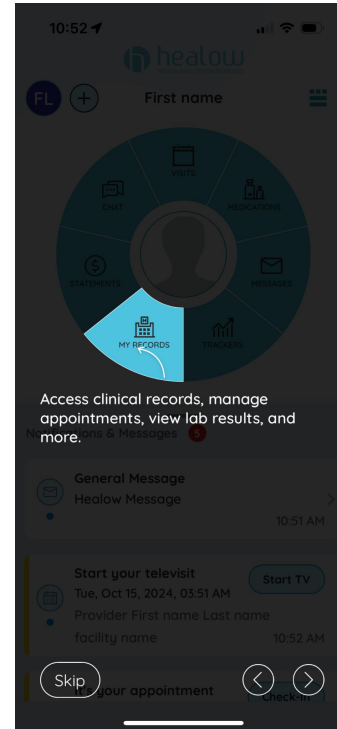
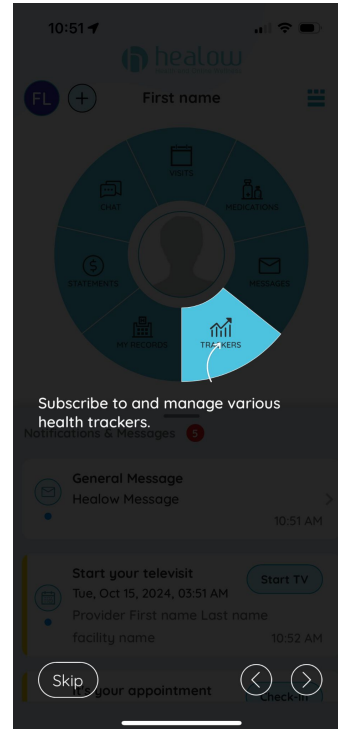
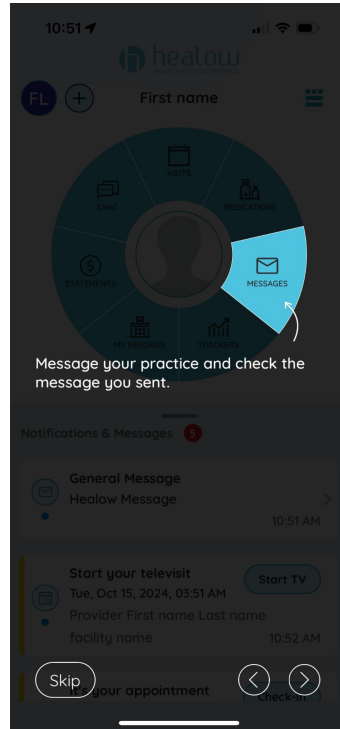
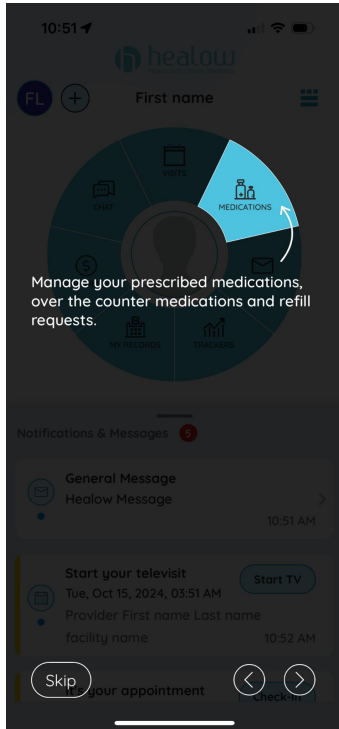


Now, you are inside your portal.

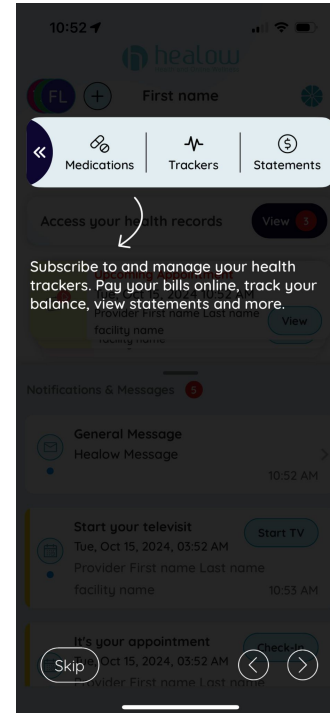
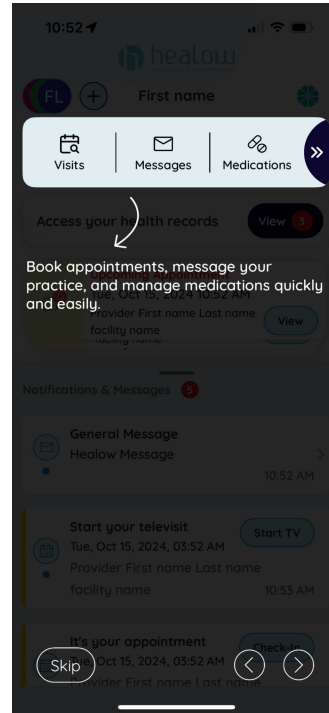
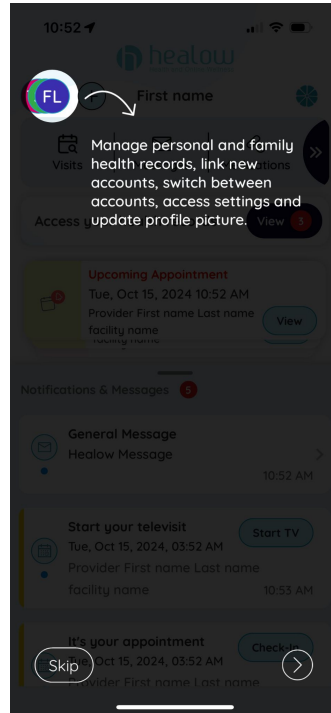
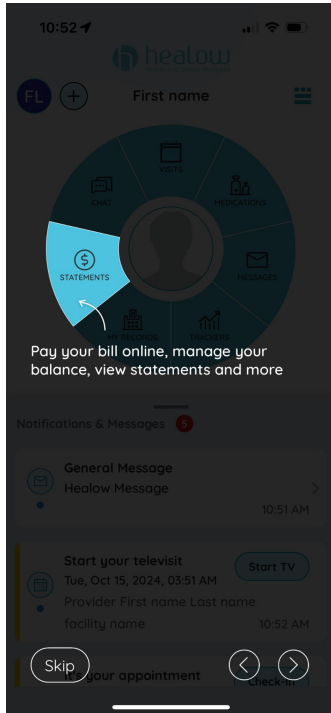
Healow will walk you through a short introduction to the app.

Click the > button to read through, or press skip if you would like to explore the app on your own.

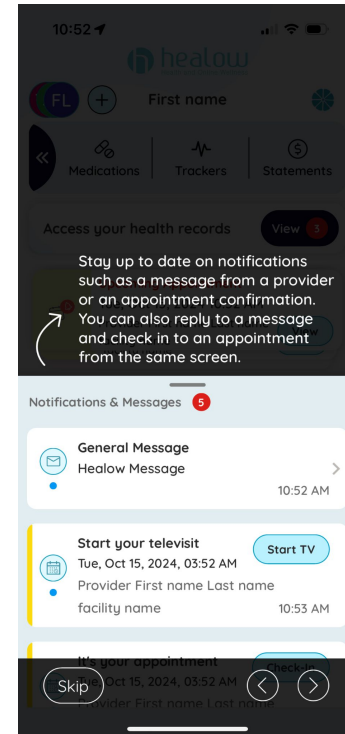
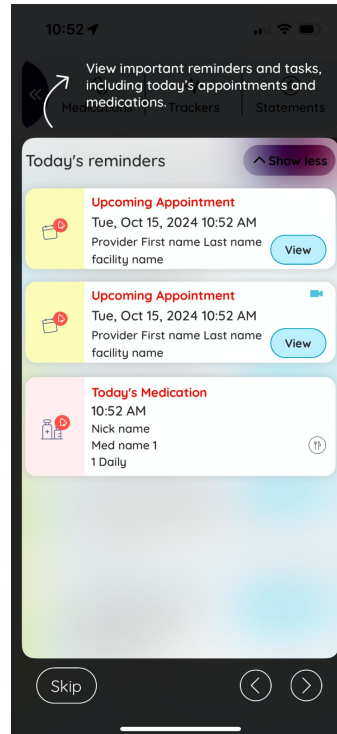
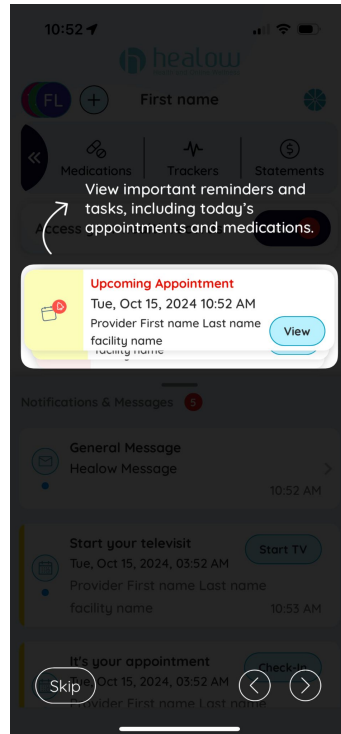
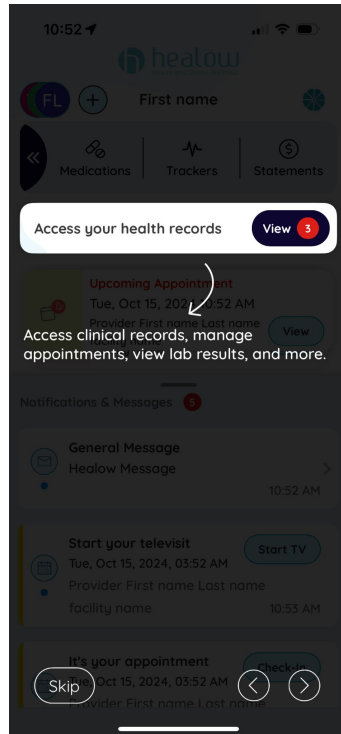
Step 16: Inside your Portal Pt.2

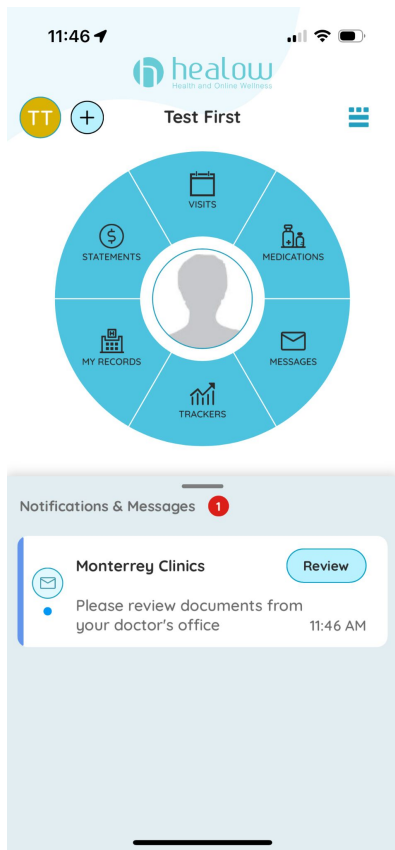


Step 17: Inside your Portal Pt.3



Step 18: Inside your Portal Pt.4

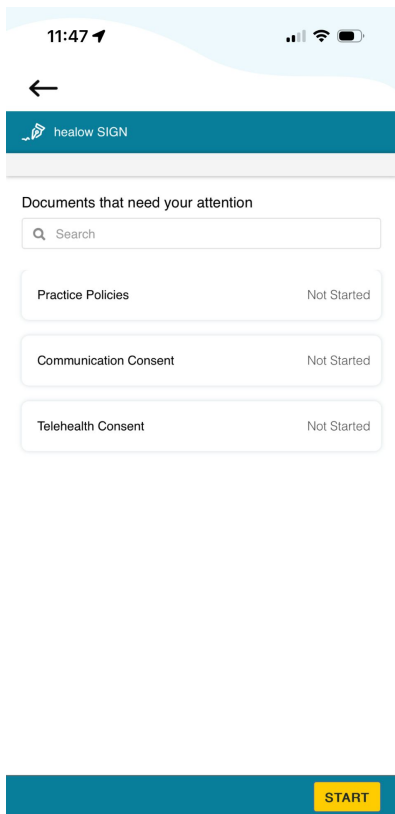




Step 19: Onboarding

Once your portal is set up, our staff will send over consent forms to sign. Once sent, it will show up on your portal in the notifications and messages.

You may click on the review button

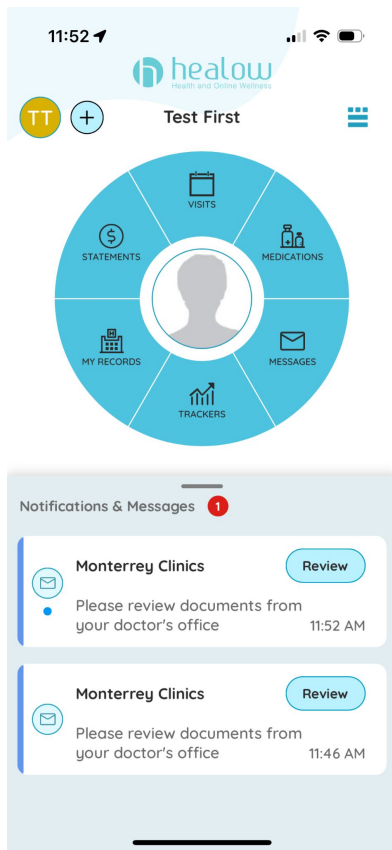


Step 20: Consent Forms

Here, you will see our Practice Policies, Communication Consent, and Telehealth Consent.

Please click on each one at a time.

This will lead you to each form, and there will be a section for a signature at the end of the document.

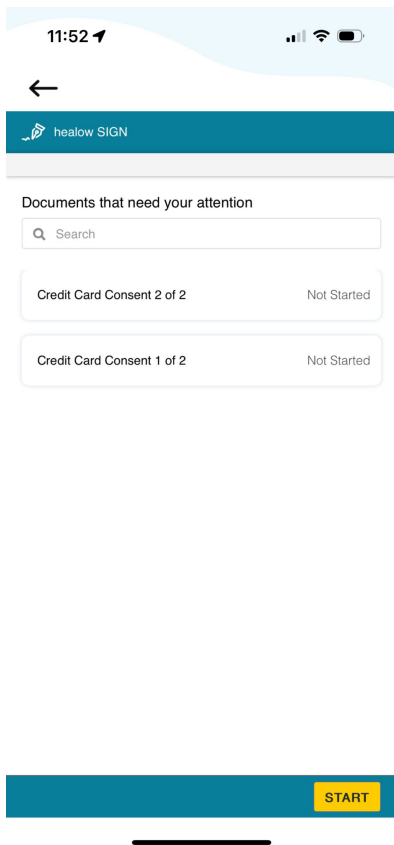


Step 21: Credit Card Consent

There are a second set of consent forms you must sign prior to your first appointment with Monterrey Clinics.

This will also be sent by our staff, and a notification will be sent to your portal.

If you do not see these forms, please contact our clinic and we will send them over to you.



Step 22: Credit Card Consent

Please sign both credit card consent forms.

Once all forms are signed, you are all set and fully onboarded with Healow!

Please feel free to click around the app and explore!