Connecting to Your Virtual Visit Through Email

OVERVIEW
This guide will help you connect to your CHLA virtual visit through email. An invitation to join your appointment will be sent to you on the day of your child’s visit.

STEPS TO JOIN A VISIT VIA EMAIL

1. The invitation for the virtual visit will come from “noreply@amwell.com.” If you do not see it in your inbox, be sure to check your spam folder.

2. Click “Join here” in the email invite.
3. In the Full Name field, enter your name.

4. Before you join the virtual visit, you can conduct a Tech Check to ensure your camera, microphone and connection are ready for your visit by clicking “Test my Connection.”

5. After completing your Tech Check, you may be prompted to allow Amwell to access your microphone and camera. Please click “Allow.”

6. Click “Join Video Call Now.” You will automatically be connected to the video call. If your provider has not arrived for the visit, please wait a few minutes.
7. Once your provider joins, you will see the following **icons** at the bottom of your screen that you can use during the visit:

- **Self-View:** To flip the camera view. This feature is **only** available on mobile devices and tablets.
- **Mute Mic**
- **Hide Camera**
- **End Call**
8. When the virtual visit is over, you will be disconnected and will then see a survey. Please rate your experience and let us know how the visit went. Thank you!

TROUBLESHOOTING

Make sure your web browser is up to date and ensure that it allows microphone and camera access by checking “Settings.”