

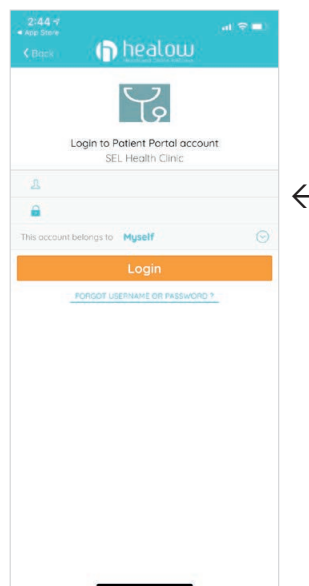
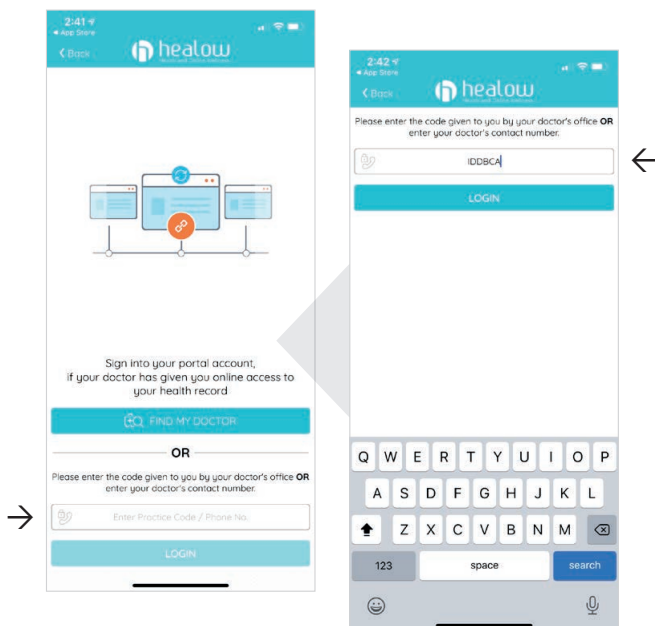
# TELEVISIT SETUP INSTRUCTIONS

## TO ENABLE hello2Healow USING THE APP

1. Download the healow app from your app store.
2. Open the app, and tap **Get Started** to log in.

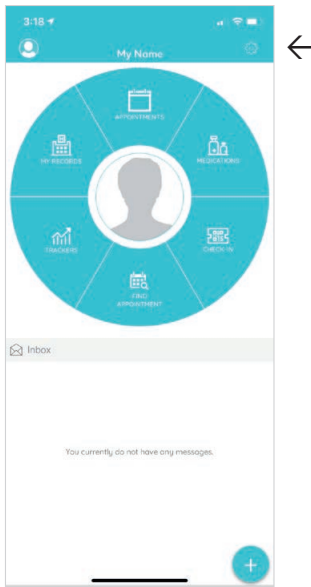


3. Type the office code into the box at the bottom of the screen. SEL's code is **IDDBCA**.
4. Log in with your SEL Patient Portal username and password.

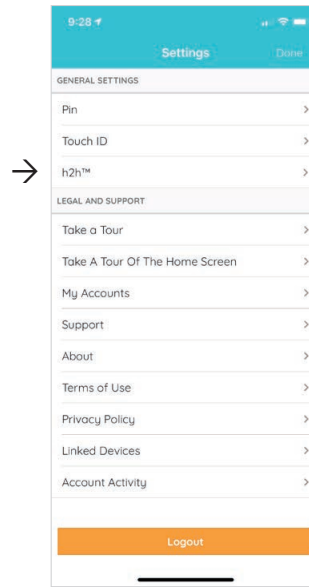


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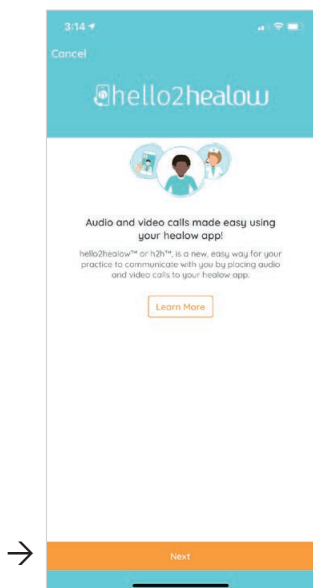
5. After logging in, tap the settings icon in the upper-right corner of the home screen.



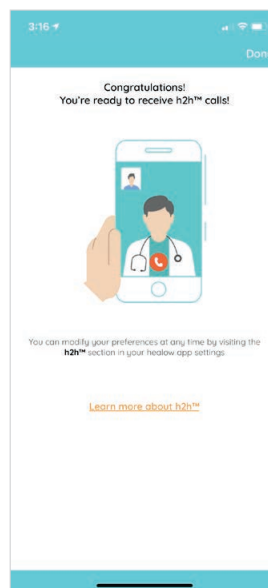
6. Tap **h2h™** to enroll in telemedicine.



7. Tap through the enrollment process.



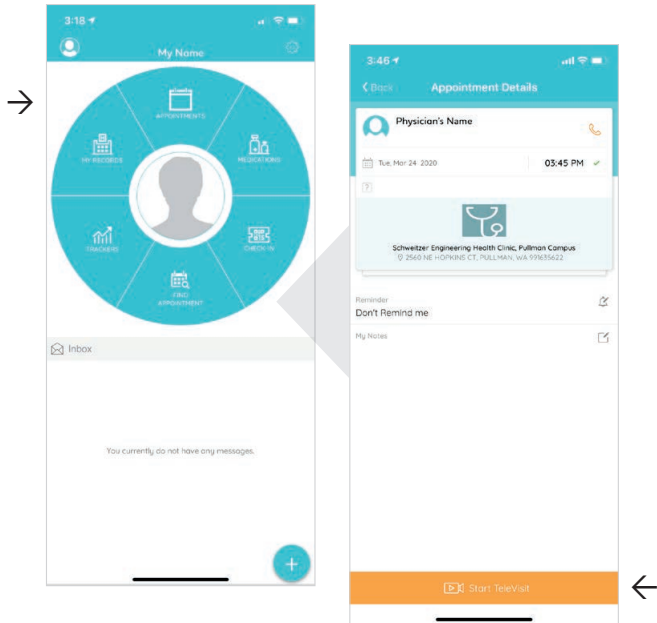
8. **Congratulations!**  
You're ready to receive h2h telemedicine calls!



# TELEVISIT APPOINTMENT INSTRUCTIONS

## WHEN IT IS TIME FOR YOUR APPOINTMENT

1. Tap the **Appointments** tab on the home screen, and then tap the appointment. Then, tap **Start Televisit** in the orange box at the bottom.



## PLEASE NOTE

- It must be at the start time of your appointment to work (it's okay to be a few minutes late too).
- Your provider will see that you have started and will join you.

## ADDITIONAL TIPS

- Please be patient for the beginning of your appointment; your provider will be on as soon as they can.
- Use wired earbuds to help reduce echo between you and your provider.
- Your provider will be in a confidential room; you should be too.
- Please be aware that you may be using cellular data when not connected to Wi-Fi; charges may apply.
- Please call the SEL Health Clinic at +1.509.338.3800 if you have any questions!