

Connect to Your Virtual Visit Through the AW Touchpoint App

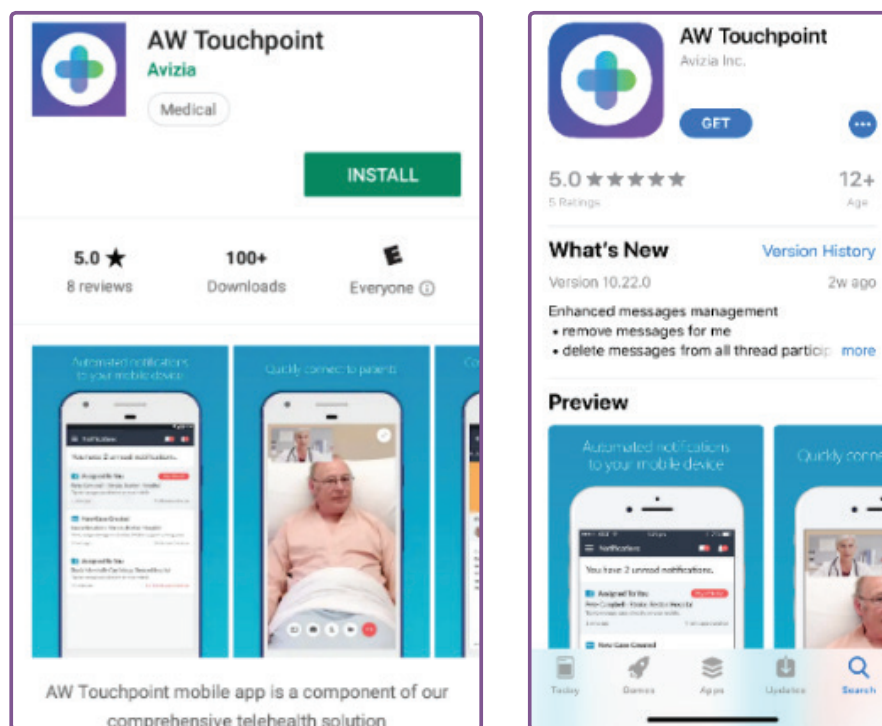
OVERVIEW

This guide will help you connect to your Children’s Hospital Los Angeles virtual visit through the Amwell (AW) Touchpoint App. Using the AW Touchpoint app is **not** required to access your virtual visit.

STEPS TO DOWNLOAD THE APP

1. Go to the App Store on your Apple device or Google Play on your Android device. Search for **AW Touchpoint** and download the app.

- **App Store:** <https://itunes.apple.com/us/app/aw-touchpoint/id1221987053?mt=8>
- **Google Play:** https://play.google.com/store/apps/details?id=com.avizia.blackwell.provider&hl=en_SG

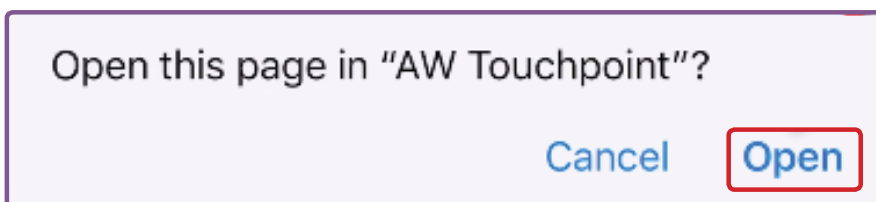


2. Once the AW Touchpoint app has been downloaded, you can leave the AW Touchpoint app to go back to your invitation to the virtual visit.

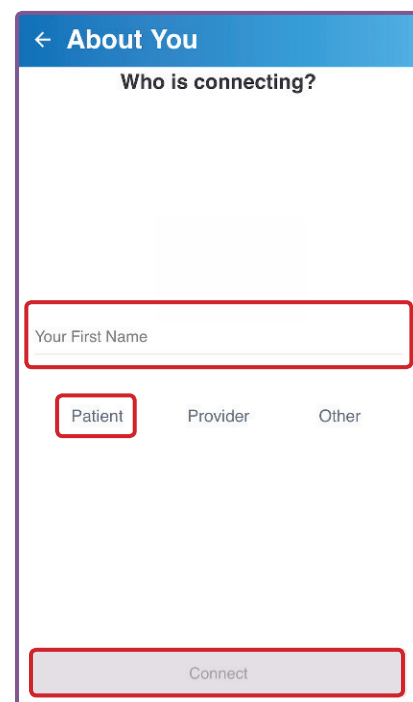
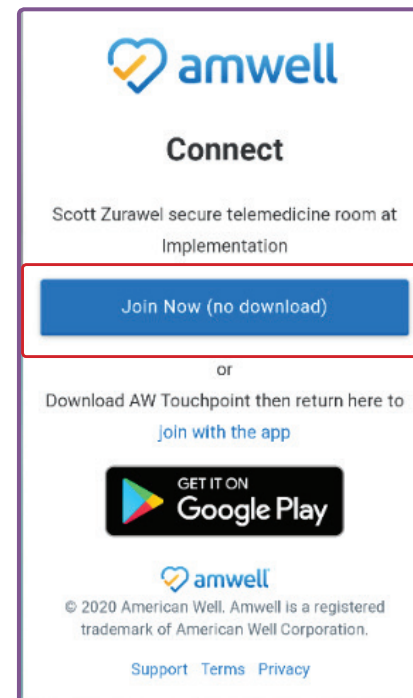
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STEPS TO JOIN YOUR VIRTUAL VISIT

1. You will receive a **link** with an email or text message invitation at or around the time of your visit. If you have already received an invite from your provider, retrieve the invitation and tap **"Join with the app."**
2. A pop-up will appear on the screen. Tap **Open**.



3. Enter your **name**. Tap **Patient** and then tap **Connect**.



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4. You will be placed in the video call. When you are done with your virtual visit, tap the **red End Call icon** on the right.

