

Renton Pediatrics Portal Use and Login Help

There are several ways to access our portal - by invitation or directly through the website. The portal is also available by downloading the free app "Healow".

Portal Use

Please note our portal works best with Google Chrome but you may use any browser.

From the portal, you may access your child's records including immunizations, growth charts, visit information, request refills and appointments, and message your provider team.

Messages can be sent 24-7 but are not to be used for urgent needs. There is a 2-3 business day turnaround time. If your question is urgent, call our office; if life threatening, dial 911.

You must agree to the eClinicalWorks and Renton Pediatrics terms of use before accessing.

Our office is here to help. Please call if you cannot access your account. We can help unlock and reset accounts, enable access, update your username, add additional users and more!

When your child turns 13:

Prior to age 13, you are the primary user of your child's portal account. When your child turns 13, they will be asked to provide their own cell phone/email and will become the primary user of their account. The parent/guardian will not be able to access the portal from this point unless your teen grants you permission. We have a form available in the office and on our website called "Renton Pediatrics Proxy User Consent Form" which allows your child to grant another user access. You and your teen must fill out both sides and return the form to us before we can grant access. We must add the proxy user manually; this cannot be done online.

We understand this may come as a surprise that you no longer have full access your child's account online except as allowed by your teen. Please understand this procedure exists in accordance with current state laws to maintain privacy regarding certain conditions that are considered confidential for mature minors (generally accepted in Washington to be minors 13+). We always encourage your teen to discuss all matters with you first, but also want them to have a safe space to ask questions for confidential matters. We are happy provide you with a list of these conditions upon request. Please note that you still have full access to your teen's records outside of confidential matters by calling our office or upon written request (these are the same rules that applied prior to the existence of our portal).

We understand that there may also be exceptions to this rule that will be granted on a case by case basis by your child's provider, such as children with special needs who may not have capacity to manage their own account.

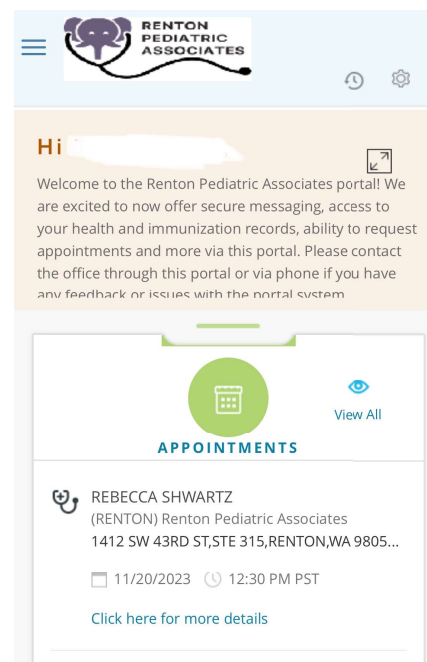
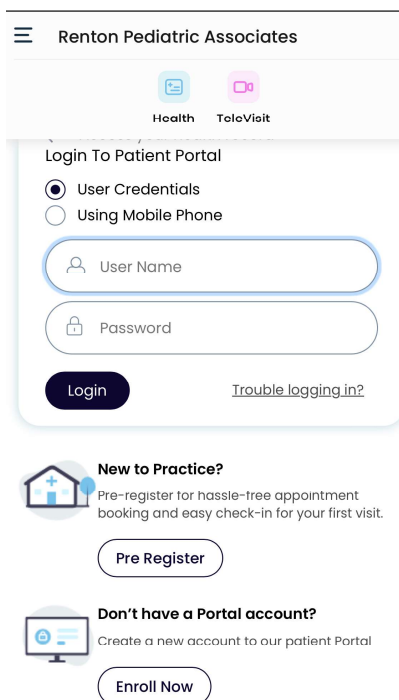
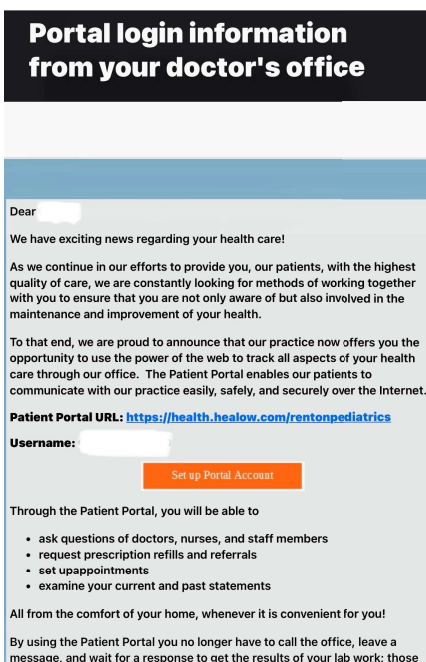
To link sibling/parent accounts (allows you to 'switch' users without signing out and in)

- Each user must have an active account with a username/password before you can link them
- This cannot be done by the office and can only be set up initially using the app.
- However once accounts are linked via the app, you may also access them from a browser window by clicking on "Welcome PATIENT" which will show any associated accounts
- From the app: Touch the "+" icon next to person icon in the upper left corner of the screen and click on "Add New Account"

- Select the relationship of the additional account (this is most likely going to be “sibling” unless a teen patient is linking their parent as a proxy user of their account)
- Enter the practice code IEJADD
- Log in to the linked account using the username and password of the additional user

By Email invitation

- Done at a visit or over the phone
- The email should arrive within minutes from Renton Pediatric Associates with subject line: Portal login information from your doctor's office - check for this before you leave our office!
- The email contains a URL to the portal for future reference. DO NOT use this for initial login.
- The URL is: <https://health.healow.com/rentonpediatrics>
- Scroll down to find your username and an orange button that says “Set up Portal Account”
- Please click this button and it will take you through two step verification that requires one of the phone numbers we have on file. **If any of these numbers are incorrect, please call our office to correct, or you can update your demographics once in the portal.
- Create your password. Please note, you can change your password but not your username on the portal (you may submit a request via message or call us to change if desired). That's it!



Didn't receive the invite? Follow these steps:

- Check your Junk/Spam folder for the invitation email
- Make sure you are clicking the ORANGE button in the email and NOT the URL listed
- Confirm you are using the correct username (above the Orange button in the invitation)
- Make sure you are using the PATIENT's name and DOB and not your own information
- Ask a staff member to confirm the email and phone number(s) for the account are correct
- You can also log in using 2 factor authentication with a mobile phone associated with the account (toggle over to “Using Mobile Phone” on the main login site, see above picture)
- If you still can't log in, try another method (see below) or ask us for help

Directly through the portal website <https://health.healow.com/rentonpediatrics>

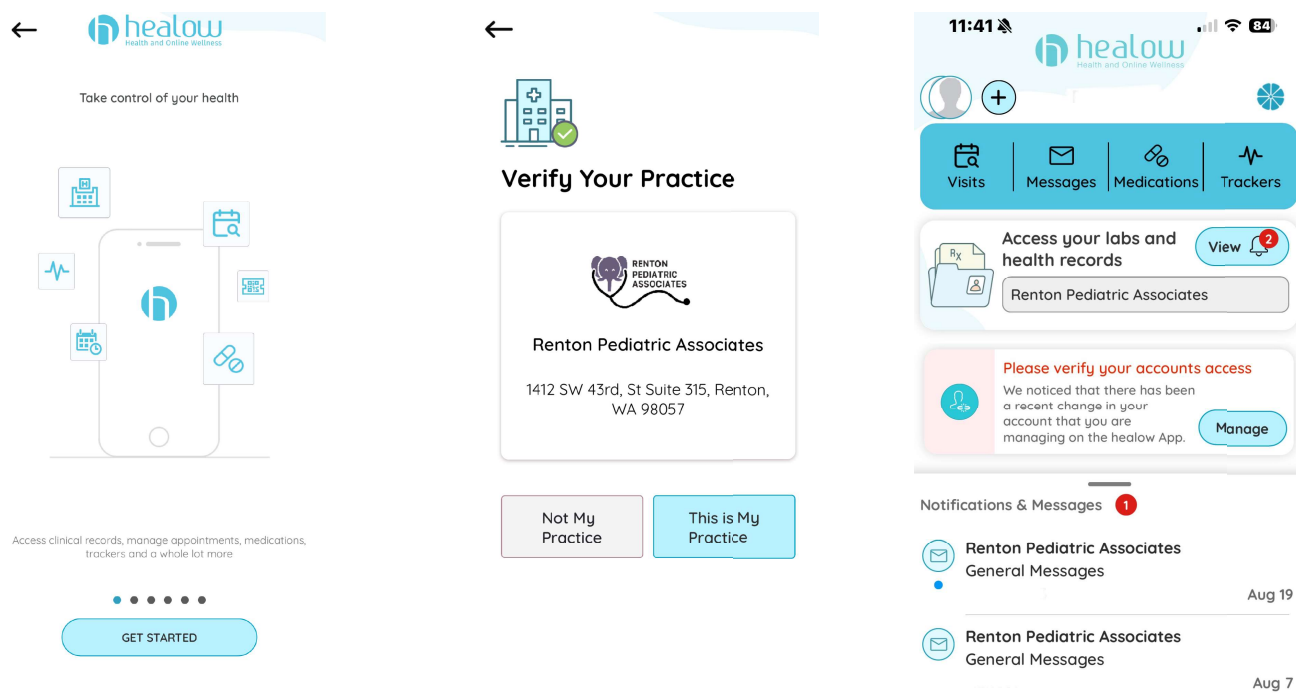
- Scroll down to Don't have a Portal Account? and click "Enroll Now!"
- Enter the PATIENT's information (not yours) and a mobile phone associated with the account
- Enter the code sent to you on your mobile device
- Confirm the email address listed is correct and current
- Create a password. That's it!

Still can't log in? Follow these steps:

- Make sure you are using the PATIENT's name and DOB and not your own information
- Ask a staff member to confirm the email and phone number(s) for the account are correct
- You can also ask us for an invitation OR try logging in through the app (see below)

By App (Healow)

- Download the free app for iOS or Android
- Review instructions and click "Get Started"
- Enter the required information (remember this is for the PATIENT not your own)
- Click "Yes, I have a practice code" and type in IEJADD (you can also say "No I don't have a practice code" and search for your doctor's name or our office)
- On the Verify your Practice window, confirm you see our logo/name which will appear and if so, click "This is my practice"
- This will bring you to the 2 step verification process that requires one of the phone numbers we have on file. **If any of these numbers are incorrect, please call our office to correct, or you can update your demographics once in the portal.
- Once you have entered the code, you will be asked to create a PIN for the account. That's it!



Can't log in from the app?

- Make sure you are using the correct PIN
- Make sure you are using the PATIENT's name and DOB and not your own information
- Ask a staff member to confirm the email and phone number(s) for the account are correct
- If you still can't log in, try another method (see above) or ask us for help