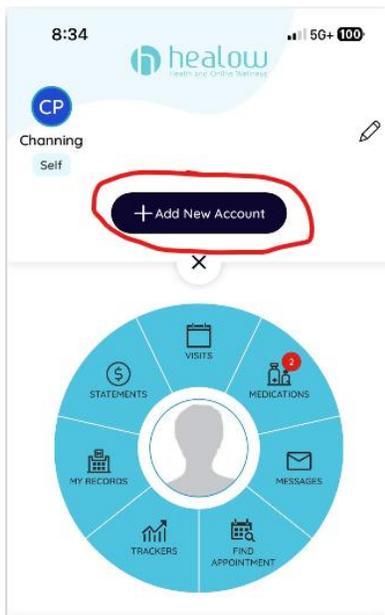


Healow App Instructions

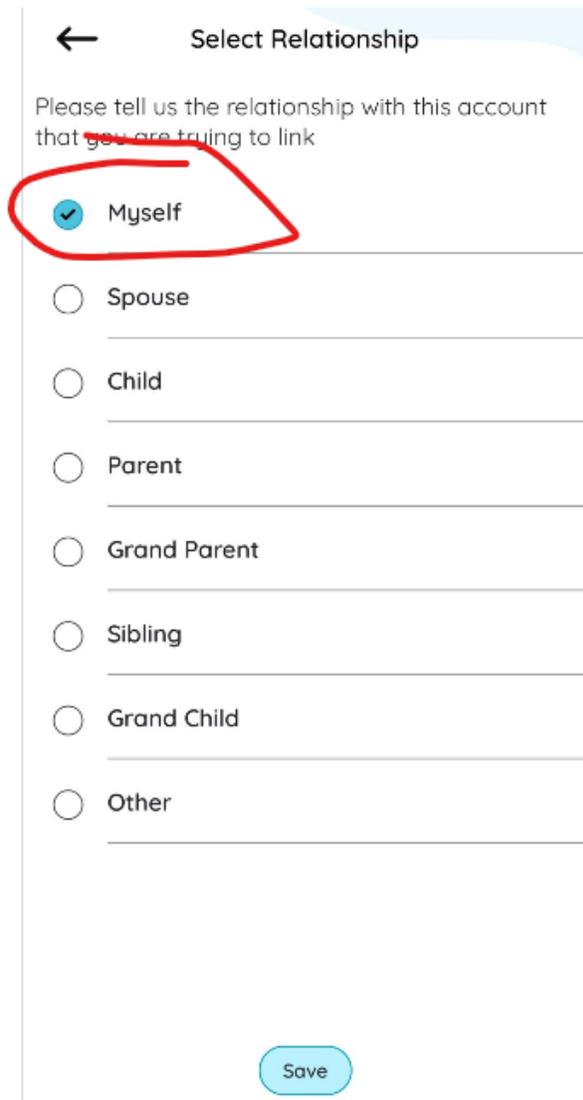
If the patient has Rocky Mount, Carrboro, Kernersville, Triad, or Wendell as their clinic that will have to be removed. Once removed they can click add (+).



Then they will click "Add New Account"



On the next screen it will ask who they are making the account for. A large majority of the time it will be for themselves but in some situations, it could be for a child or parent.



The screenshot shows a mobile application screen titled "Select Relationship". At the top left is a back arrow icon. Below the title is a light blue banner. The main text asks the user to select their relationship with the account they are linking. The "Myself" option is selected, indicated by a blue checkmark and a red hand-drawn circle. Other options include Spouse, Child, Parent, Grand Parent, Sibling, Grand Child, and Other. A "Save" button is located at the bottom center.

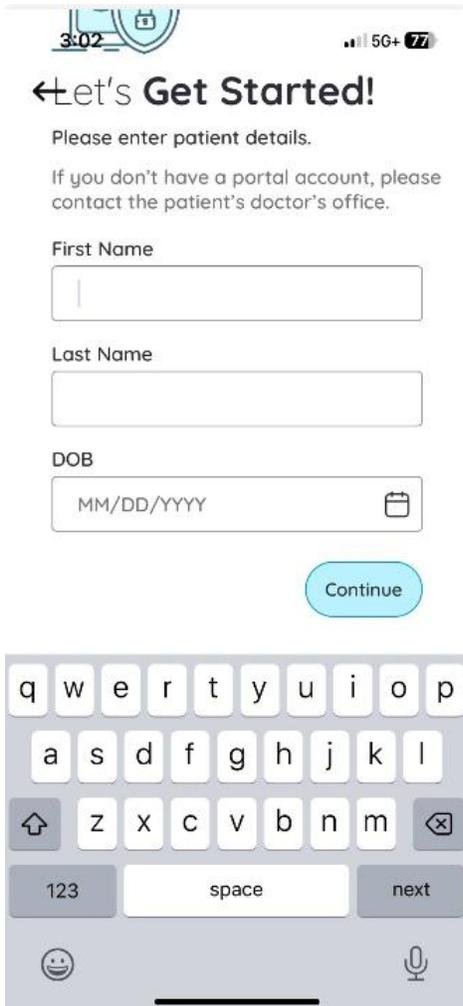
← Select Relationship

Please tell us the relationship with this account that you are trying to link

- Myself
- Spouse
- Child
- Parent
- Grand Parent
- Sibling
- Grand Child
- Other

Save

The next page that comes up the patient will fill in their information.



Once that is done the app will ask if they have a practice code. The code is **FBHEDD.**

3:02

5G+ 77



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)

After that this screen will come up and regardless of what clinic they go to this is the clinic they will choose.

3:03

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Verify Your Practice



Generations Family Practice Network

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Practice

This Is My
Practice