



EVERGREEN - CHARLOTTE -ALDERBROOK

Healow Cellphone/Tablet App Instructions

If you haven't been enabled for the Evergreen Family Health Patient Portal, call the office to gain access.

1. Go to your phone or tablet app store and search for the **Healow** app.
2. Download and install the app to the device you want to use then open the app.
3. The page that comes up should have a picture of a wheel with the outline of a person in the middle.
4. On the bottom of that page in orange letters click **Get Started**.
5. Choose **Find My Doctor** on top section of page.
6. Click on **Practice Name** which will be the middle option at the very top of the page.
7. Type in **Evergreen** for practice name then put in **05495** right below where you entered the practice name.
8. Click search.
9. Williston, Vermont should come up as only choice hit search again.
10. This should bring you back to the **same page** as in step 7 but with practice name and town, state and zip code auto filled in. **Click search again**.
11. Choose Evergreen Family Health which will be the **first (top)** option on your screen.
12. Log in using your patient portal username and password like you would on a desktop.
13. Accept the terms and conditions
14. Choose a pin that **you** create. Please make sure it is a **pin that you will remember** you will need it later and **Evergreen, Alder Brook and Charlotte Family Health will never have access to it.**

15. Confirm Pin
16. Click next at the bottom of the page in orange box
17. Agree to terms and conditions again which is the orange box at the bottom of page.
18. It will prompt you to confirm your identity by providing a phone number to text a code to. **Please put in your cell phone number to receive code.**
19. You might need to exit app to go to your text messages to get the 4 digit code this is okay. Get the 4 digit code from the text and go back to the Healow app.
20. **Put in the pin that you created back in step 14** to resume where you left off.
21. Allow the app to access video, pictures and audio.
22. Click on complete enrollment which will be in orange at the bottom of the page
23. Click done in the upper right hand corner
24. Swipe to the left until pop ups about information about the app go away
25. You are signed in and at the “main page or dashboard” of the portal.