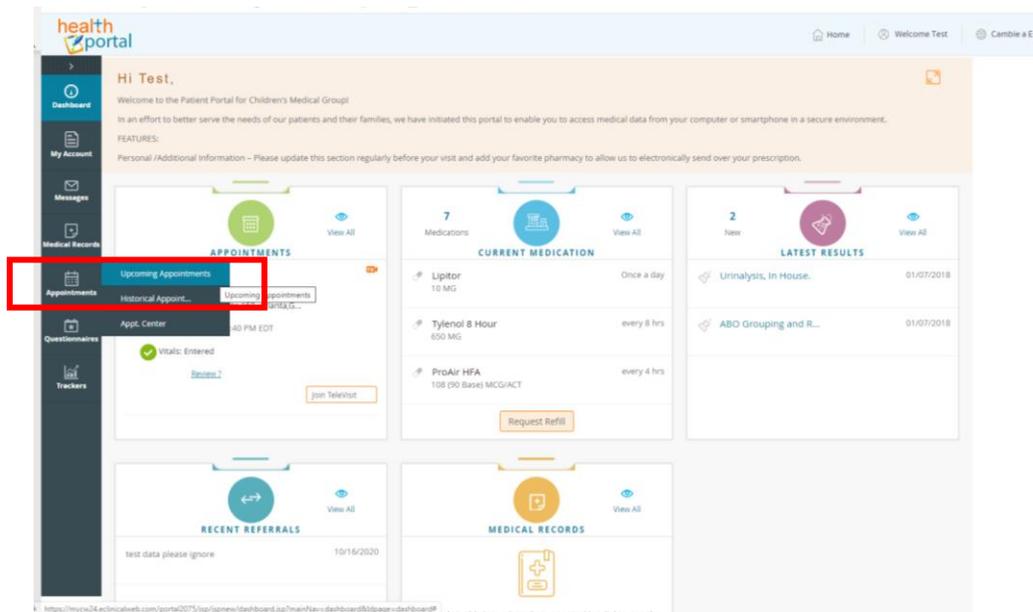


TeleVisit Instructions for Patients and Parents

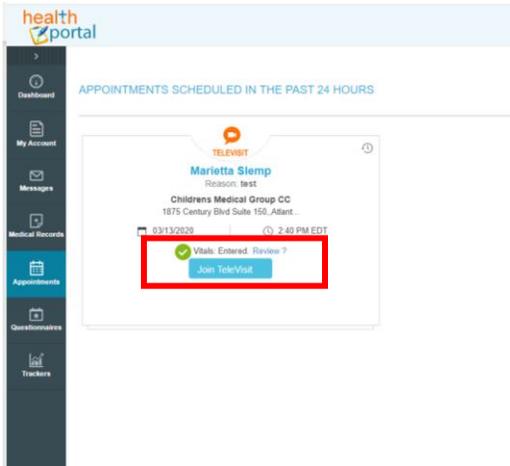
Laptop/Web instructions

1. Go to the Children's Medical Group Website: <https://www.cmg-pc.com/>
2. Click "Patient Portal" in the top right corner and login
 - a. Username is First name, Last name, Year of Birth (ex. JaneDoe2003)
 - b. If you have logged into patient portal before, the password is the same
 - c. If you cannot remember your password, please click "trouble logging in" and "password reset"
 - d. Use the text message recovery to recover your password. DO NOT USE the e-mail recovery option.
 - e. You can also call the office at 404-633-4595 and we can reset your password for you.
3. Once logged in you will be on the Dashboard
4. Hover over "Appointments" on the left side of the page
5. Click "Upcoming Appointments"

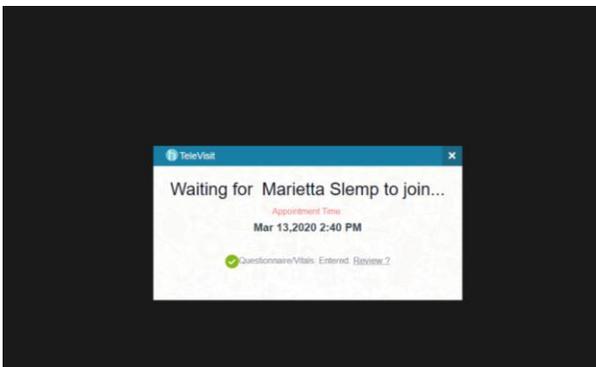


6. Click "Join Televisit"

TeleVisit Instructions for Patients and Parents



7. A vitals page will populate, DO NOT enter at-home vitals for the child
8. Click "Submit Vitals" and it will skip that page
9. Check that your webcam and microphone are working, and press "Proceed" in the bottom-left corner of the page
10. Click "Start TeleVisit" and wait for the physician to start the appointment on their end.



The screen will show that it's waiting on the physician. The physician will be logging in on their end as well, so please be patient on this screen.

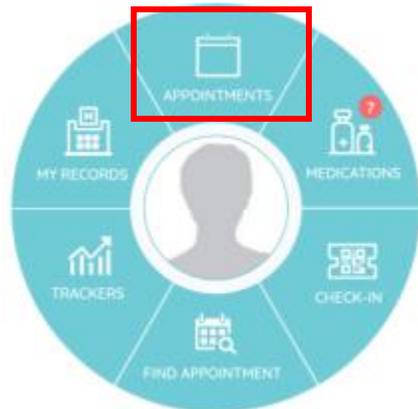
TeleVisit Instructions for Patients and Parents

iPhone/Android/Smartphone Instructions

1. Download the “Healow” app from your app store



2. Click “Get Started” and allow the Healow app to access your location, microphone, camera, and send you notifications
3. Enter the “Practice Code” for Children’s Medical Group
 - a. Practice Code: **JAAEBA**
4. Login
 - a. Username is First name, Last name, Year of Birth (ex. JaneDoe2003)
 - b. If you have logged into patient portal before, the password is the same
 - c. Make sure “Myself” is selected
 - i. If you cannot remember your password, please click “forgot username or password”
 - ii. Use the text message recovery to recover your cellphone. DO NOT USE the e-mail recovery option.
 - iii. You can also call the office at 404-633-4595 and we can reset your password for you.
5. Agree to the Terms and Conditions for the app
6. Create a 4-digit pin for logging into the app in the future
7. Select “Appointments” at the top of your home screen



8. Click on the scheduled appointment
9. You can set a reminder within this screen for the system to remind you of your appointment in the future
10. When it is your appointment time click “Start TeleVisit” at the bottom of the screen.
11. Leave the vitals blank and click “Submit Vitals” to go to the next page
12. Select “Start Televisit” and wait for the provider to begin the appointment on their end.