Sign up here to activate your

Telehealth Account

Enter your Amwell Now email address below.

Email Address *

Example: John.Doe@cmadocs.org, John.Doe@amwell.com, John.Doe@americanwell.com, John.Doe@applause.com

What is Amwell Now?

Amwell Now offers HIPAA compliant, secure, instantaneous video connectivity for providers and patients.

After completing the self-service sign up process immediately begin telehealth visits with patients through text message or email invitations.

Preparing for Amwell Now Visits

Browser Recommendations

Ensure browsers are running the latest version of available software.

Preferred web browsers:

- Google Chrome (Preferred)
- Safari

Audio and Video Recommendations

Close conflicting software running in the background. Applications such as WebEx, Teams, GoToMeeting, Skype, FaceTime, etc. may override access to the webcam. Quit and/or exit these applications prior to launching a visit to avoid technical issues.

Similarly, disconnect from VPNs to improve video connection strength.

If an issue connecting to video occurs, contact your network administrator to ensure the network is configured correctly to allow video to operate and that you are not being blocked by a firewall or a security program.

Activate Account

Navigate to your sign-up page.

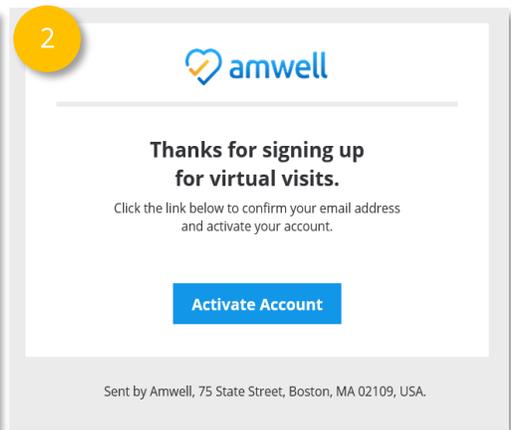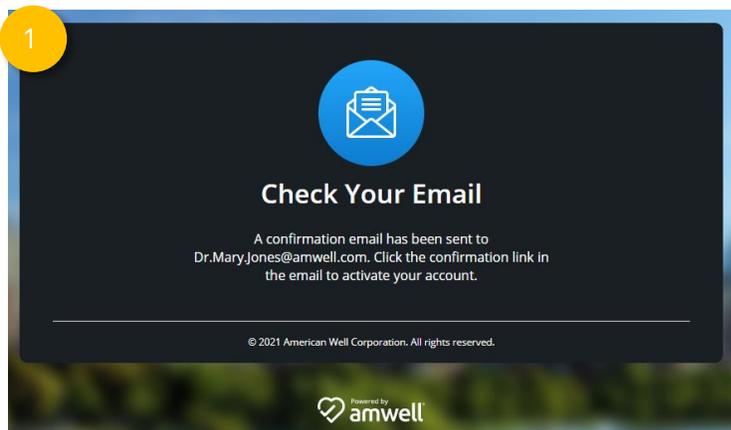1. Click **Sign Up** in the top right of the page.

2. Enter your email address, click the **I'm not a robot** verification and click **Sign Up**.
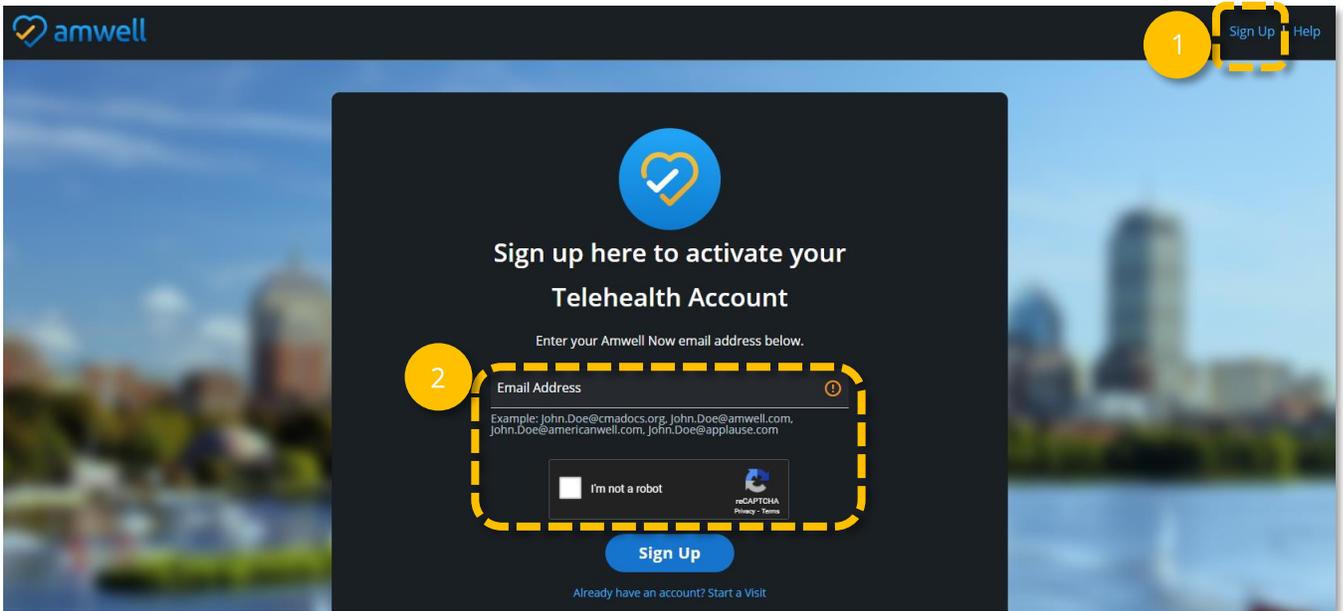
Confirm Email

You will be directed to the **Check Your Email** page.

1. Open your email account.
2. Open the confirmation email and click **Activate Account**.

> If you do not see your confirmation email in your inbox, check your spam or junk folder and double check the spelling of your email address on the Sign Up page.

Create Pin

You will be directed to the **Create Your PIN** page. Choose your unique 4-digit PIN.

Set a pin you will easily remember; it will be used to set up every visit. If you forget your pin, simply follow the steps above to reactivate your account and set a new pin.

Save your PIN. Your PIN will be used to setup every visit. To reset your PIN, click the Sign Up button and reenroll.

Create a Visit

When your account is set up, you are ready to begin initiating telehealth visits.
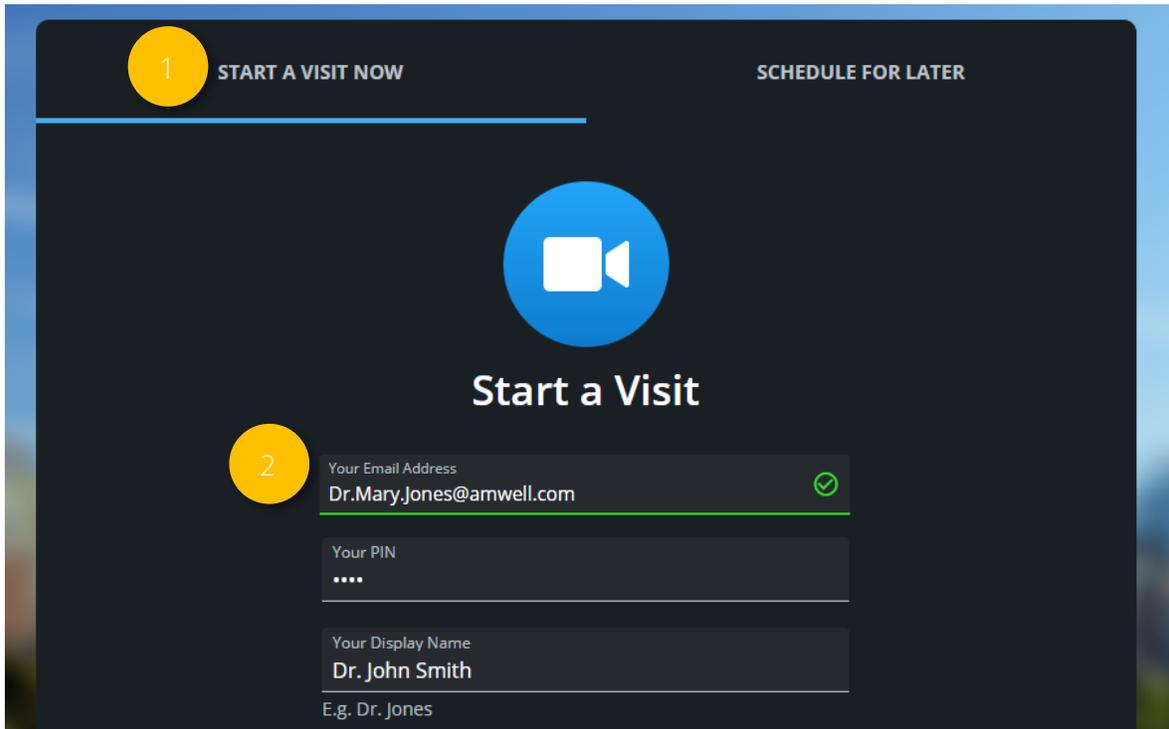
For quick access to launch a visit add the Create a New Visit page to your bookmarks.
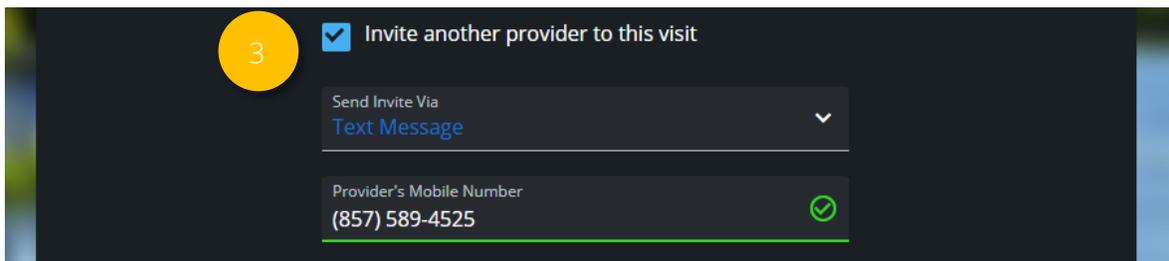
Start a Visit Now

To initiate a visit which will open instantaneously use the **Start a Visit Now** tab.

1. Click **Start a Visit Now**.

2. Enter your email address, PIN and preferred display name. Your display name will appear in your invitation to the patient and within the visit.


3. If you are opening the visit on a provider's behalf click **Invite another provider to this visit**. Click the **Send Invite Via** dropdown, to select text message or email. Enter the provider's contact details. When the provider and patient join the visit, you will be able to transfer the meeting to the provider and exit. Many opt to use this workflow as creates the opportunity to 'room patients', triage initial concerns and troubleshoot connection issues.

4. To send an invitation to the patient click the **Send Invite Via** dropdown, invite the patient by text message or email. The patient's invitation will include a link to join the visit immediately and a reminder that they can use the same link to rejoin if they are disconnected from the visit.
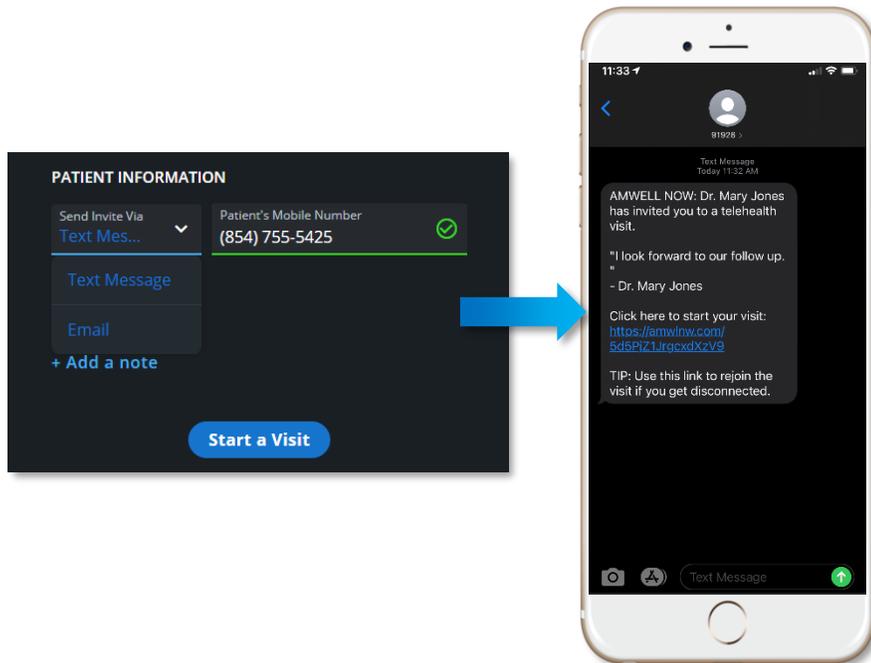
5. To add a guest click **Add a guest.** A field for the guest's contact information will appear below the **Patient Information** section. Enter the guest's contact details. We recommend limiting your visit to 15 guests, though additional guests can be added.
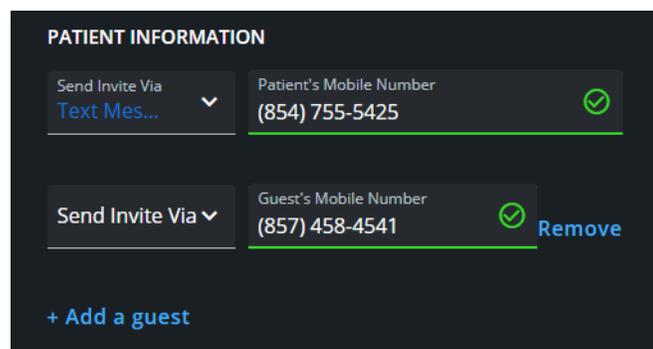
If you click the **Add a guest** button and do not enter contact information for the guest, you will not be able to initiate the visit. Click **Remove** to clear the guest field.

6. Add a note for the patient by clicking **Add a note**. The notes field allows limited characters as they are often delivered via text message.
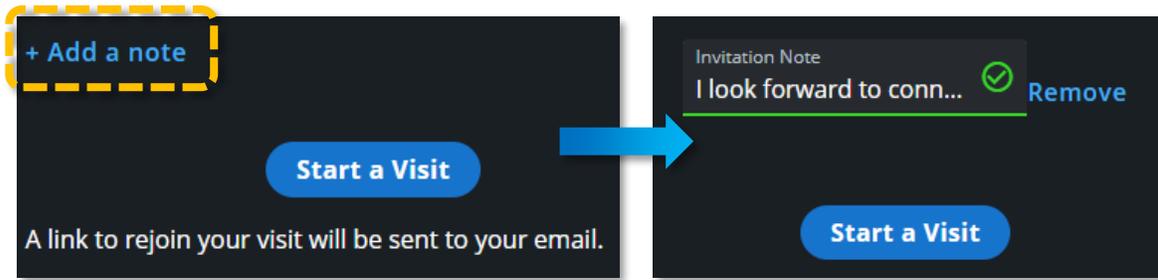
> Text messages can only be received by cell phones, confirm your patient's number is a cell phone.

7. When you are ready to begin click **Start a Visit**. You will also receive an email with the visit link, if you are disconnected click the **Join Visit** button to reenter the visit.
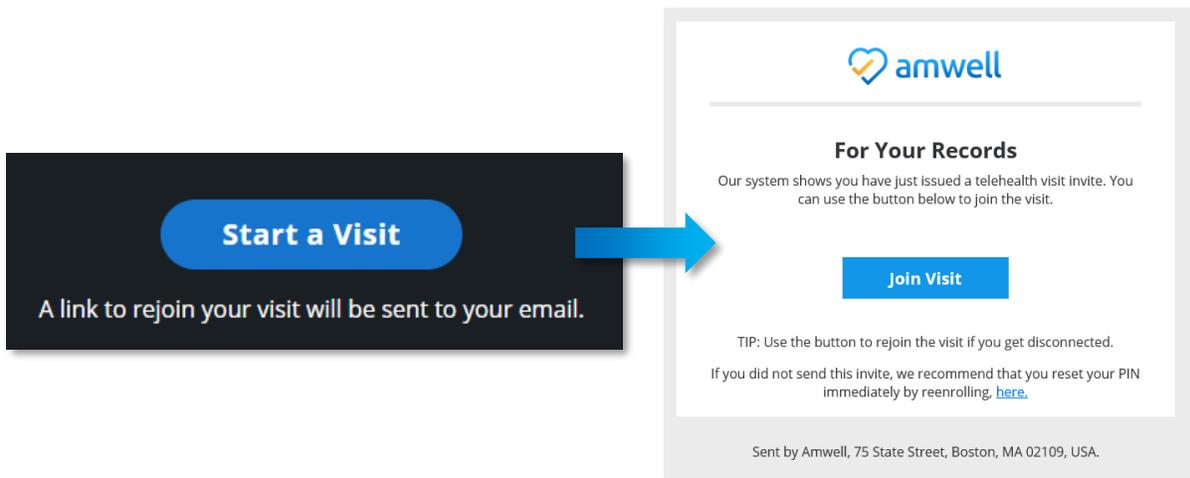
Schedule a Visit for Later

To schedule an appointment, open the **Schedule for Later** tab.

1. Enter your email address, PIN and display name.

2. To schedule an appointment on a provider's behalf, click the **This visit is for another provider** check box. Enter the provider's name and email address. They will receive a calendar invitation which includes a link to join the visit.

3. Set the date, visit time zone, start time and duration of the visit.

4. Enter either the patient's email address or cell phone number.

5. To add a guest click **Add a guest**. A field for the guest's contact information will appear below the **Patient Information** section. Enter the guest's contact details. We recommend limiting your visit to 15 guests, though additional guests can be added.
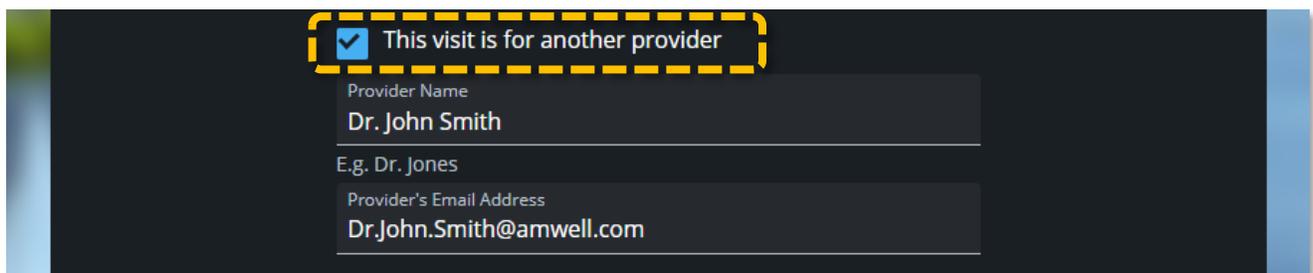
6. Click send invite.

If you click the **Add a guest** button and do not enter contact information for the guest, you will not be able to initiate the visit. Click **Remove** to clear the guest field.

7. A confirmation window will open, click **Copy Host Link** to save the link in your calendar click **Ok**.
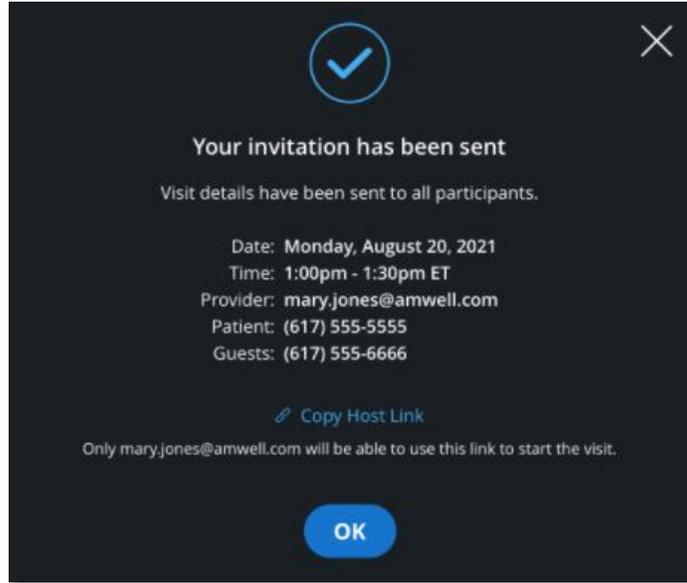
8. You will also receive a calendar invite with a link to join the visit. We recommend accepting upon receipt to ensure it will be added to your calendar.
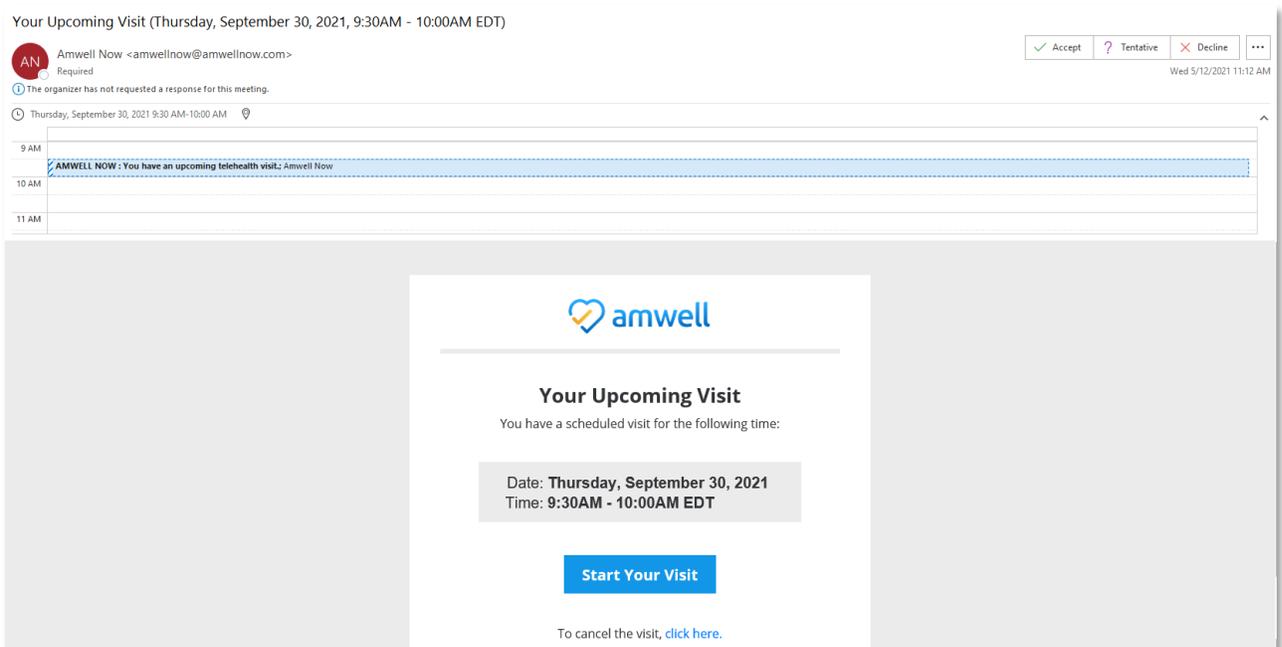
It is a best practice to add visit links into your calendar immediately after scheduling.

9. At the time of the meeting click **Start Your Visit**, the video window will launch. To cancel a scheduled appointment, use the **To cancel the visit, click here** option. You will be prompted to enter your reason for cancellation which will be sent to all participants. Click **Cancel Visit**.
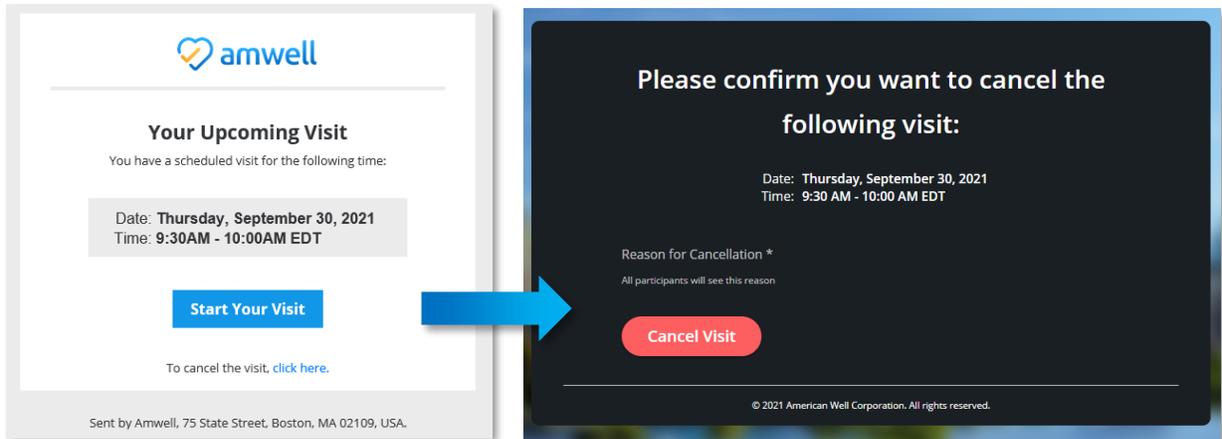
10. As your visit connects you will also receive an email with the visit link, if you are disconnected click the **Join Visit** button to reenter the visit.
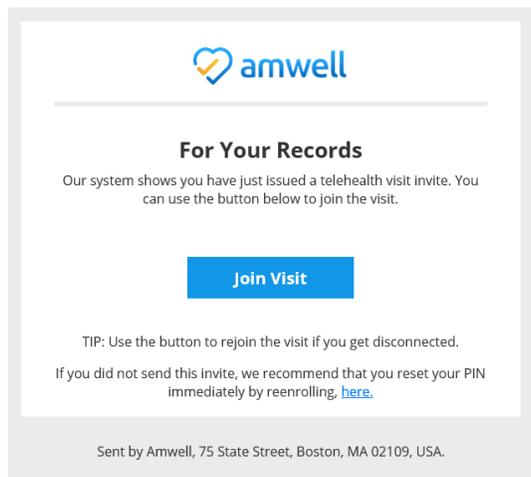
In the Visit

As the visit opens, first grant your browser permission to access your camera and microphone. If you do not grant your browser permission, you will not be able to see or hear your patient and will receive the **Browser Permission** error.

1. Click **Allow**.
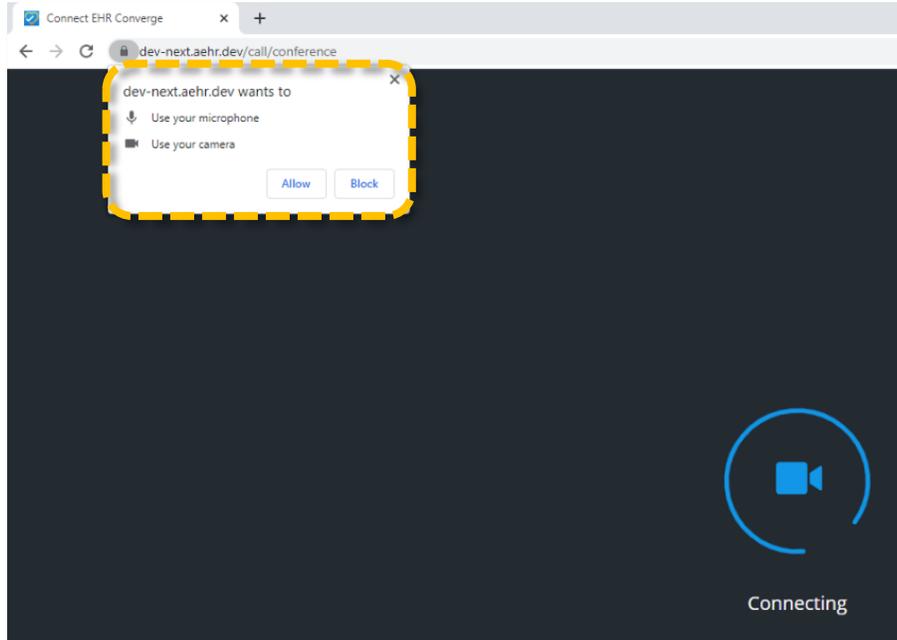
To resolve the **Browser Permission** error:

1. Click the camera icon in the top right of your toolbar and change the setting to **Always Allow**.
2. Reload the page.
3. Click **Allow** to grant access.
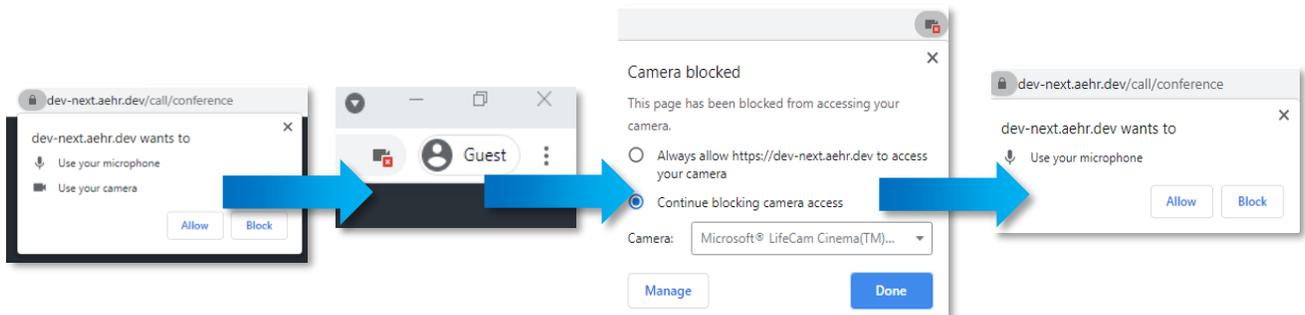
2. As the visit opens your video will appear in the top right of the page. The camera icon in the center of the page confirms you have successfully connected to the visit. The visit timer, located on the top of the video window, keeps track of the visit length.
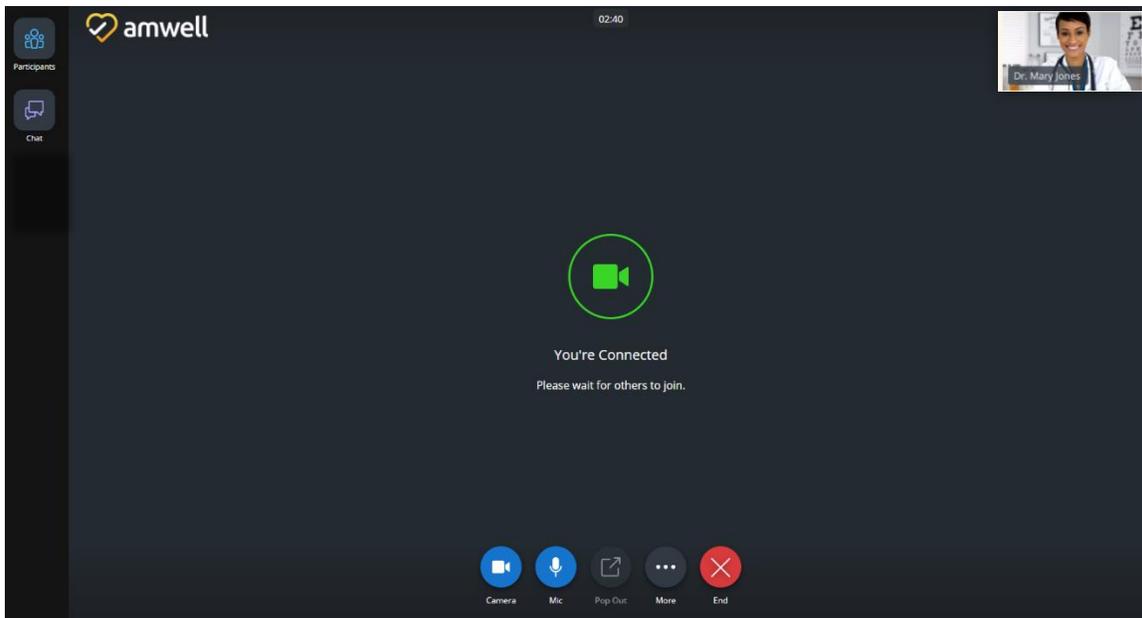
3. When your connection is established, a toolbar appears on the bottom of the window. The toolbar includes:
   a. **Camera:** Turn your camera on and off by clicking the **Camera** icon, when enabled the icon is blue. It is a best practice to keep your camera turned on for video visits.
   b. **Mic:** Mute and unmute your mic by clicking the Mic icon.
   c. **Pop Out:** Float the patient video window, this is a helpful feature if documenting your visit in a different window.
   d. **More:** Access additional features described below.
   e. **End:** Disconnects the visit. It is a best practice to encourage patients to end the visit to prevent the feeling of an abrupt ending.
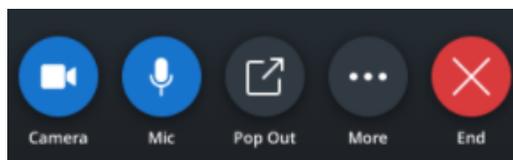
4. To access additional features, open the **More** icon.
   a. **Fullscreen:** Expand your video to full screen.
   b. **Share:** Share your screen with the patient. A pop up will open, select the content you would like to share. You can opt to share either the entire screen (this will show every window and notification which pops up on your screen), one window (this will show the entire screen of one window), or a chrome tab (this will show a specific tab within your internet browser). Please be mindful of patient's PHI when sharing your screen.
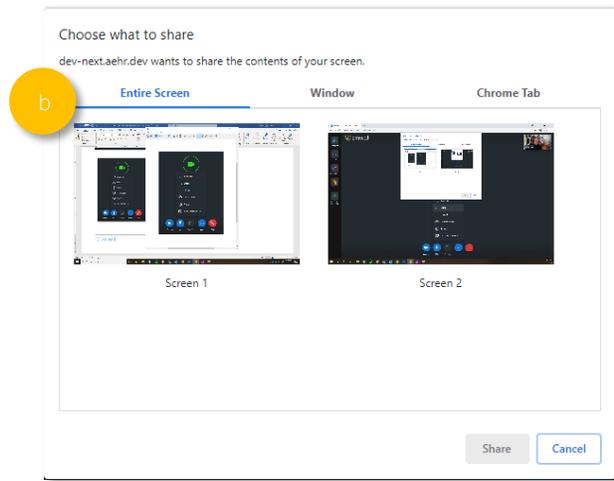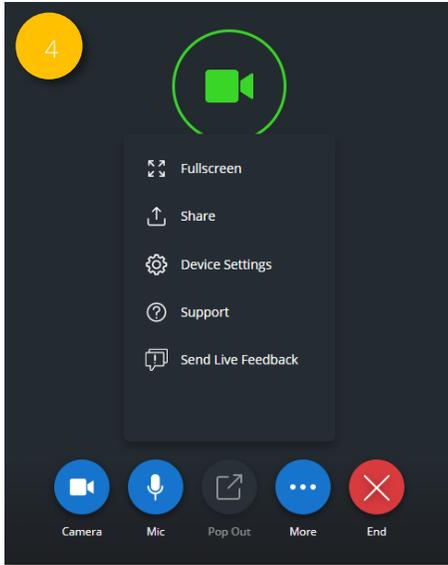
   c. **Device Settings:** Adjust the device connected to your visit by selecting the device you would like to use from the camera and speaker dropdowns.
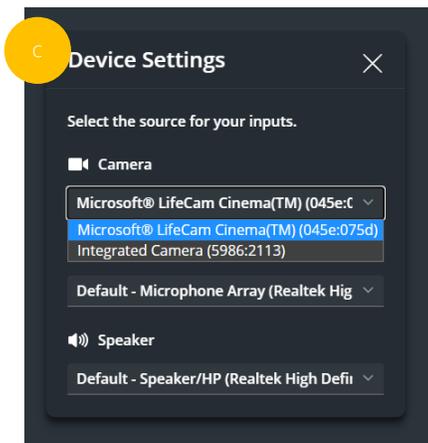
d. **Support:** Access frequently asked questions and a device technology check. Use the **Test Your Device** technology check any time you encounter an issue establishing video connection with patients or connecting your camera and microphone to visits. Patients complete a similar technology check before entering every visit.

e. **Send Live Feedback:** Send real time feedback.
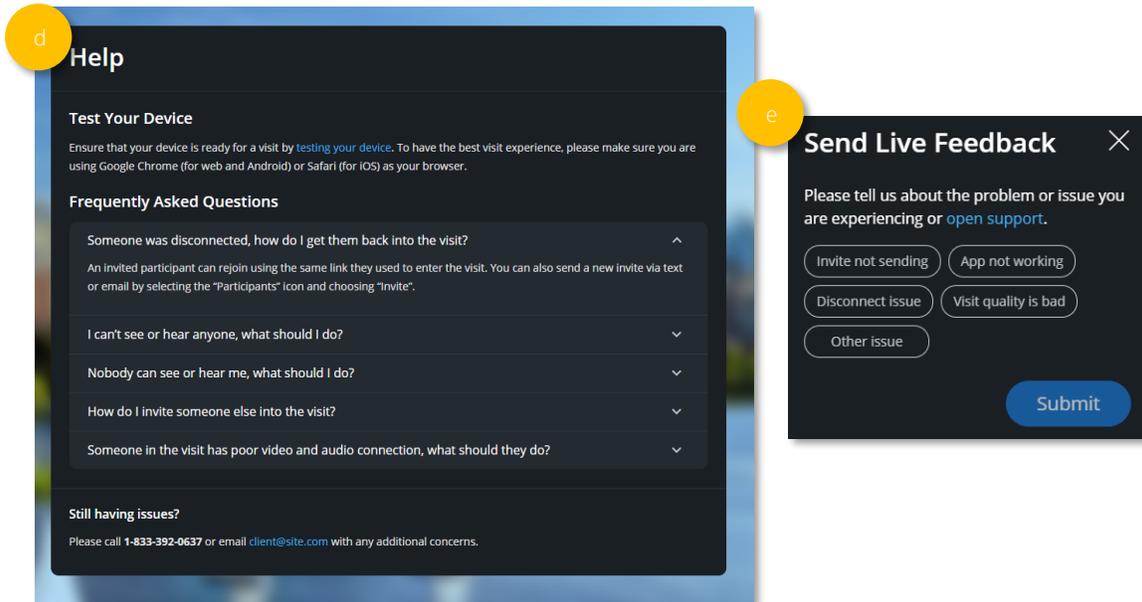
If you encounter an issue connecting your camera or microphone navigate to the device check on the Help page.

Participants

The Participants app allows you to manage the visit's participants (patients and guests), lock the video room and adjust host controls.

Manage Participants

To manage all participants included in the visit:

1. Select the **Participants** app in the side panel. **List** view will open, which displays all visit participants.
2. To remove all participants from the call, select **Disconnect All.**
3. To mute all participants, select the **Mute All** button.
4. To manage an individual participant, select the ellipse […] a dropdown will open, here you can:
   a. Mute a participant with the **Mute Participant** button.
   b. Pin the focus on one participant, this will keep their video in the center of the window.
   c. Make a participant the host with the **Make Host** option. This is helpful if you have opened the visit on a provider's behalf or need to leave the visit but would not like to end the visit for all participants.
   d. To remove a participant, select **Remove From Visit**.

Lock the Room

As the visit host you have the ability to lock the visit room, this will prevent additional guests from joining the visit. This setting is reset every visit. It can be a helpful feature to build a patient's sense of security when discussing sensitive topics.

1. To use, click into the **List** tab.

2. Click the toggle next to **Lock Room**.
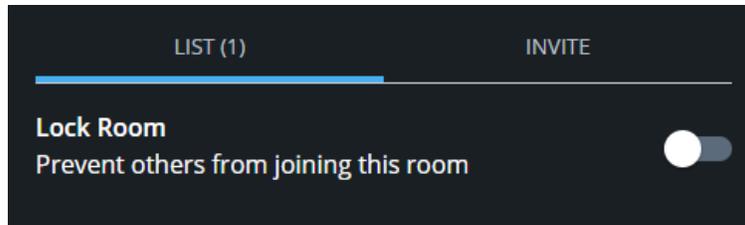
3. The room must be unlocked in order to invite additional participants.

Invite Participants

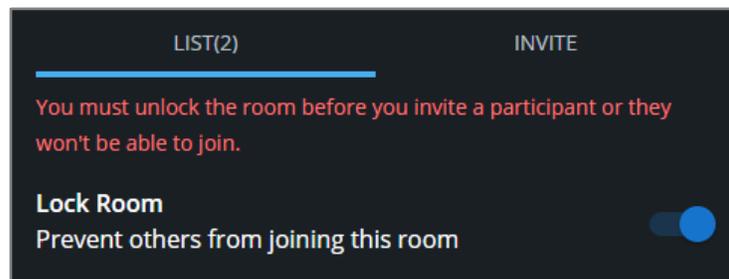Both you and your patient can invite additional participants into the visit at any time. Invitations can be sent through text messages, emails and phone calls. As you continue to add guests a history will be built out in the invite section. To invite a participant:

1. Open the **INVITE** tab.
2. Within the **Invite Via** dropdown, select the mode in which you would like to send the invitation to join the visit (text message, email, or phone). You can also use your address book to easily invite configured contacts, such as an interpreter service. Enter the associated phone number or email address.
3. Click **Add Another** if you would like to add more participants to the visit. Click **Send Invite.** The Invitation(s) will be sent to the listed participants.
4. Use the **Copy Invite Link** button to share the visit link as you like.
5. To close the participants panel, select the **X** in the upper right corner.

For an optimal experience we recommend limiting your visit to 15 participants.

Chat

The Chat app allows you to send messages to your patient. Chatting with your patient is helpful if you encounter technical issues. For instance, if your patient does not have a strong video connection recommend, they connect their cell phone to Wi-Fi, limit household streaming and move closer to their router.

1. Select the **Chat** app within the side panel.
2. To send your patient a message enter your text in the chat field. Click the **Send** icon.
3. Participants will be alerted to your message. When they respond, you will receive a new message alert on the Chat app.
4. To close the chat panel, select the **X** in the upper right corner.

Chat history is not visible to new participants. Chats prior to additional participants entering the visit remain private.

End the Visit

1. When your visit has completed, prompt the patient to click to end the visit. If they are unable to do so use the red **End** button to disconnect.
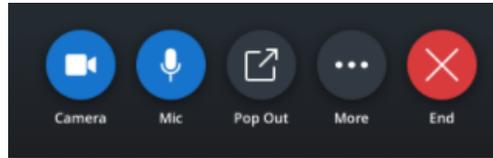
2. Confirm you would like to end the visit by clicking **End Visit.**
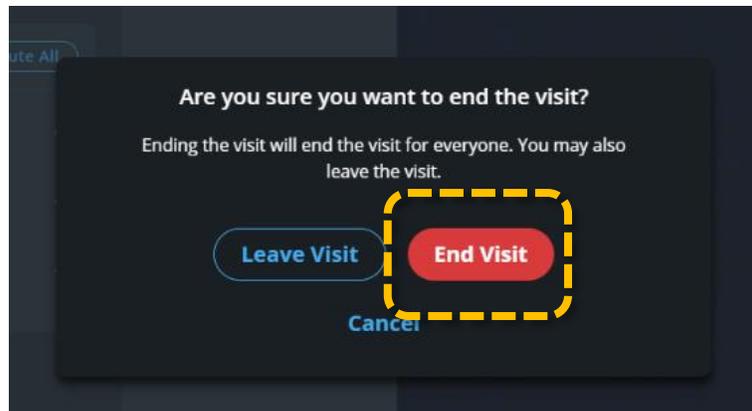
3. Rate your audio and video quality. If you had a poor experience, you will be prompted to add additional feedback.
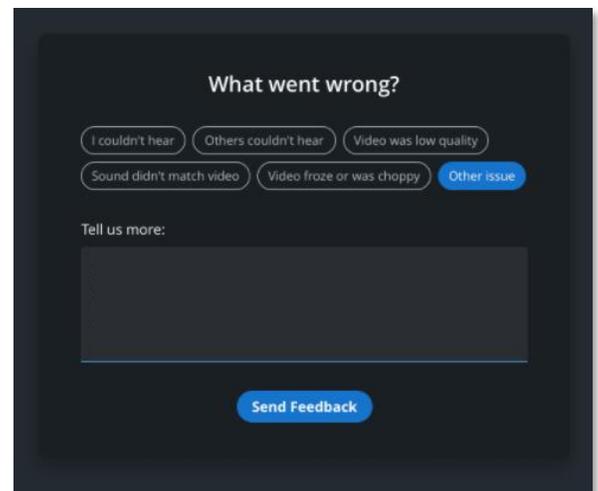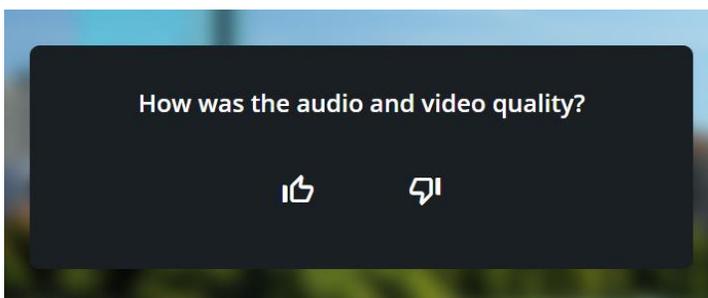
4. To start another visit, click the **Start Another Visit** button.

Frequently Asked Questions

Signing up

1. How can I reset my PIN?
   a. PINs are set during account creation. If you need a new PIN, simply repeat the sign-up process. This will void your old PIN and allow you to create a new one. You can repeat this process as often as you need.

2. I did not receive my signup email – what do I do?
   a. Check your Spam or Promotional email folders. Consult your IT department to check if delivery of emails is blocked.

Connection Issues

1. When I try to start a visit, I get redirected to another browser.
   a. To have the best visit experience, please make sure you are using Google Chrome (for web and Android) or Safari (for iOS) as your browser.

2. I was disconnected from my visit – how do I get back in?
   a. When you create a visit, you also receive an email with a link to your visit. Click the **Join Visit** button to reenter the visit.

3. My patient cannot see or hear me. I cannot see or hear my patient.
   a. Check your browser/device permissions to ensure you have allowed access to your camera and microphone. Use Chrome or Safari as your web browsers. Check your internet speed and connection and/or advise your patient to do so.

4. Why can't I hear the patient?
   a. If the patient's audio is not received, very faint, or intermittent, please confirm if the patient is using Safari on an iOS device (iPhone or iPad) for their visit. If so, instruct them to refresh the browser page. Encourage the patient to connect to Wi-Fi, move closer to their router and confirm they have not clicked the **Mic** button to mute themselves.

5. Why am I seeing a black screen instead of the patient's video?
   a. The patient may have opened a different application on their mobile device which they are looking at as they wait for the visit to begin. The patient will still hear your audio, so ask them to return to the visit window. When they return their video will resume.

6. The patient's video froze, what should I do?
   a. The patient's video may appear frozen if they put their browser window into the background of their device. The patient will still receive your audio, so ask them to return to

the visit. When they return, their video will resume. If the issue persists encourage the patient to connect to Wi-Fi and move closer to their router.

General

1. I cannot locate the Start a Visit page.
   a. From the sign-up page, click the **Already have an account? Start a Visit** text.

2. How can I access text or images from visit? How do I add comments, bill or prescribe?
   a. Amwell Now does not retain text and images from visit. Amwell Now is designed to work parallel to your existing EHR solution. Any documentation, prescribing, and billing should be handled in your EHR system.

3. What is the limit to the amount of people that can join the visit?
   a. The limit is set to 15 participants as a default, if you would like to adjust this limit, please contact your Amwell Account Director.

4. How long can the visit run until? Is there a cutoff time?
   a. There is no cutoff time for the visit.

5. Are the video visits recorded?
   a. Your video interaction with the patient is not recorded.

6. Is this technology HIPAA compliant?
   a. Yes, the platform is HIPAA-compliant and has additional security features and safeguards in place.

7. Do I need to be connected to my hospital's VPN in order to see patients?
   a. No, it is best to disconnect from VPNs when signing online to see patients to avoid technical issues.