



Logging in to Healow for the First Time

- 1.** You can log in to the patient portal through our website or use the link emailed to you with your username and password. Our office staff can provide you with the needed credentials.
- 2.** Download the Healow or Healow Kids app to your phone or tablet from the App Store (Apple) or from Google Play (Android).
- 3.** Open the app by clicking on the Healow icon. A welcome screen will appear with an option at the bottom to “Get Started”.
- 4.** Find your provider by searching for either Provider Name, Practice Name, or Practice Code (**IAACDA**).
- 5.** At the login screen enter your login credentials that have been provided by the practice for the web portal.
- 6.** These are the same credentials you use to log in to the web based patient portal. (Make sure you are using your correct Patient Portal username and password. If you do not know this information, go to the (Practice Patient Portal Login Screen LINK) click on “Trouble logging in” and follow the instructions.)
- 7.** After entering you information, the Terms of Use screen will open. Read it and tap “I agree”.
- 8.** When prompted, create a 4 digit pin and confirm.
- 9.** You will now be on the Healow home page that you will use to access all available aspects of the portal.
- 10.** For additional navigation instruction please refer to the “Take a Tour” sections under the settings menu within the Healow app.

Upper Arlington Pediatrics
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