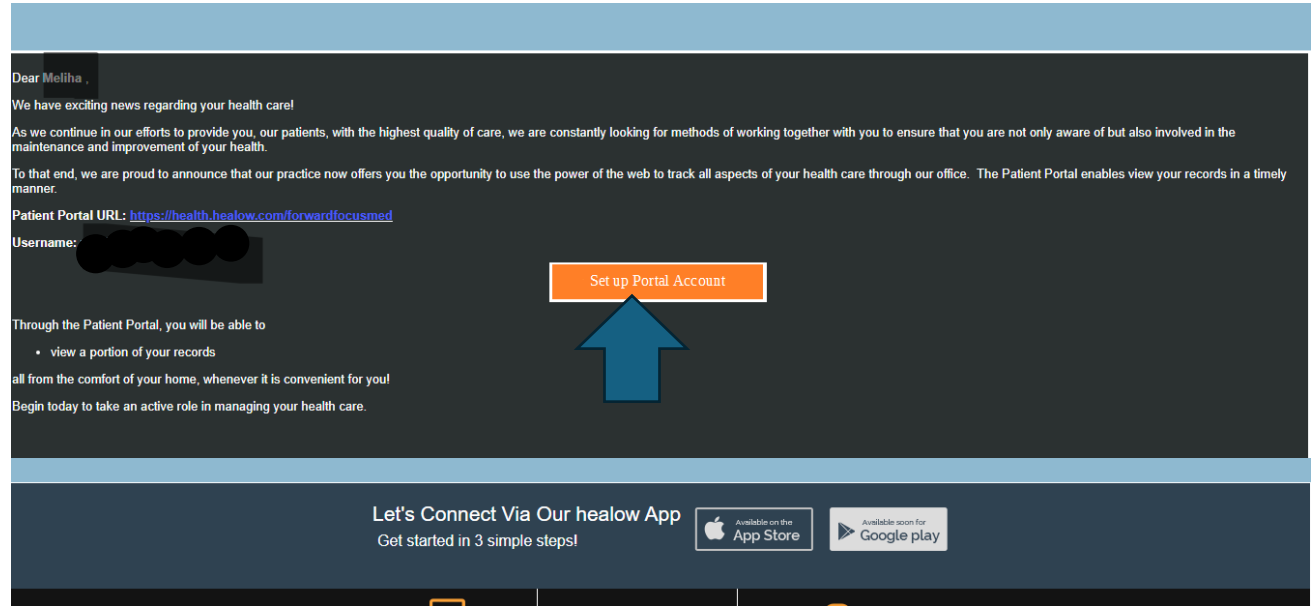


Step 1: New Portal Set Up

You will receive an e-mail from Forward Focus Medical Care Patient Portal. Click on “Set up Portal Account”




Step 2: Code Verification

It will redirect to get a text or a call with the security code to set up the portal. Just select the telephone number and follow the prompts:

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.



1 User Validation

Welcome [redacted]

Please select the phone number and the verification code will be sent to the selected number.

Phone Number

[redacted] [redacted]

How would you like to receive a unique code?

Voice Text

If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.


[Cancel](#) [Send Code](#)

Step 3: Enter Code

Enter the verification code:

**Authentication,
Reset Password
and Consent**

Help us to serve you better! Please submit few details about you.



2 Verification Code

Please enter the verification code you received.

[Resend Code](#)

Code is valid for 5 minutes or 6 attempts

[Cancel](#)[Verify](#)

Step 4: Save Log-IN

Select whether you want to save the device for future logins:



WELCOME [REDACTED]

Would you like to save the device for future logins?

If you choose to save the device for future logins, we shall not asked for the secure code next time you login from this device.

Don't Save


Yes, Save It

Step 5: Password

Set up your password:

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.



3 Reset Password

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

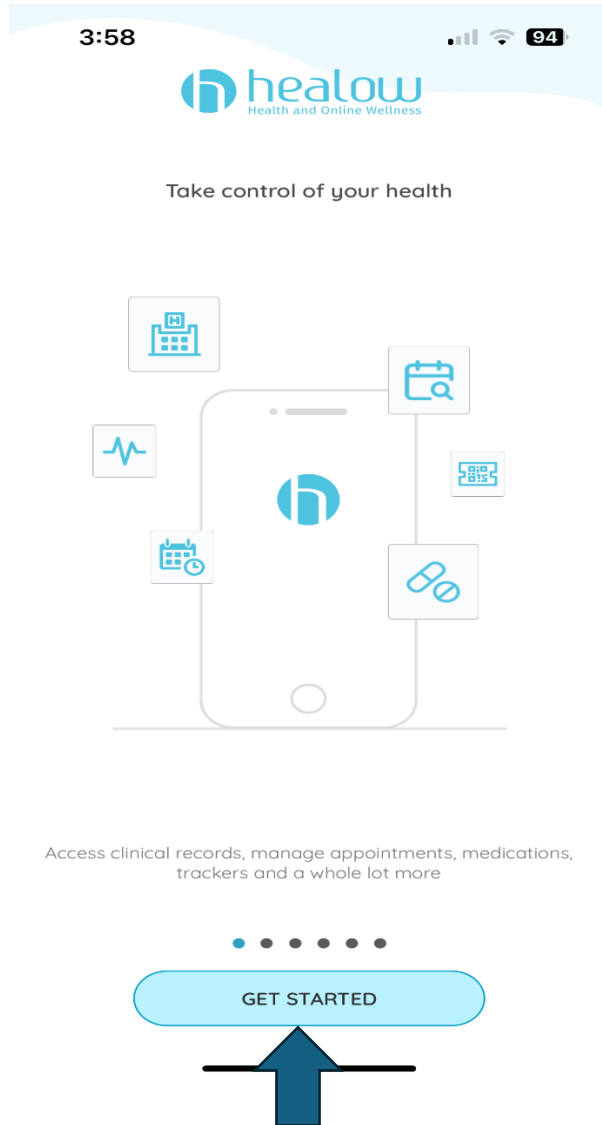
New Password

Confirm New Password

Setting up the Healow Application (Phone Application):

Step 1: Download the Healow Application

Click on Get Started:



Step 2: Your information

Fill out the following information:



Let's **Get Started!**

Please enter patient details.

If you don't have a portal account, please contact the patient's doctor's office.

First Name

Last Name

DOB

Continue



Step 3: Code Verification

Get the account verification code

3:59 📶 🔋 94

←

Account Verification

A verification code is required to access your account. If the information below is not up to date, contact the patient's doctor's office.

How should we send you the code?

Cell Phone (xxx-xxx-xxxx-xxxx)

Home Phone (xxx-xxx-xxxx-xxxx)

Select this option to send the code to your email mexxxxxxx1@yahoo.com

By entering your number, you agree to receive an automated telephone call or text message (with a passcode) to verify the account. Message and data rates may apply.

Login with Username

Verify with your Patient Portal login

Step 4: Create PIN

Create a Pin:

3:59 📶 📶 🔋 94

Create PIN

The confidentiality of your health information is important to us.

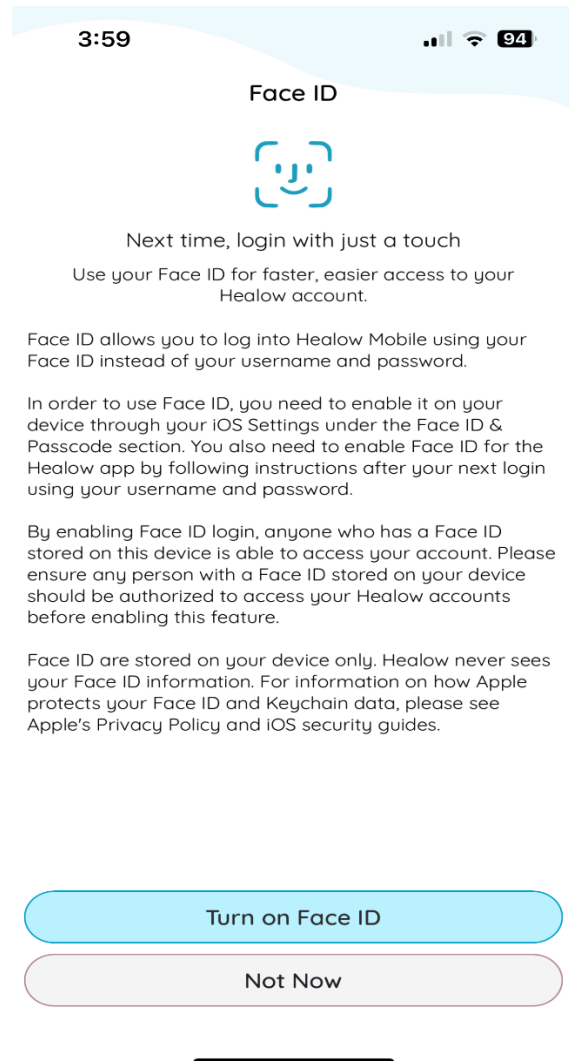
For that, we need you to create a 6 digit PIN of your choice to be used to unlock your app.

○ ○ ○ ○ ○ ○

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⌫

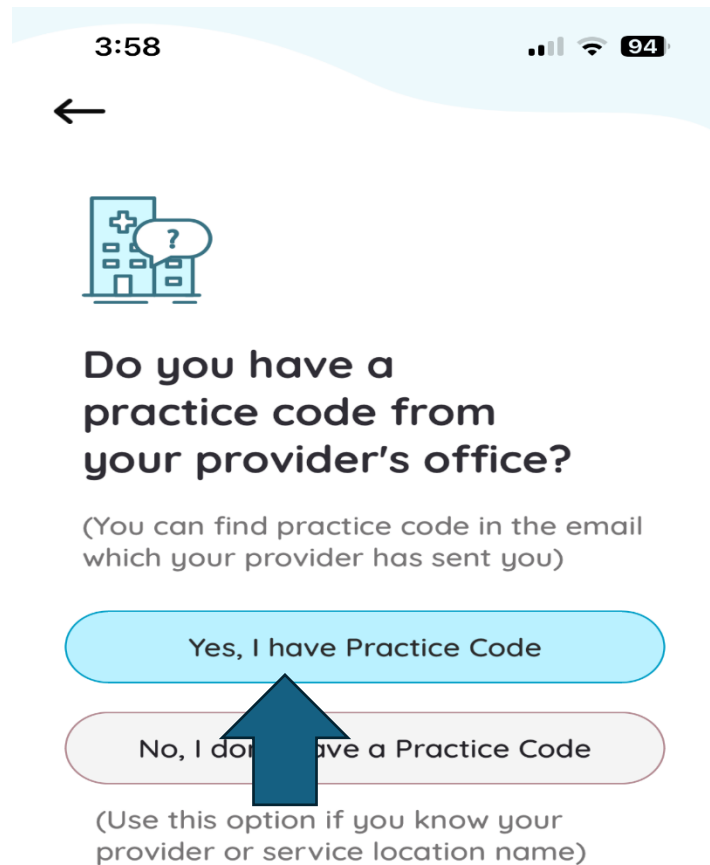
Step 5: Face ID

Set up Face ID if you like:



Step 6: Practice Code


Click on “Yes, I have a Practice Code”:



The screenshot shows a mobile app interface. At the top, the status bar displays the time 3:58, signal strength, Wi-Fi, and a battery level of 94%. Below the status bar is a back arrow. A light blue icon of a hospital building with a question mark is centered. The main text asks, "Do you have a practice code from your provider's office?". Below this is a subtext: "(You can find practice code in the email which your provider has sent you)". There are two buttons: a light blue button labeled "Yes, I have Practice Code" and a light grey button labeled "No, I don't have a Practice Code". A large blue arrow points upwards from the bottom button to the top button. At the very bottom of the screen is a horizontal black line.

3:58

←



Do you have a practice code from your provider's office?

(You can find practice code in the email which your provider has sent you)

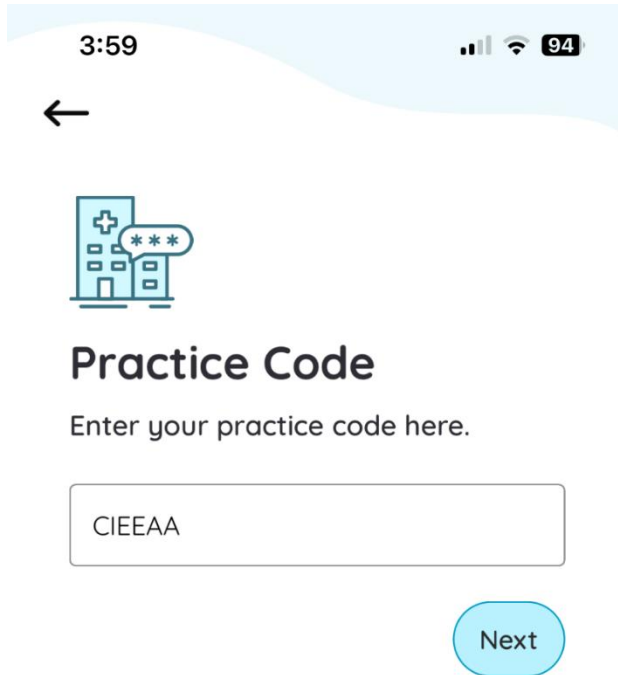
Yes, I have Practice Code

No, I don't have a Practice Code

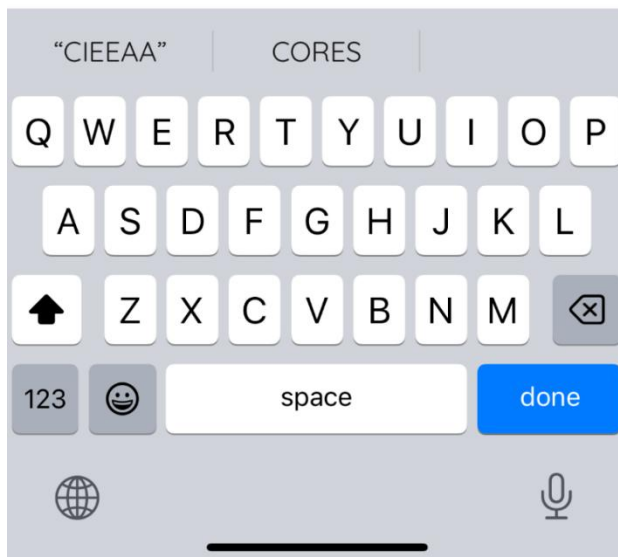
(Use this option if you know your provider or service location name)

Step 7: Enter the Practice Code

Type in the following Code, you might have to type in the Code a couple of times before it takes:



The screenshot shows a mobile app interface. At the top, the status bar displays the time 3:59, signal strength, Wi-Fi, and a battery level of 94%. Below the status bar is a back arrow. A blue icon of a building with a cross and three asterisks is centered. Below the icon, the text "Practice Code" is displayed in a large, bold font. Underneath, the instruction "Enter your practice code here." is shown. A text input field contains the code "CIEEAA". Below the input field is a blue "Next" button.



Step 8: Verify Practice

Click on “This is my practice”:



Verify Your Practice

FORWARD FOCUS

Forward Focus Medical Care

990 S Waukegan Rd Ste 200, Lake Forest, IL 60045

[Show Locations](#) [Show Providers](#)

Not My Practice

This Is My Practice

