

How to: Download, Install, and Setup the Healow App

Download the healow App

The healow app supports both iOS and Android mobile devices.

For instructions and information about downloading the healow app, refer to the following topics in this chapter:

- [Download healow App to an iOS Device](#)
- [Download healow App to an Android Device](#)

Download healow App to an iOS Device

The healow app can be downloaded on an Apple iOS device from the Apple App Store.

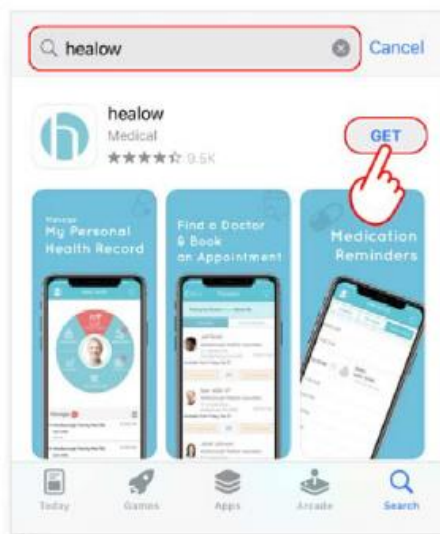
To download the healow app on an iOS device:

1. Open the *App Store* app on an iOS device:



2. Search for *healow*.

3. Tap the *Get* button next to the healow app icon in the search results:



After the installation completes, the healow app displays on the home screen:



Download healow App to an Android Device

The healow app can be downloaded to an Android device from the Google Play Store.

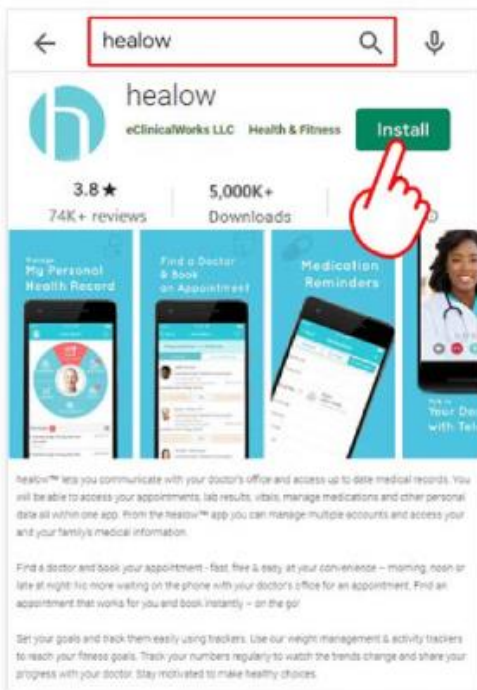
To download the healow app on an Android device:

1. Open the *Google Play* app on an Android device:



2. Search for *healow*.

3. Select *healow* and then tap the *Install* button:



4. Tap the *Accept* button.

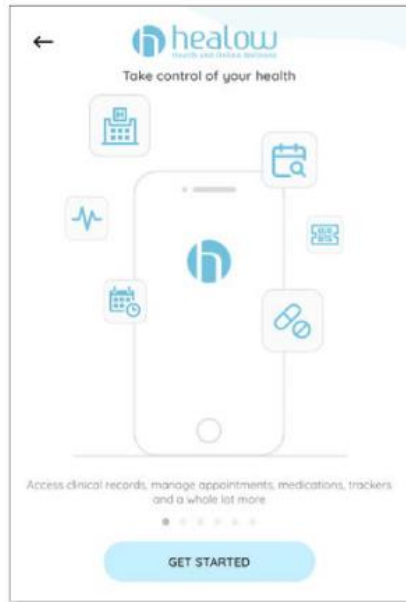
After the installation completes, the healow app displays on the home screen:



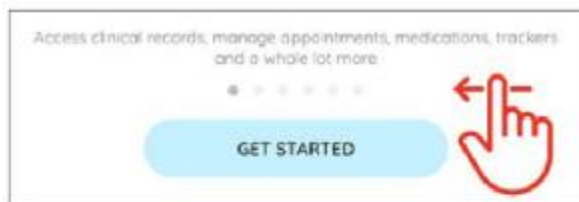
Activate the healow App

To activate the healow App:

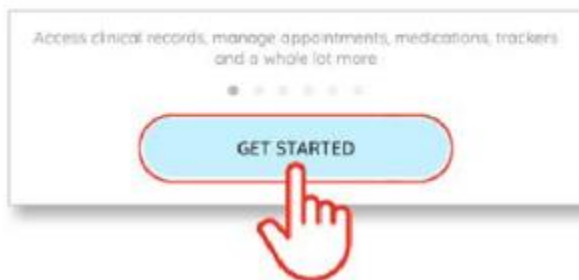
1. Launch the healow app on a mobile device:



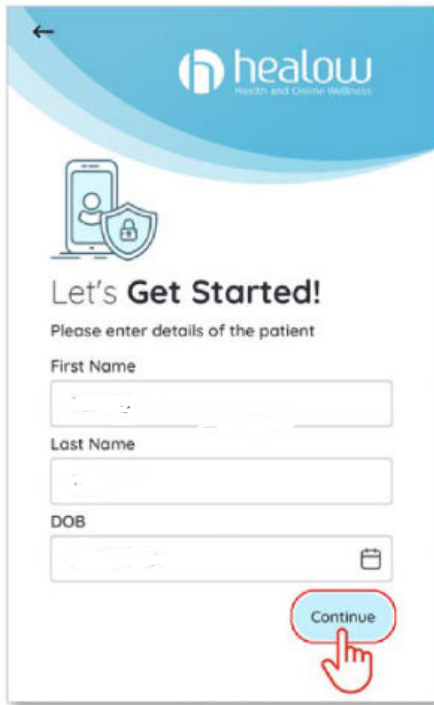
2. (Optional) Review a tutorial for the healow app by swiping left through the five instructional screens:



3. Tap *Get Started*:

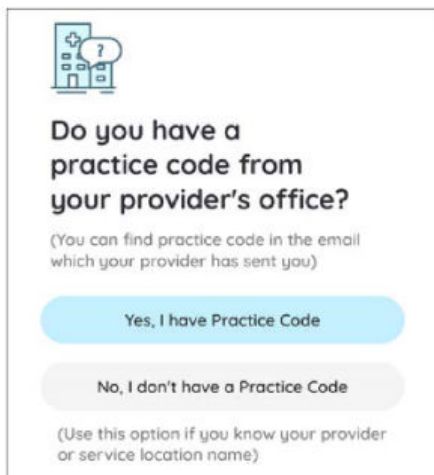


4. On the Let's Get Started screen, enter the patient's first name, last name, date of birth and then tap the *Continue* button:



Note: If the information entered does not match the practice's records, the app will not be activated. Common errors include spelling, nicknames, suffixes, hyphenated names, etc.

5. Tap either *Yes, I have a Practice Code* or *No, I don't have a Practice Code*:



6. Select your practice using one of the following options:

- If the patient has a practice code, enter it on the Practice Code screen and then tap the *Next* button:
- If the patient does not have a practice code, search for the practice by provider and location and then tap the name of the user's practice:

Premier NeuroSpine Institute Practice Code:

Practice
Code **EAHGDD**