

AmWell Video Visit

You will receive an invitation from your care team for a video visit via text message or email. You will be contacted to ask how you will want to join the video visit with the care team.

If you want a video visit on your smartphone you can get an invite from your care team via text. If you want a video visit on your computer you will receive one via email.

Before Beginning:

Check that your smartphone or tablet will support the AW Touchpoint app.

iPhone and Android phones: Video is supported over WiFi and with some cellular networks.

Video is not recommended on LTE or Mobile Data. You may incur fees if you don't use a WiFi connection.

Get Started (Mobile Devices):

For a step-by-step visual guide for getting started on mobile devices, please visit www.mhealth.org/videovisitmobile

1. In your device's App Store, search for the "AW Touchpoint" app.
2. Download the AW Touchpoint app before your visit.
3. You won't need a login. A link will be texted to you before or at the time of your visit.
4. Click this link to display the video call invitation, where you can join the visit.



AW Touchpoint
in app store

Get Started (Computers):

1. If you want to use your laptop or desktop, you can get an invite by email. Your computer will need a camera and speaker for a video visit.
2. You will need the latest version of the following internet browser (Chrome, Edge, or Firefox). Chrome is the preferred browser. Download at <https://www.google.com/chrome/>
3. Make sure your camera and microphone work before the visit, using <https://amwell.com/techcheck/getStarted.htm>
Be sure to give the website permission to use the camera and microphone.
4. Check your email inbox for an invite at the time of your appointment (you may need to refresh periodically).
5. Click "Join meeting" to display the video call invitation, where you can join the visit.

Questions or concerns related to your scheduled video visit, contact a support agent at 612-672-7266. (7:00am -11:30pm, 7 days a week)