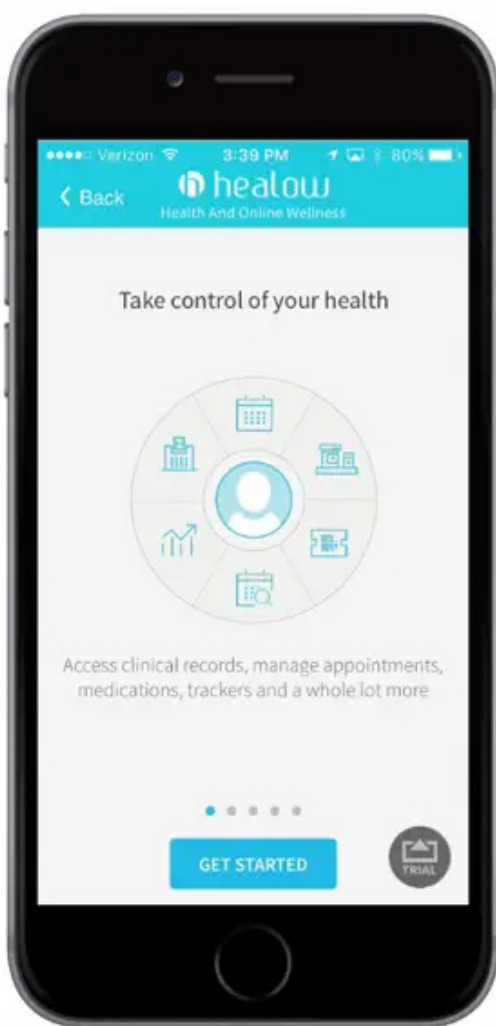




# On the Go with The Healow App

## Connect with the **VEBA** Resource Center



Fast check-in through our kiosk with a QR code

Manage your appointments at the VEBA Resource Center

Access to VEBA Resource Center Providers

Available on Apple iOS or Android



### Steps to register on the Healow App:

1. Download the Healow App in the App Store or Google Play
2. Open Healow App
3. Have your username and password handy to log in

**\*Practice Code for using the Healow App: BIFGBD**

Detailed steps for the Healow App are on the backside of this page.



## Getting started with the Healow App

### **Setting up your Portal Account:**

1. Download the Healow App on your phone.
2. Have a Care Coordinator reset your password. This can be done by calling the VEBA Resource Center (VRC) at: 619-398-4220 or in person at the VRC.
3. An email will be sent to you from the VEBA Resource Center with a link to "Set up Portal Access."
4. Click link in the email.
5. A verification code will be sent to your cell phone number on file.
6. After entering the verification code in the app you will be prompted to another window where you will create a password.
7. Create a password.
8. Set up a security question - this is to help in case you forget your password.
9. Next confirm that you have read the "Consent Form."
10. Login to the Healow App using your username & password.

*\*Make sure to create 4-digit pin number for easier login.*

## Frequently asked questions:

### **What do I do if I forgot my Username or Password (but I have a Portal Account set up)?**

1. If you do not remember your username or password tap "Forgot Username or Password?"
2. You will then be taken to a separate page to verify your first name, last name, and date of birth.
3. Once you have verified your identity Healow will send a verification code via email or text.
4. After you enter the security code in the app Healow will prompt you to change your password.
5. Click "Reset."
6. Login with your username and new password.

### **How do I view my past and upcoming appointments?**

1. From your Home screen, tap the Calendar icon.
2. A list of your appointments displays.
3. From the list of your appointments, tap an appointment to display the details.

### **How do I set a reminder for an upcoming appointment?**

1. From the Healow Home screen, tap the Calendar icon to display your appointments.
2. Then tap an appointment to display the details.
3. Tap Reminder to set a reminder for that appointment.
4. Tap Done when you are finished.