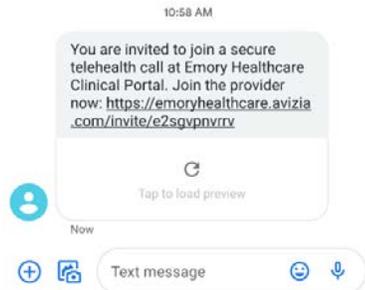


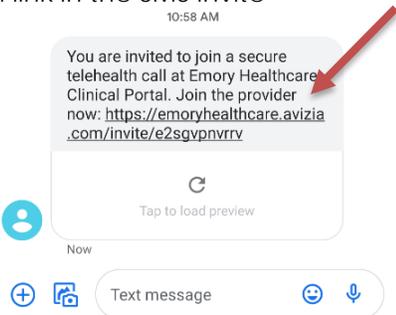
Patient Connect Participant User Guide

Joining a Call via SMS Invitation – Mobile Browser

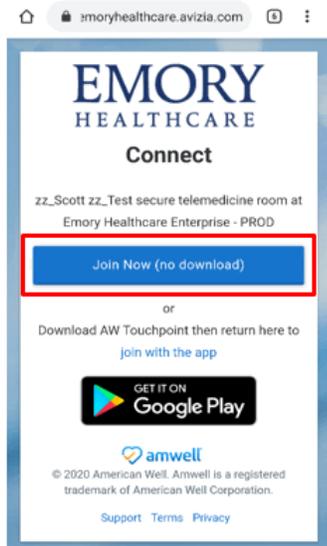
1. An invite to a video call will come in via SMS



2. Click on link in the SMS invite



3. Click the Join Now (no download) icon



4. In the **Full Name** field enter your “name” and select **I am a patient or family member**

amwell
Connect

You have been invited to join Jane Doe secure telemedicine room at Implementation Test Portal.

Let Jane know who's joining

Full Name

I am a patient or family member

I am a healthcare professional

Other

Join Video Call Now

amwell
© 2020 American Well. Amwell is a registered trademark of American Well Corporation.
Support Terms Privacy

5. Click the **Join Video Call Now** button

amwell
Connect

You have been invited to join Jane Doe secure telemedicine room at Implementation Test Portal.

Let Jane know who's joining

Full Name
Patient Name ✓

I am a patient or family member

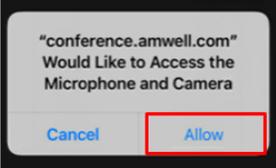
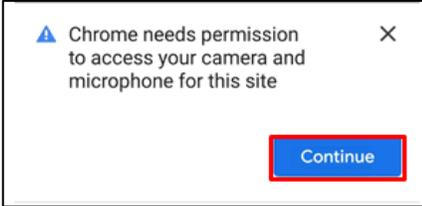
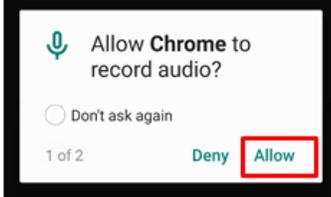
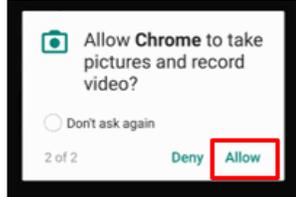
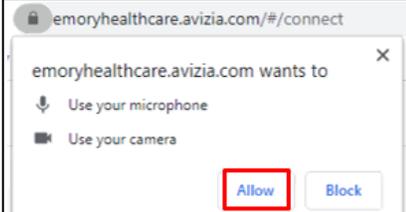
I am a healthcare professional

Other

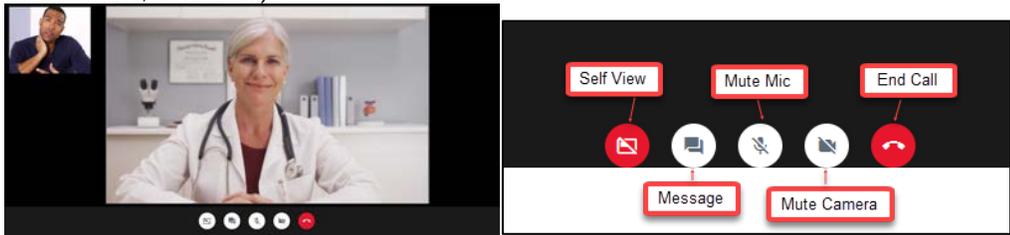
Join Video Call Now

amwell
© 2020 American Well. Amwell is a registered trademark of American Well Corporation.
Support Terms Privacy

6. You will be automatically placed into the video call.
- a. **NOTE:** Be sure to allow permissions for camera and microphone access so you can see and hear the clinician. Below are examples of pop-ups you may see the first time you start your video session:

<p>Camera/Microphone Permissions for Apple Devices:</p>	<p>Mobile Device Browser:</p> 
<p>Camera/Microphone Permissions for Android Devices:</p> <p>NOTE: Your device may ask for permission to record or allow recording of images, but your video and/or images WILL NOT be recorded.</p>	  
<p>Camera/Microphone Permissions for Chrome browser:</p>	

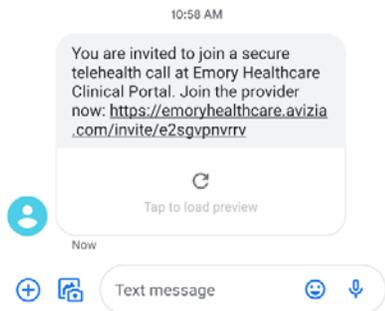
b. There are video controls that you can use during the video call (self-view, mute, turn of camera, end call)



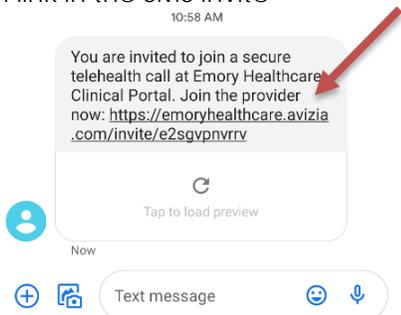
7. When the video visit is over, the Provider will hang up the call and you will be disconnected from the video
8. Click the **Done** button, close browser

Joining a Call via SMS Invitation – AW Touchpoint Mobile App

1. An invite to a video call will come in via SMS

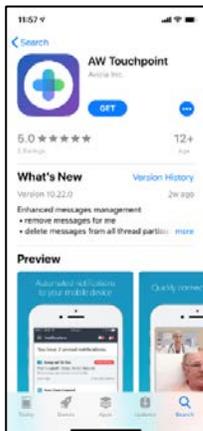
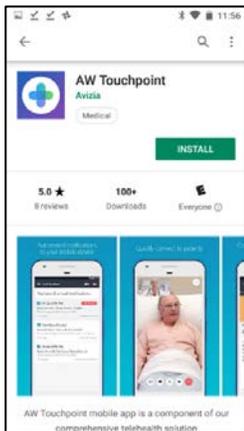


2. Click on link in the SMS invite

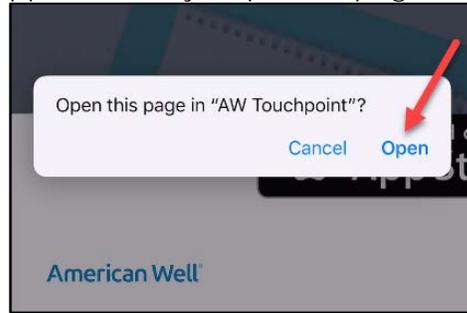


3. Install the AW Touchpoint app on your mobile device

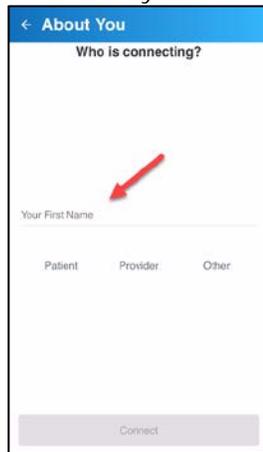
- a. Go to the app store on your Apple Device or the Google Play store on your Android device. Search for **AW Touchpoint** and download the app.
- b. Apple Store Direct Link: <https://itunes.apple.com/us/app/aw-touchpoint/id1221987053?mt=8>
- c. Google Play Store Direct Link: https://play.google.com/store/apps/details?id=com.avizia.blackwell.provider&hl=en_US



4. A pop up will appear that says "Open this page in "AW Touchpoint"?", select **Open**



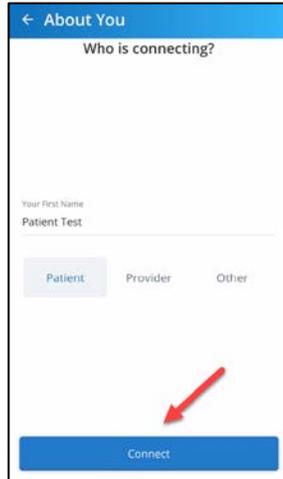
5. In the **Your First Name** field enter your "name"



6. Under the **Your First Name** field, select **Patient**



7. Click on the **Connect** button

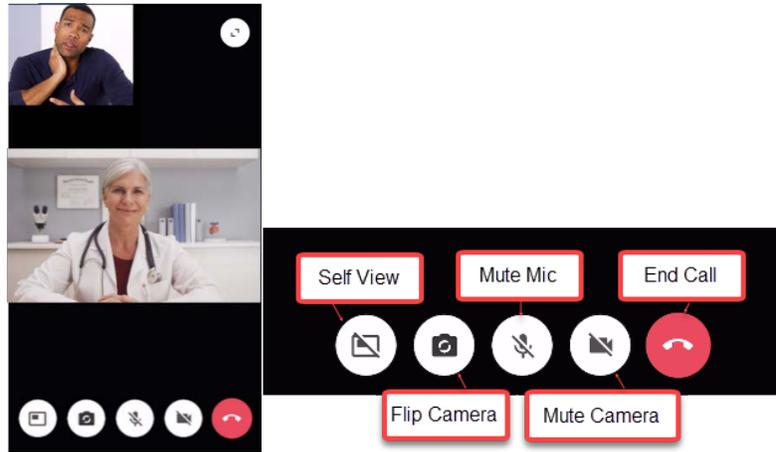


8. At this point, whether you entered through the mobile browser or mobile app, you will be automatically placed into the video call.

a. **NOTE:** Be sure to allow permissions for camera and microphone access so you can see and hear the clinician. Below are examples of pop-ups you may see the first time you start your video session:

<p>Camera/Microphone Permissions for Apple Devices:</p>	<p>AW TouchPoint App:</p>
<p>Camera/Microphone Permissions for Android Devices:</p> <p>NOTE: Your device may ask for permission to record or allow recording of images, but your video and/or images WILL NOT be recorded.</p>	

b. There are video controls that you can use during the video call (self-view, mute, turn of camera, end call)



9. When the video visit is over, the Provider will hang up the call and you will be disconnected from the video
10. Close the AW Touchpoint app or mobile browser

Amwell Virtual Connect FAQs

Q: I am having trouble connecting to a video call. What do I do?

A: Make sure you have a strong Internet connection; video calls can be joined using Wi-Fi or cellular data. Still having issues? You can test your connection by selecting “Test Connection” at the bottom of the screen

Full Name !

I am a patient or family member

I am a healthcare professional

Other

Join Video Call Now

Test Connection

Q: Can I participate in a video call on my computer?

A: If you prefer to use your computer instead of your smartphone, ask your provider to send your link via email, or type the link you received via SMS text into your web browser.

Q: Will my visit be recorded?

A: Your device may ask for permission to record or allow recording of images, but your video and/or images WILL NOT be recorded.

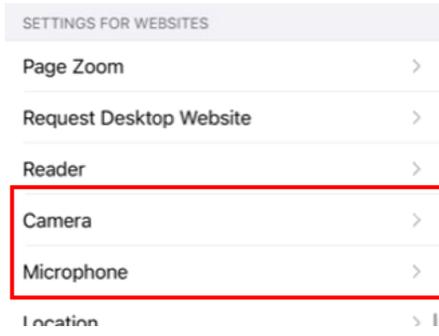
Q: I am not able to join a video call because my audio and camera aren't working. How do I fix this?

A: **Using an iOS device:** When you join the video session, you may be asked to enable your microphone and camera. The permissions must be allowed in order to join the video call with your doctor. If you are not prompted to “Allow” your microphone and camera, you will need to adjust the permission settings in your browser settings. To do this:

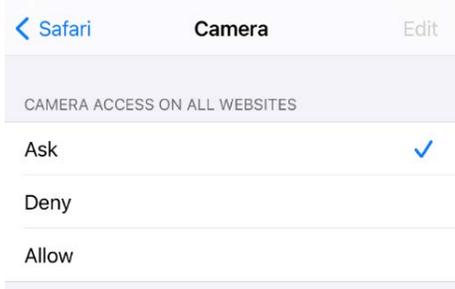
- Open your Settings App on your device, and select Safari.



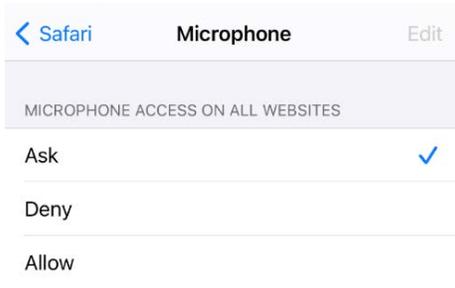
- Scroll down to your “Settings for websites” section and tap Camera.



- Once in Camera Settings, tap "Ask" and ensure there is a checkmark next to it.



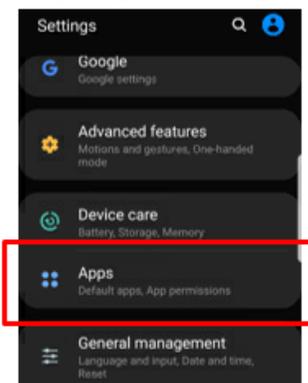
- Then tap the back button and do the same steps for your microphone.



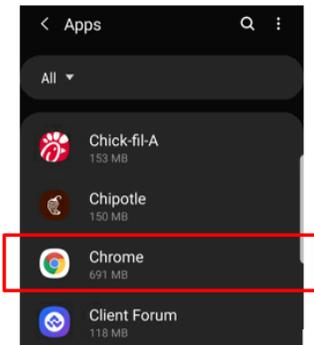
- Once done, go back to your visit link from your text messages and click it again to rejoin the session.

A: Using an Android device: When you join the video session, you may be asked to enable your microphone and camera. The permissions must be allowed in order to join the video call with your doctor. If you are not prompted to "Allow" your microphone and camera, you will need to adjust the permission settings in your browser settings. To do this:

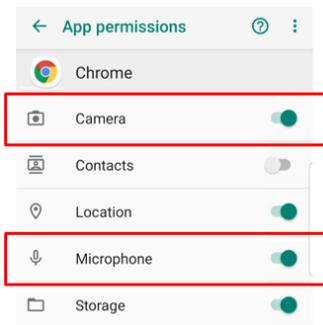
- Open your Settings App on your device, and Tap 'Apps & Notifications'.



- Tap on 'Chrome' (or the default browser that you use). If you don't see your browser, tap 'See All Apps' and scroll down until you see it. **Note:** If you have a Samsung, your default browser may be called "Internet". All other devices will most likely have Chrome or Firefox set as the default.



- Once you are on your browser, tap 'Permissions'. Then, tap 'Camera' (follow the blue arrow). To enable your microphone, tap 'Microphone'.
 - Once in the Camera permissions, tap 'Allow' (make sure there is a blue dot next to it). Then, tap the grey arrow in the top left corner of your screen. Once you are back on your browsers' permissions screen, you will need to do the same thing for microphone access.
 - Once complete, tap 'Allow' (make sure there is a blue dot next to it). To join the video call, click on the link you received from your doctor. **Note:** You can find the link to join the video call by going back to your text messages and tapping on the link.



A: Using a computer:

- In a Chrome browser, click on the Lock icon to the right of the web address in your browser



- Ensure that your Camera and Microphone are both set to "Allow".

