

Joining a Call via Email Invitation

1. An invite to a video call will come in via email

Today	
operator.message@avizia.com	You are invited to a meeting

2. Click on **Join Meeting** in the email invite



3. In the Full Name field enter your "name" and select I am a patient or family member



4. Click on the Join Video Call Now button

Intermountain [®] Healthcare		
Connect		
You have been invited to join Jane Doe secure telemedicine room at Intermountain Healthcare - GLOBAL.		
JD		
Let Jane know who's joining		
ll Name pur Name		
I am a patient or family member		
ram a patient of family member		
I am a healthcare professional		
) Lam a healthcare professional) Other 		
I am a patient of raining member I am a healthcare professional Other Join Video Call Now		

5. You will be automatically placed into the video call. There are video controls that you can use during the video call (self view, mute, hide camera, end call)



- 6. When the video visit is over, click the **End Call** button (red button with phone icon)
- 7. Click the **Done** button, close browser

Joining a Call via SMS Invitation

- 1. An invite to a video call will come in via SMS (text message) to your mobile device
- 2. Tap on link in the SMS (text) message



3. The mobile browser will open to a page that allows you to connect to the call, tap on the **Join Now (no download)** button.

Healthcare	
Connect	
Jane Doe secure telemedicine room at Intermountain Healthcare Enterprise	
Join Now (no download)	
or Download AW Touchpoint then return here to join with the app	
Download on the App Store	
🤣 amwell	
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Support Terms Privacy	

4. In the Full Name field enter your "name"



5. Under the **Full Name** field, select **I am a patient or family member.** Tap on the **Join Video Call Now** button**. NOTE:** *Attendee must hit Join Video Call Now not the keyboard go button.*



6. You will be automatically placed into the video call. When you enter the call you will see a pop-up to allow your camera and microphone. Tap the **"Allow"** button so you will be able to interact with your Physician.

Video Visits Distribution: Patients



NOTE: If you are unable to connect to the video or have audio issues, try these troubleshooting steps:

1. Try pressing the REFRESH browser page button on your device and then press Join Video Call Now.

2. Download the AW Touchpoint app, click on the link in the text message you received, and then click on the blue "**join with app**" text.

7. Once you are in the call, there are video controls that you can use during the video call (self view, mute, hide camera, end call)



8. When the video visit is over, tap the **End Call** button (red button with phone icon)

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