



Patient Portal Access Instructions

If you are having trouble accessing your patient portal, please follow these steps to get back online:

- 1) Delete the **Carin app** (previously used by Avance Care) from your phone.
- 2) Visit mccrimmonprimarycareplus.com and click the **Patient Portal** tab in the top right corner.
- 3) You'll be redirected to Healow. **Do not use your old login details.** Instead, select the option "**Using Mobile Phone**" in the center of the screen.
- 4) Enter your **name** and **date of birth**.
- 5) You'll receive a secure code by text message to log in. Follow the prompts—it's straightforward from here.
- 6) Once logged in, download the **Healow App** on your phone for easy mobile access in the future.