Connecting to Your Virtual Visit Through Text

OVERVIEW

This guide will help you connect to your CHLA virtual visit through a text message. 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 TEXT MESSAGE

1. If you elected at the time of scheduling to receive a text message invitation, you will receive a text with a link to join.

2. Click on the link.

3. You will be able to join your visit without downloading an app. Click “Join Now (no download).” A web browser will open to take you to your visit.

You are invited to a join a secure telehealth call at Children’s Hospital Los Angeles. Join the provider now: https://conference.amwell.com/invite/7szucabolcoan
4. In the Full Name field, enter your **name**.

5. 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.**”

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

7. 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.
8. 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**
9. 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 your camera allows microphone and camera access by checking “Settings.”