

Preparing for your video visit

Joining the virtual visit is easy. You can use a computer or mobile device. You don't need to download an app.

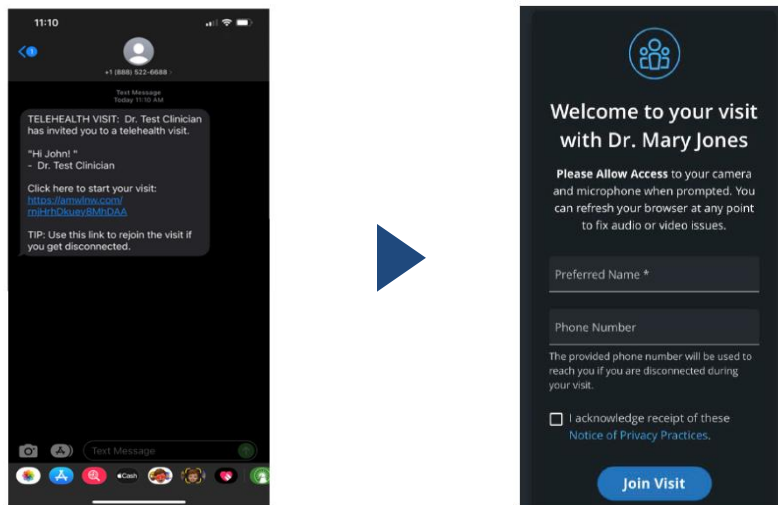
What browser to use? Make sure you have the newest version of the software. We suggest:

- Google Chrome® (preferred)
- Safari®

Visit invitation and intake

You'll get your invitation by text message or email. When you get your invitation, click on the link to start your visit. If your visit stops, you can still rejoin. Just click the link in your invitation.

Enter the name you would like shown. This is your display name. This name will be shown during the visit for everyone to see. Make sure your mobile number is correct. Please read and approve the Notice of Privacy Practices. Then click **"join visit."**



Enter the visit

You can do a technology check before the visit. This will test your camera and audio to make sure it works for the visit. Click **"done"** after you've tested your camera and audio. You don't have to do this check.

Testing includes:

- **Camera:** Can you see yourself?
- **Microphone:** Can you see the audio bar moving when you talk out loud?
- **Speaker:** Click play. Can you hear the test audio?

General best practices

If you can't get on, think about the suggestions below:

1. Make sure your device can reach the internet.
2. Refresh the browser.
3. Check you're using Google Chrome or Safari.
4. Close other software (Facetime®, Microsoft Teams®, Webex®, Camera®, Instagram®).
5. Don't use a VPN (virtual private network).
6. Clear cache and browsing history.
7. Update browser.
8. Turn the device off and back on.
9. Run software updates.
10. Make sure the device is charged.

Troubleshooting on mobile devices

Android® — unblock camera:

1. Go to the browser settings on your mobile device.
2. Select **site settings**.
3. Select **camera**.
4. Select your Amwell Now website.
5. Select **allow**. Repeat these steps for the **microphone**.
6. Make sure both say **allow**.

iOS® — unblock camera:

1. If asked to use your camera before the visit, select **allow**.
2. If the camera or microphone is blocked, you will get a notice.
3. Go to **general settings** > select **Safari**.
4. Select **camera**.
5. Select **allow** and repeat these steps for the **microphone**.

Safari browser settings on iOS — unblock camera:

1. When you're on the Amwell Now visit page select **AA**.
2. Select **website settings**.
3. Check that "**allow**" is on for both the **camera** and **microphone**.

iOS — unblock all cookies:

1. Go to **general settings** > select **Safari**.
2. Scroll down to find **block all cookies** setting.
3. Check that the toggle is turned off.



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ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-403-4160, TTY 711.

請注意：如果您說中文(Chinese)，我們免費為您提供語言協助服務。請致電：1-800-403-4160, TTY 711。

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