



Please set up your account for TeleVisits so we can continue to see you virtually. If you have trouble, please consult a technically-savvy loved one before consulting our office. If you already have a Patient Portal account username and password, skip to Healow App Download steps.

Patient Portal Set-Up (first-time users)

1. Open email from Cherokee Internal Medicine <no-reply@eclinicalmail.com> with subject: **Portal login information from your doctor's office**
2. Click link to **Patient Portal URL**.
3. Use the given **Username** and **Temporary one time password** to sign in.
4. Reset your password. Write down your **Username** and new **Password**.

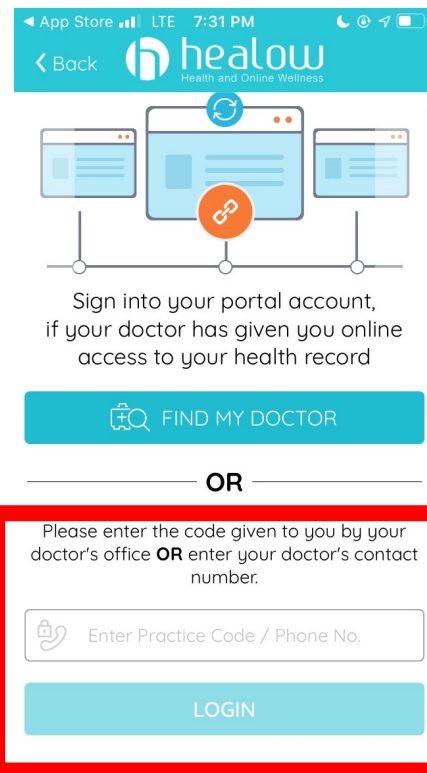
Healow App Download

1. Go to the App Store on your smartphone or tablet. (Note: you will need your iCloud password for Apple products)
2. Download the Healow App.



healow
eClinicalWorks LLC Health & Fitness
Everyone
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3. Open the app and tap Get Started.
4. Enter Practice Code: **EJBCBA**



5. Use your portal **Username** and **Password** to access your account
 - a. If you have forgotten your username and password, select **FORGOT USERNAME OR PASSWORD?** Follow those instructions.
6. Accept the Terms of Use.
7. Create a new **4-digit PIN**. Write it down.
8. (Optional: Turn-on touch-id.)
9. Allow access to microphone and camera if asked.