



TeleVisits FAQ's

What web browser is recommended for the TeleVisit?

Google Chrome is the recommended web browser for the TeleVisit System. Firefox and Safari will also support the TeleVisit.

I already have the Healow App. Can I use the same App and just add HCAT as a provider?

Yes.

- From Settings, to go 'My Accounts'
- Tap the '+' in the top right corner
- You will be able to search by Provider, Practice Name & Practice code. However, the functionality of the app can be tricky.
 - o You will need to leave it blank and click 'Search'
 - o Go back and then select 'Practice code' and enter CGFDBD.

What is the best way to find my provider on the Healow App?

The Healow app offers three ways to find a healthcare provider. The Practice Code would be the preferred way to find your provider. If you are going to use the Provider Name or Practice name, ensure their Practice Code is CGFDBD.

- Practice Code – (**CGFDBD**) This is the preferred method
- Provider Name – (Last name of the provider you have an appointment with)
- Practice Name – (Healthcare Associates of Texas)

How do I reset my password?

From the Patient Portal

- Select 'Trouble logging in'
- Choose 'Forgot Password'
- Enter your User Name. You will receive an email to recover your password.
- Click the link to rest your password

From the Healow App

- Tap 'Forgot Username or Password?' on the login page
- Select 'I have forgotten my password' and click *Next*
- Enter your First name, Last name, and Date of birth
- Select to receive a verification code through either an email or text message
- Enter the Verification code and select *Continue*
- Set your new Password