



Big Sky Dermatology

TELEVISIT SMARTPHONE INSTRUCTIONS

1. Download the Healow app on your phone from the Apple App Store or Google Play
2. Use the following code to search for Big Sky Dermatology: **CEDGAA**
3. Log in with your credentials
 - Username is often email address, but it can be different. If unsure you can call the office to find out.
 - If you do not know your username or password, you can click the forgot password option and a temporary password will be emailed to you
4. Accept terms and conditions
5. Set a 4 digit pin of your choosing
6. Allow the app access to your microphone and camera
7. Swipe right as the app walks you through different tabs
8. Please check the **RECORDS** tab to make sure all insurance information is up to date. If you need to update this, please call the office prior to your appointment
9. 10 minutes prior to your appointment please make sure you are logged in
10. Click appointments tab
 - Most recent appointments will appear at the top
 - Televisit appointments will have a video camera icon to the right of the office name
11. Click on the corresponding televisit appointment
12. Hit the orange bar at the bottom that says "**START TELEVISIT**"
13. A "Vitals" screen will appear, there is no need to enter any of that information. Scroll down and select "SUBMIT VITALS"
14. Select "START TELEVISIT"
15. You will now be checked into the appointment which informs the provider you are ready.
 - Please stay on this screen. Sometimes there is a delay or a provider is finishing another visit. Please be patient. When the provider is connected in to the visit as well, the televisit will begin.