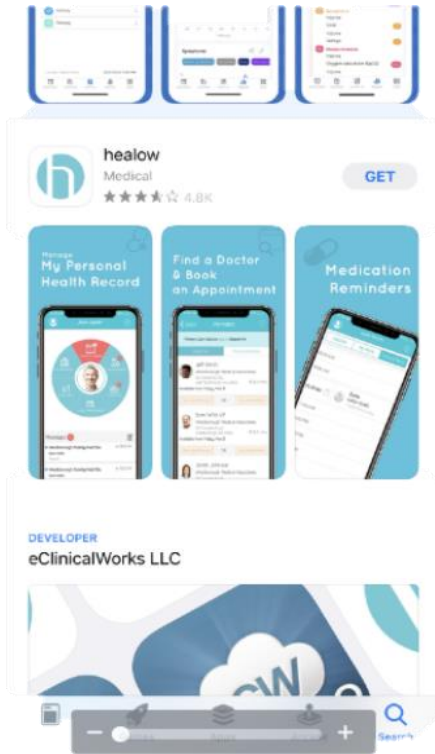


## APP DOWNLOAD

1. **Download** the **healow app** from **App Store** (iPhone) or **Google Play** (**Android Phone**).



2. Select your practice from the list. You are looking for Robert Myles in Hurst, Texas. Type in the city/state and then click *Go*. Or
3. Just below that it will have a window for practice code. The Institute of Spinal Disorders practice code is EACABA. (THIS IS IN BRIGHT YELLOW)



4. Enter your username, (WHICH IS IN THE RED BOX) this will be given to you by our office via email or you can contact our office. It will ask you for your password, you **do not** have this set up at this time, so you are going to say you forgot password (WHICH IS IN RED CIRCLE):

**Note: Usernames and passwords are case sensitive so be sure you enter your credentials correctly.**

5. At the very bottom it says forgot password. Hit that BUTTON. It is color blue. If you are on an android you will need to move the screen to the very bottom for you to be able to see the blue FORGOT USERNAME OR PASSWORD.

1:19  
Search  
Back  
heatow  
HEALTH AND WELLNESS PARTNERS

Institute of Spinal Disorders

Login to Patient Portal account  
Institute of Spinal Disorders

Username

Password

This account belongs to **Myself**

Login

[FORGOT USERNAME OR PASSWORD ?](#)

1. User name will be provided by the office by email or you can call the office
2. Need to reset your password.
3. Hit the blue FORGOT USER PASSWORD.

1:22  
Cancel  
Forgot Credentials?  
Done

Having trouble signing in?

Retrieve Login details for Institute of Spinal Disorders

Please select one of the following options:

☐ I have forgotten my username

☒ I have forgotten my password

Next

6. You have the choice to do email vs phone. Getting a text is much faster to receive the verification code from your phone. If you have an android you will need to swipe up from the bottom to see your text.

1:23  
Cancel  
Forgot Credentials?  
Done

Password Recovery Help for 'Institute of Spinal Disorders'

Please select one of the option(s) below to retrieve your password.

☒ Email a link to \*\*\*\*\*@\*\*\*\*\*.com

☐ Phone

Back Next

1:39  
Cancel  
Forgot Credentials?  
Done

Password Recovery Help for 'Institute of Spinal Disorders'

Please select one of the option(s) below:

☐ Home Phone (xxx-xxx-xxxx)

☐ Cell Phone (xxx-xxx-xxxx)

☒ Text Message (SMS)

☐ An automated phone call

By entering your number, you agree to receive an automated telephone call or one text message (with a passcode) to verify your account. Message and data rates may apply.

Back Next

7. Make sure you **check** the red box below for the **Practice Consent Form**

1:36  
Mail  
healow.com

nealow  
Health and Online Wellness

PROVIDERS EMPLOYERS HELP

Access your Health Record

Practice Consent Form

Texas Orthopedic & Spine Associates offers secure view as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging is a secure communications tool, but has certain risks. In order to maintain the security of the portal, we need to impose some conditions of participation. This form informs you that you have been informed of these risks and the conditions of participation and that you accept the risks and agree to the conditions of participation.

How the Secure Patient Portal Works  
The Secure Patient Portal is a kind of webpage that uses encryption to keep your information from being read by unauthorized parties. Information, or attachments and information can only be read by someone who knows the pass-phrase to log in to the portal site. Because the connection between your computer and the Web site uses secure communication, you can read or view information on your computer, but not the transmission between the Web site and your computer.

Private Health Information and Risks  
This method of viewing prevents unauthorized parties from being able to view your messages while they are in transmission. No transmission is completely secure. We will do our best to maintain electronic security. However, secure communication depends on two additional factors: the security of your device and the correct email address, and only the correct individual (or

☐ I have read the consent form and the above information

8. Now log into your account with your user name and password.

**Note:** Usernames and passwords are case sensitive so be sure you enter your credentials correctly.

Institute of Spinal Disorders

Login to Patient Portal account  
Institute of Spinal Disorders

Username

Password

This account belongs to: Myself

Login

[FORGOT USERNAME OR PASSWORD ?](#)

1. Username
2. Password that you just made
3. Login

1:40 Terms of Use Cancel

### TERMS OF USE AGREEMENT

This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

#### Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services interact with the software for EMR and healthcare practice management ("EMR Software") owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including healow.com, healow® and the healow® app, healow@work®, healow mom®, healow kids™, healow smile™, healow open access™, hello2healow™, and the healow telemedicine offering, and the healow widget™ which allows patients to book appointments for a provider or practice from that provider's or practice's webpage or other online listing), and any other current or future websites, mobile access or mobile applications, or other applications. These websites and applications are collectively referred to herein as the "Services".

The purpose of the Services is to provide a secure network that will assist patients in managing their medical records, prescriptions, doctors' appointments and other healthcare related items online and/or from their mobile devices in order to assist them in obtaining improved quality, safety, and efficiency of healthcare. This includes providing a means of interacting with eClinicalWorks, LLC's EMR Software and other EMR-related products and services which one of more of each patient's healthcare providers utilize. Certain websites or mobile applications, such as the healow.com website and

I agree to the terms & conditions

### Practice Consent Form

Texas Orthopedic & Spine Associates offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks, we need to impose some conditions of participation. This form is intended to show that you have been informed of these risks and the conditions of participation, and

☒ I have read the consent form and the above information.

Agree

- Need to make yourself a **4 digit PIN** code. This will allow you to log in quickly in the future.

The confidentiality of your health information is important to us.

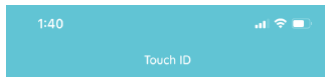
For that, we need you to create a 4 digit PIN of your choice to be used to unlock your app.

○ ○ ○ ○

Make a 4 digit PIN

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	

- Activate touch ID** with the Apple phone. This will also activate the face recognition.
- You are now asked a few more questions. Proceed through the next few steps.
- "Healow" like to Access the Microphone and the Camera and **click OK**.



Next time, login with just a touch

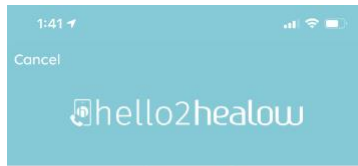
Use your Touch ID for faster, easier access to your Healow account.

Touch ID allows you to log into Healow Mobile using your fingerprint instead of your username and password. Your username and password will be encrypted and stored in your device's Apple iOS Keychain.

In order to use Touch ID, you need to enable it on your device through your iOS Settings under the Touch ID & Passcode section. You also need to enable Touch ID for the Healow app by following instructions after your next login using your username and password.

By enabling Touch ID login, anyone who has a fingerprint stored on this device is able to access your account. Please ensure any person with a fingerprint stored on your device should be authorized to access your Healow accounts before enabling this feature.

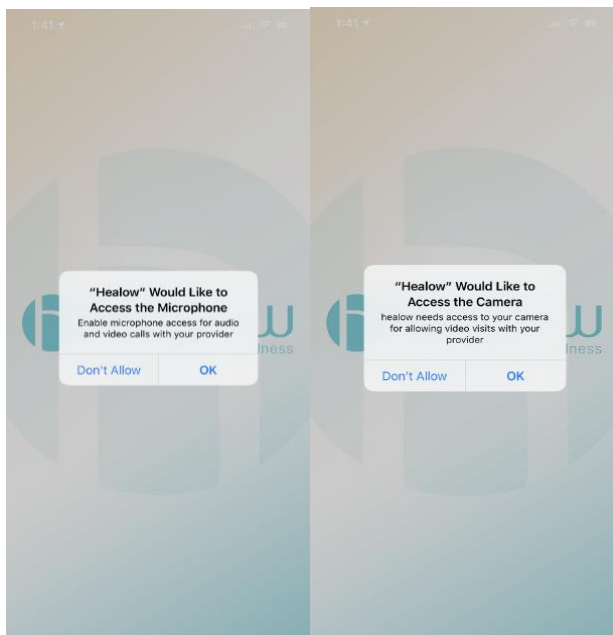
Fingerprints are stored on your device only. Healow never sees your fingerprint information. For information on how Apple protects your fingerprint and Keychain data, please see Apple's Privacy Policy and iOS security guides.



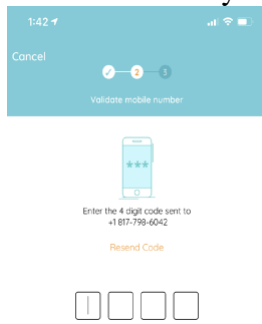
Audio and video calls made easy using your healow app!

hello2healow™ or h2h™, is a new, easy way for your practice to communicate with you by placing audio and video calls to your healow app.

[Learn More](#)



13. Now enter your 4 number PIN



1:42

Cancel

Validate mobile number

Enter the 4 digit code sent to +1817-799-6042

Resend Code

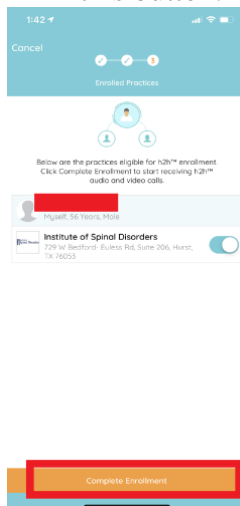
Four empty boxes for entering the 4-digit PIN.



From Messages 8365

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		<X>

14. At the bottom of the screen in the red box is states **Complete Enrollment**. Click this button.



1:42

Cancel

Enrolled Practices

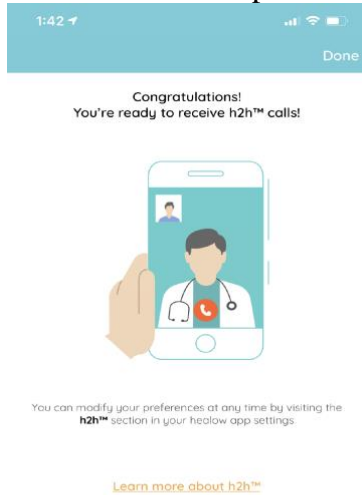
Below are the practices eligible for h2v™ enrollment. Click Complete Enrollment to start receiving h2v™ audio and video calls.

**Institute of Spinal Disorders**  
729 W. Redwood - Everett Rd Suite 200, Hunt, TX 76053

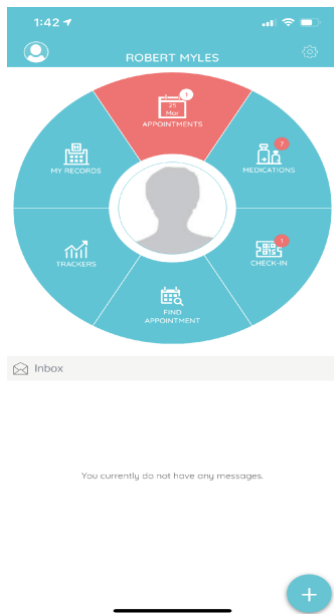
**Complete Enrollment**

15. Your almost there!!!!

16. Here at the top of this screen in the blue box click DONE.

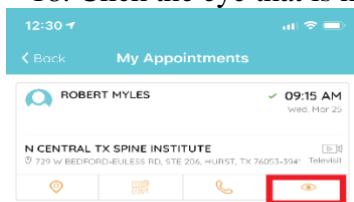


17. Once your into the portal you will go into the red area that says APPONTMENTS.





18. Click the eye that is highlighted in red to start the camera for your appointment.



CLICK THE EYE  
TO START YOUR  
CAMERA  
FOR YOUR  
APPOINTMENT

19. We're closer!!!! Now click START TELEVISIT

