

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 join a secure telehealth call at Children's Hospital Los Angeles. Join the provider now:
<https://conference.amwell.com/invite/7szucahcoan>




The screenshot shows a mobile interface for joining a virtual visit. At the top is the Children's Hospital Los Angeles logo. Below it is the heading "Connect". The text reads: "Sheila Shaker secure telemedicine room at Children's Hospital Los Angeles - DEMO". A prominent blue button with a red border says "Join Now (no download)". Below this, it says "or" and "Download AW Touchpoint then return here to join with the app". There is a "Download on the App Store" button. At the bottom, there is the amwell logo, copyright information for 2020 American Well, and links for Support, Terms, and Privacy.


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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.

Ready to connect?




You have been invited to connect with .
Join by video call instantly on this device.

Full Name 



Are you ready for a call?

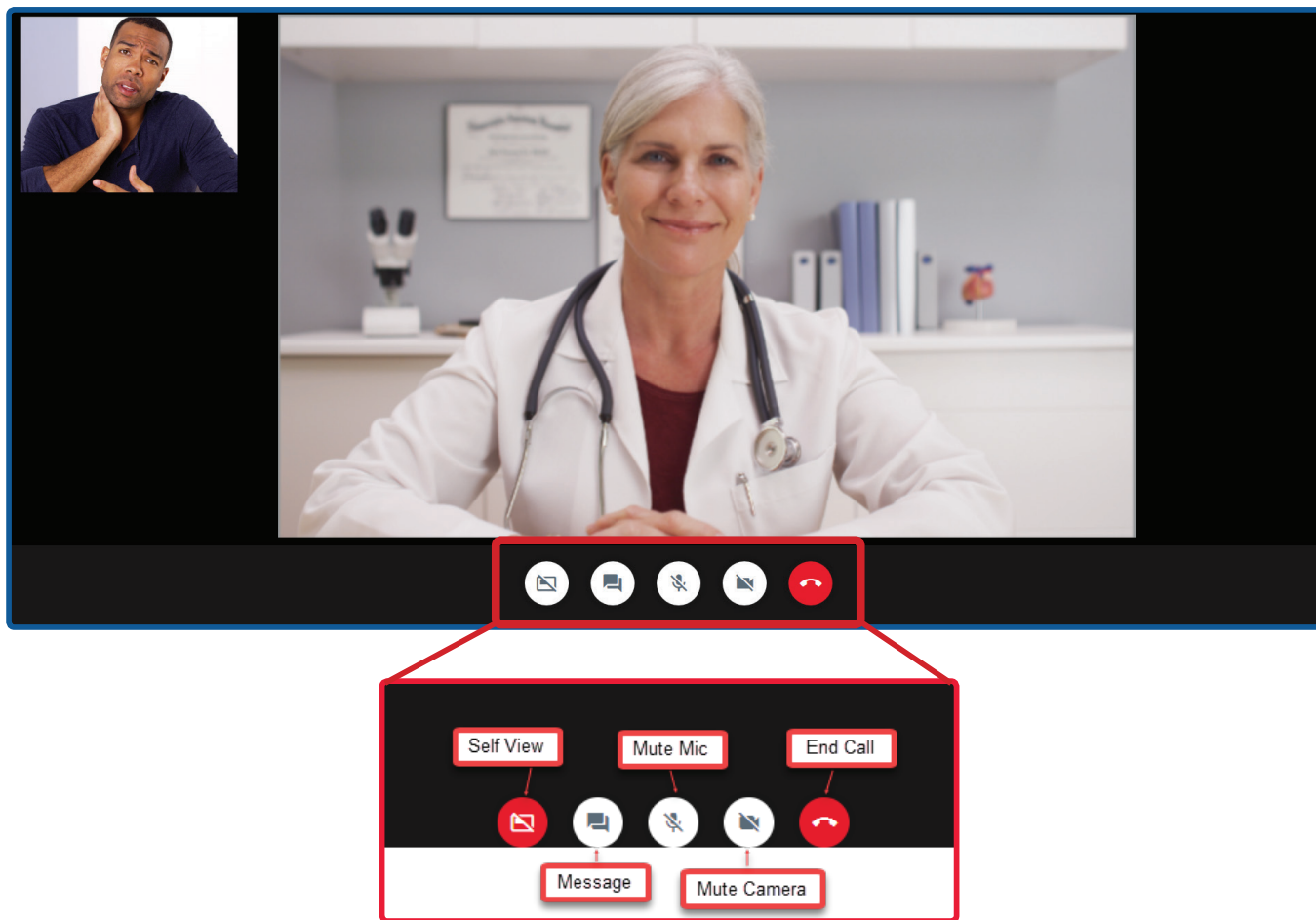
 Status: Not Yet Tested

[Test my Connection](#)

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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**



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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!

Children's Hospital
LOS ANGELES

Call Ended

Thank you for choosing Children's Hospital Los Angeles
- DEMO

How would you rate this call, Patient?

☆ ☆ ☆ ☆ ☆

Submit Rating

Call dropped by mistake?
You can always rejoin the secure telemedicine room again.

[Reconnect Call](#)

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TROUBLESHOOTING

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