



Children's Minnesota

Joining a Virtual Visit by Email Invitation

This guide will help you connect to your virtual visit through email invitation.

1. An email invitation to join your appointment will be sent to you within a day of your scheduled virtual visit appointment.
2. The invitation for the virtual visit will come from noreply@amwell.com. If you do not see it in your inbox, check your spam folder.

Children's Minnesota invited you to a secure video room.

Choose how you join from your best option below:

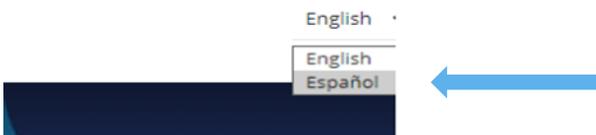
1. On your desktop or laptop, click the link below to join the video visit. For the best experience, we suggest using the appropriate browser for your computer. (Use Chrome for Windows and Android. Use Safari for Mac/iOS.) Be sure to allow permissions for camera and microphone access so you can see and hear the clinician.
(or)
2. If you're on mobile, click the link below and choose the option that best suits you:
 - a. Join on iOS Safari or Android Chrome, which is the fastest way to connect. Be sure to allow permissions for camera and microphone access so you can see and hear the clinician.
(or)
 - b. Download the Touchpoint mobile app for the best video experience. The Touchpoint app is not required, but it will enhance the quality of your video call. When the download is completed, return to this invite to open the app and join the call.

[Join here](#)

Copy the link to your clipboard here:
<https://conference.amwell.com/invite/njnp12zwwy>

Please do NOT reply to this email. This email account is not monitored.

3. Click **Join here** in the email invitation to link to your virtual visit.
 - You can also cut and paste the provided unique link into your internet browser.
4. Once you have reached the login screen, **enter your Full Name.** (the patient's name)
 - You can select **English** or **Spanish** by choosing one from the menu in the upper right corner of your screen.



CONTACT US

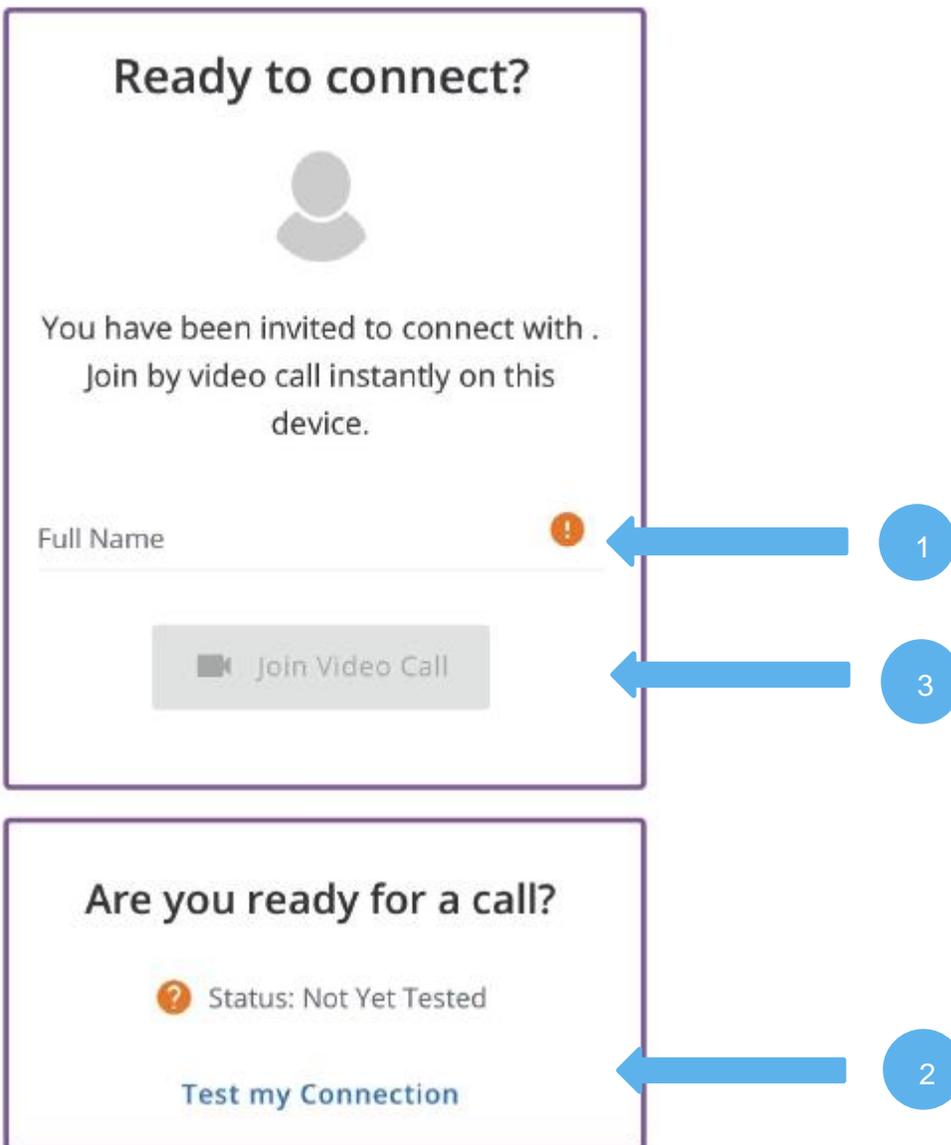
For technical support:
Call 1-877-621-8014

For questions about your appointment:
Please call your clinic.

Children's
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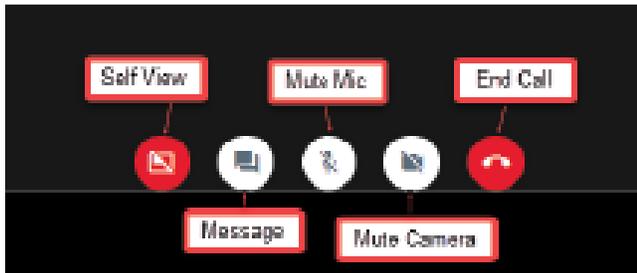
childrensMN.org/primarycare

5. Conduct a Tech Check to ensure your camera, microphone and connection are ready for your visit by clicking **Test my Connection**.
 - 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**. You will automatically be connected to the video call. If your provider has not arrived for the visit, please wait a few minutes.



7. You will see your care team member on the video screen to start your child's visit.
 - Provide the care team member an email or text message contact for other participants you wish to invite to the visit.

- When the virtual visit is complete, click the **End Call** button.



- If you need to rejoin a video visit after selecting **End Call**, select **Join Session** to reopen the video player. The **Join Session** button is available if the scheduled appointment has not expired and the provider has not completed the visit.