

How to Set-up and Use the AmWellNow App on an iPad

Quick Reference Guide for Nurse/Patient

AmWellNow can be used to connect with all operating systems (iPhone, Android, tablets, computers)

How to use the AmWellNow app on an iPad

1. Tap the AmwellNow app to launch it on the iPad.

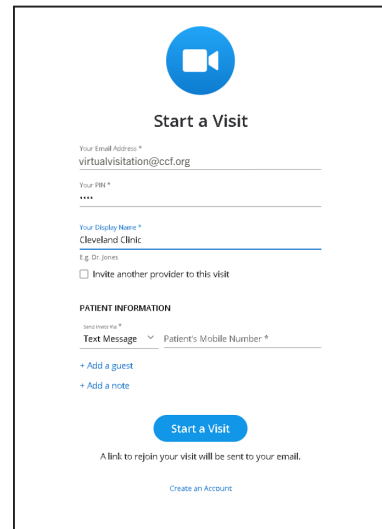


2. Type in the universal email address: **virtualvisitation@ccf.org**.
Type in the universal pin: **1234**.
Type in the universal display name: **Cleveland Clinic**.

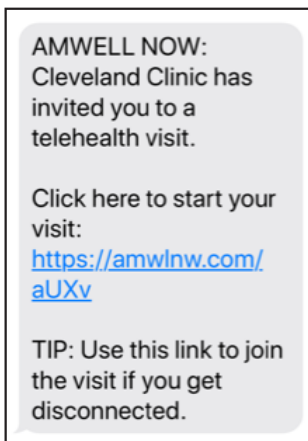
Note: After you add this information once, you will only have to enter the pin (1234) each time you make a visit.

Type in either mobile number or email address of the family member you would like to reach.

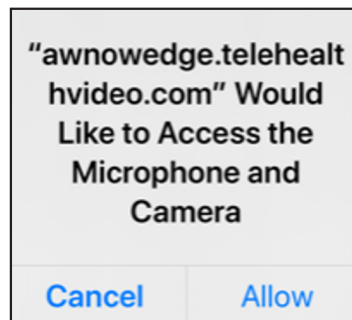
Click on **“Start a Visit.”**



3. **The family member** will receive a text or email to join a telehealth visit. Once the family clicks on the link, the call will begin.



4. A prompt may appear to allow access to the microphone and camera. Click the **allow** button.



5. Once the family member joins, you will see them on the screen. The visit will take place at this time. Please turn the iPad horizontally and ask the family member to do the same.



6. When call is completed, simply touch the screen and then click on the red circle icon to hang up.



If troubleshooting efforts don't work, please contact AmWellNow support at 833.392.0637.