

### **To access Patient Portal:**

- go to: [https://mycw81.ecwcloud.com/portal10655/jsp/100mp/login\\_otp.jsp](https://mycw81.ecwcloud.com/portal10655/jsp/100mp/login_otp.jsp)
- If you know your child's patient portal credentials just log in
- If you do not know your child's credentials you have 2 options.
  - o You can login using **Mobile Phone**
    - Click on Login to your Account Using Mobile Phone (upper right hand)
    - Enter First Name of Child
    - Enter Last Name of Child
    - Enter Date of Birth of Child
    - Click Submit
    - A code can either be sent to the phone on file or the system can call you with the code. The last 4 digits of phone numbers will display to help you chose which number you wish to use.
  - o You can also retrieve your child's credentials and reset password:
    - Click on "Trouble Logging In"
    - Click Forgot Username
    - Enter First Name of Child
    - Enter Last Name of Child
    - Enter Date of Birth of Child
    - click next and an email will be sent to the email address associated with the portal account which will tell you the username. Click the link to go back to the portal.
    - If you also need your password, once again, click on "trouble logging in"
    - enter your username and click submit
    - and email will be sent to the email address associated with the portal account with instructions on how to reset your password.
- Please contact [patientportal@roadspediatrics.com](mailto:patientportal@roadspediatrics.com) if you are still having difficulty.
  - o **Please also contact us to setup a separate user account for you as a parent that can have access to all of your children under 1 username/password combo**

## To use the Healow App to:

- Go to your phone's app store and search for **HEALOW**
- Download and install
- Open the app and click on "Get Started"
- You can search for our office or you can simply enter the code: "**DIHGCA**"
- Enter the credentials for your child's account.
- If you don't know the credentials for your child's account click on Forgot Username or password
  - o If you don't know either, click on forgot username first.
    - Select "I have forgotten my username"
    - Enter First Name of Child
    - Enter Last Name of Child
    - Enter Date of Birth of Child
    - click next and an email will be sent to the email address associated with the portal account which will tell you the username.
  - o If you also need your password, click on Forgot Username or password again.
    - Select "I have forgotten my password"
    - Enter First Name of Child
    - Enter Last Name of Child
    - Enter Date of Birth of Child
    - click next and you have a choice of options.
    - you can have an email sent to you with instructions on how to reset your password
    - you can select phone:
      - system will then show you the last 4 digits of the phone numbers on the account. Select one
      - Choose Text message or phone call and click next.
      - A verification code will be sent to you which you will enter where instructed.
      - You can now create a new password
- PLEASE NOTE:
- When logging into Healow app with your CHILD's credentials you must select This Account belongs to 'Myself'.

