

# Children's Health Virtual Visit

Signing into your Scheduled Appointment



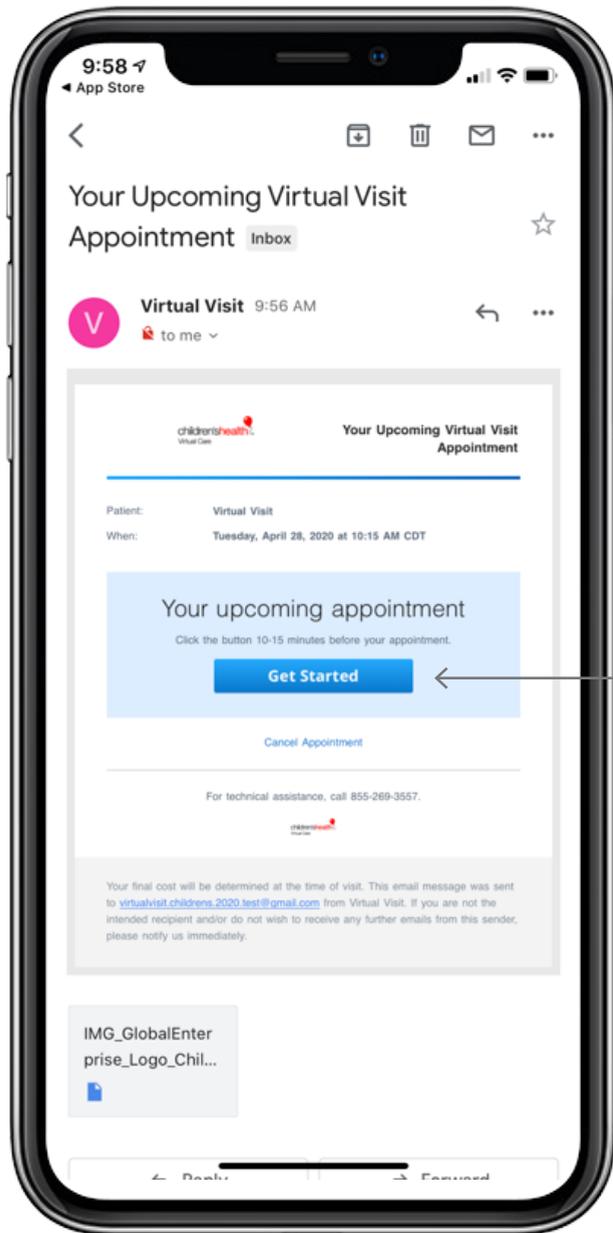
# Log into your Email to View the Appointment



## Step 1

Open the Virtual Visit email that says “Your Upcoming Virtual Visit Appointment”

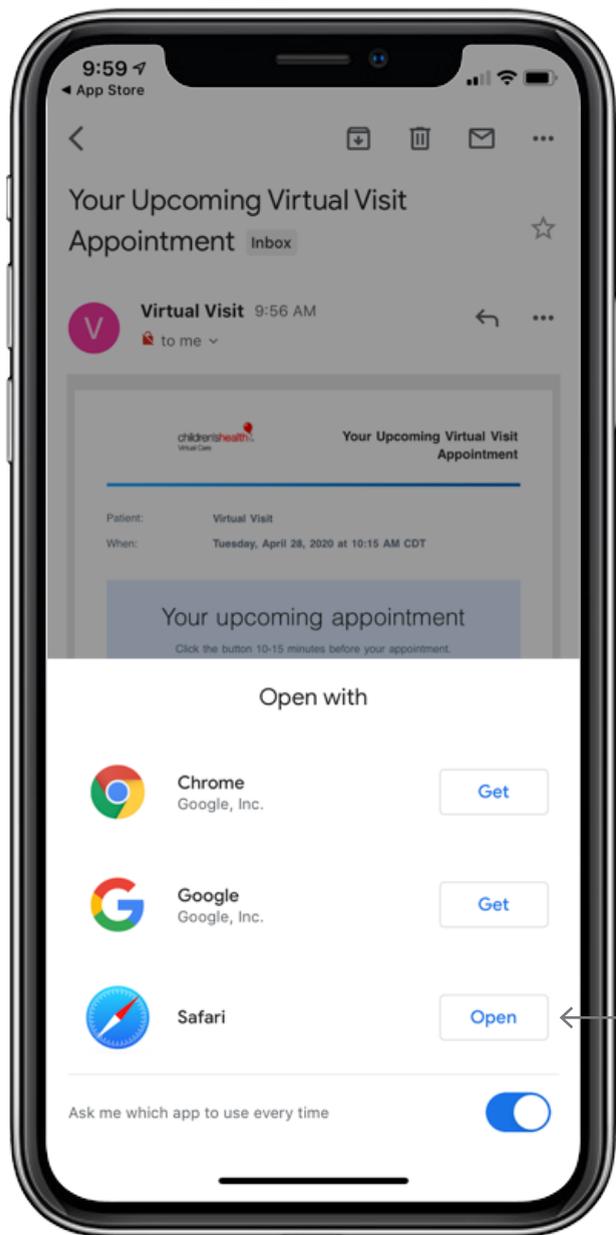
# Log into your Email to View the Appointment



## Step 2

Click "Get Started"

# Log into your Email to View the Appointment

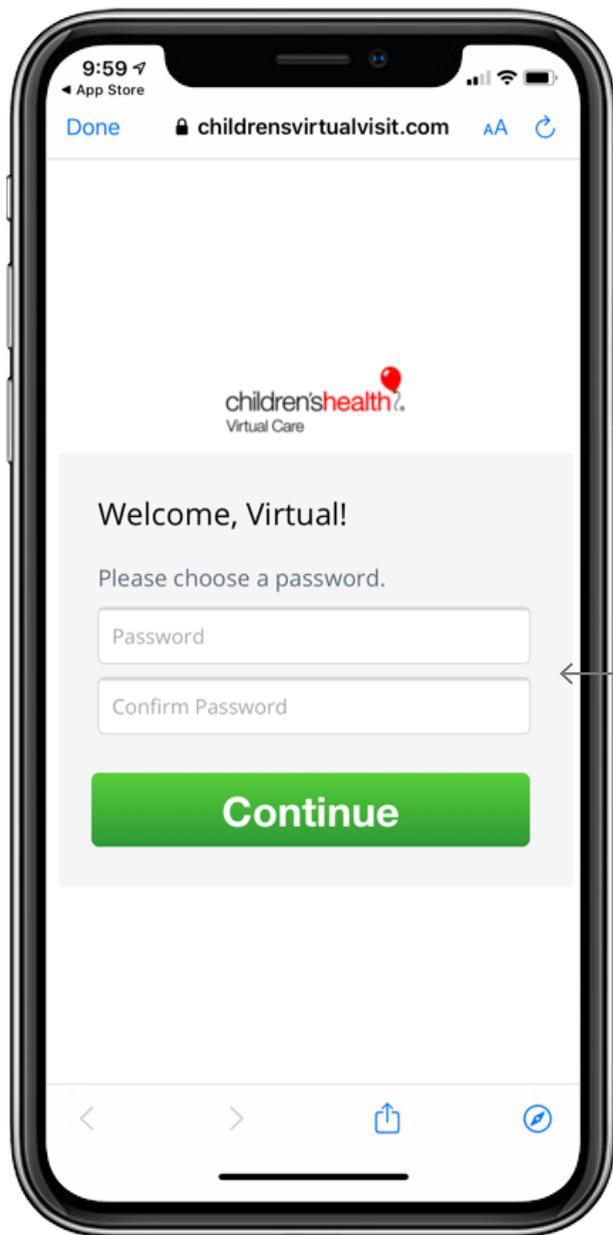


## Step 3

Open with an existing Internet browser on your Phone.



# Create your own Password

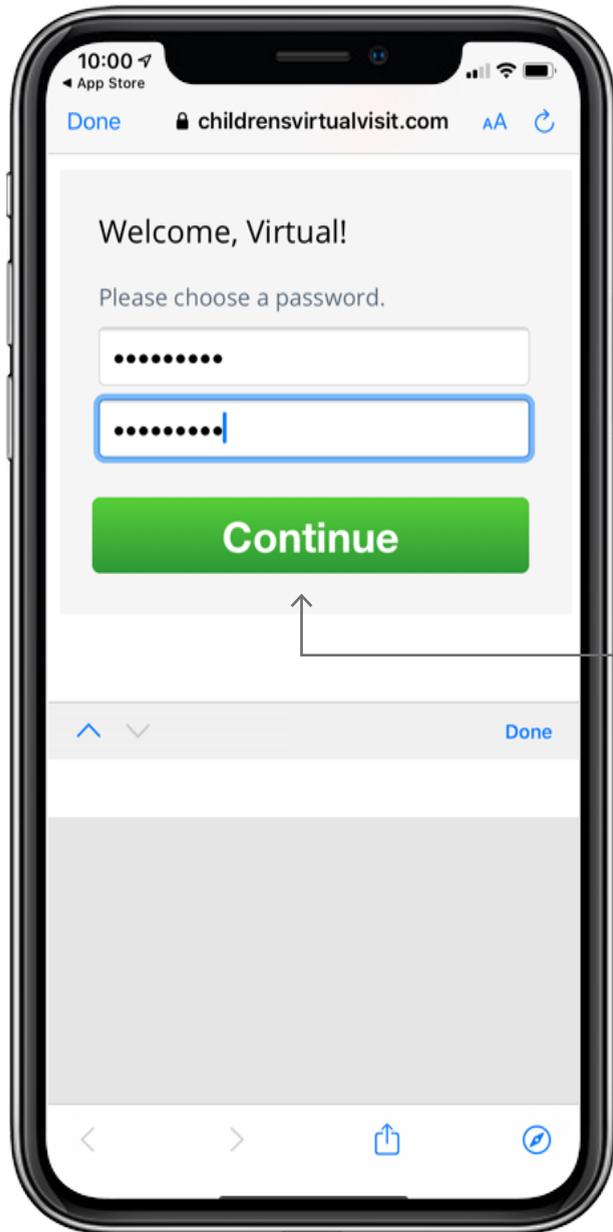


## Step 4

You will be asked to create a new Password.



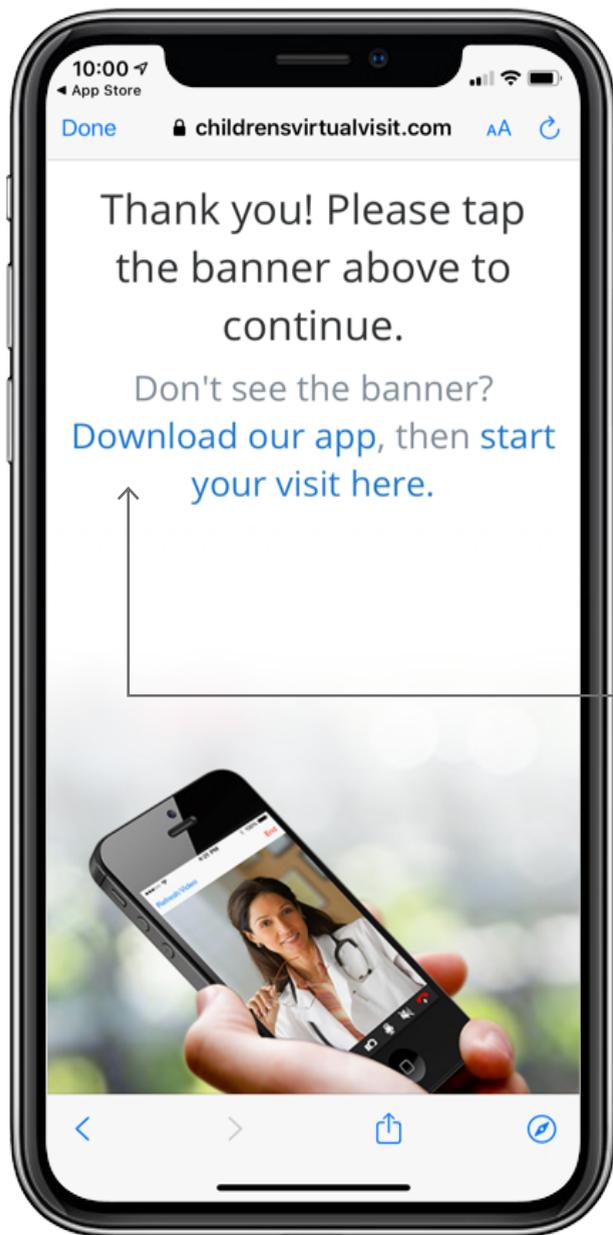
# Create your own Password



## Step 5

After you create your Password, click "Continue."

## Download the App



### Step 6

Click “Download our App” to download the Children’s Virtual Visit app to see your provider.

# Download the App

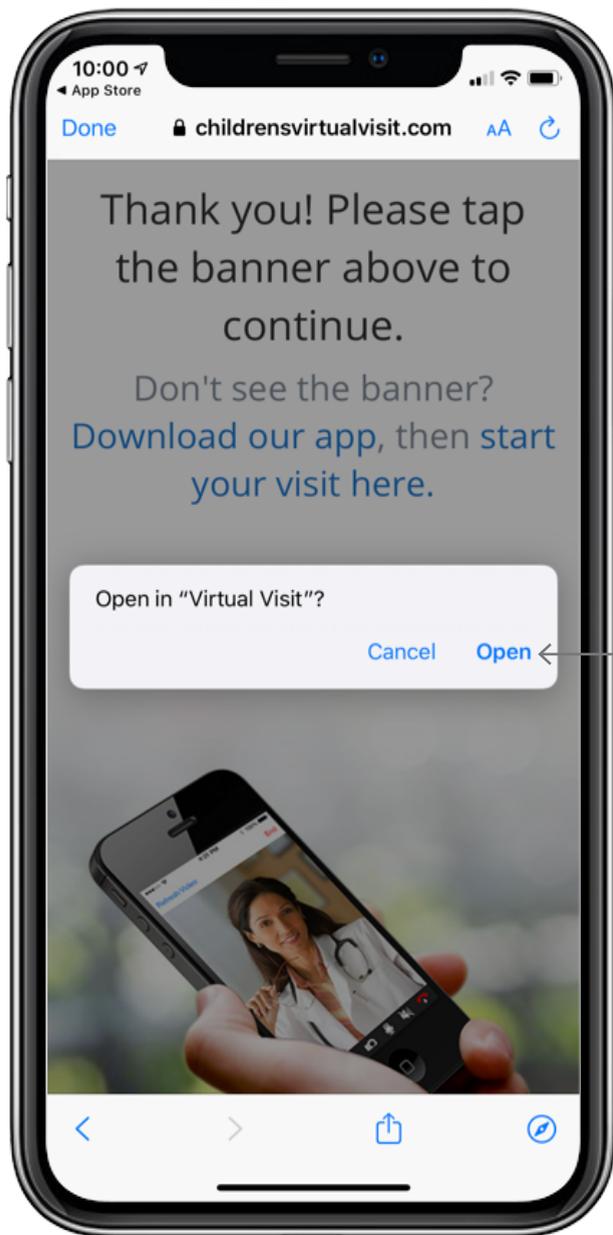


## Step 7

You should be taken to the app with the purple background and red balloon to download.

children'shealth<sup>®</sup>  
Virtual Care

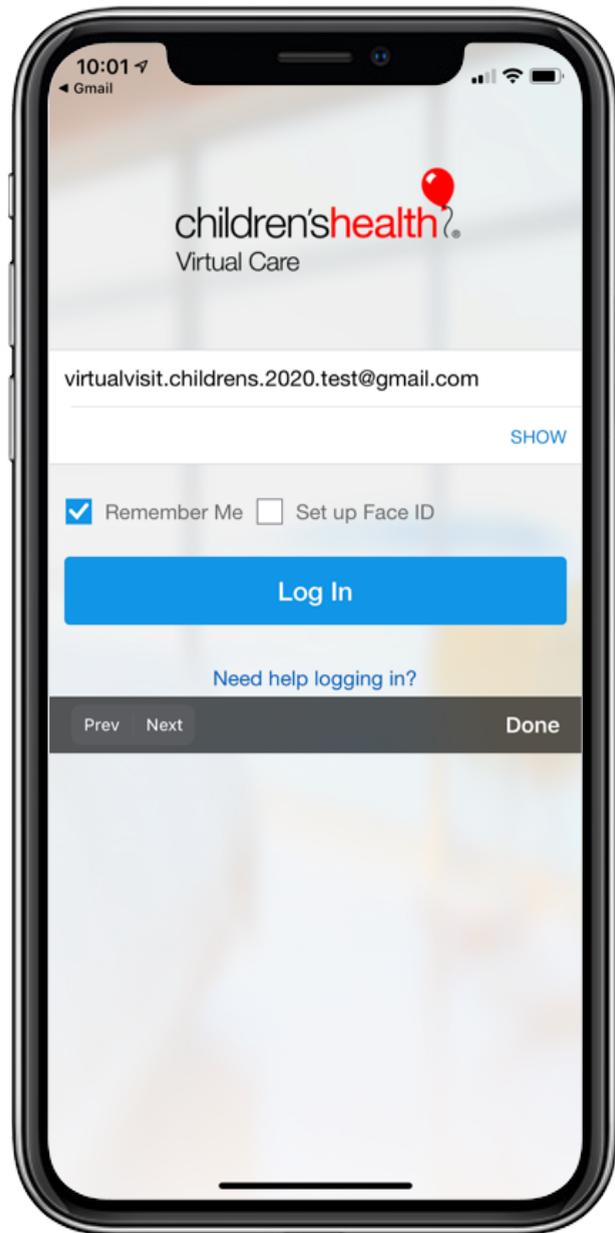
# Download the App



## Step 8

If you already have the app, click “Open”

# Log into Children's Health Virtual Visit and Click on your Appointment

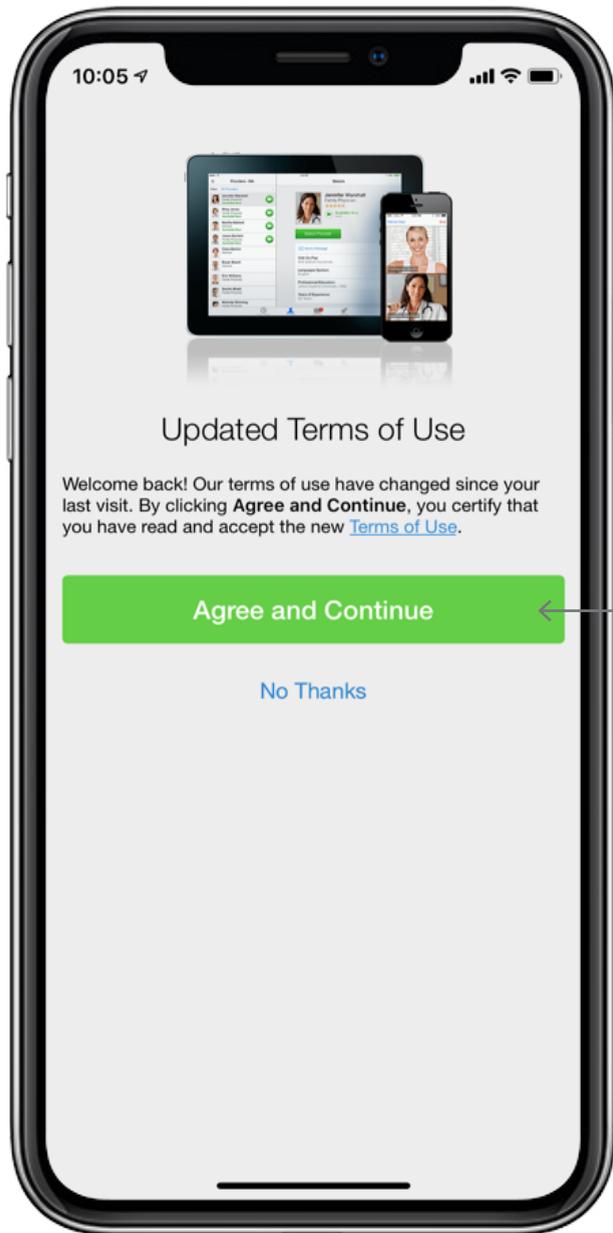


## Step 9

Log in with the same email you used to access your appointment and enter the password you just created. Click the blue button to “Log In.”



# Log into Children's Health Virtual Visit and Click on your Appointment

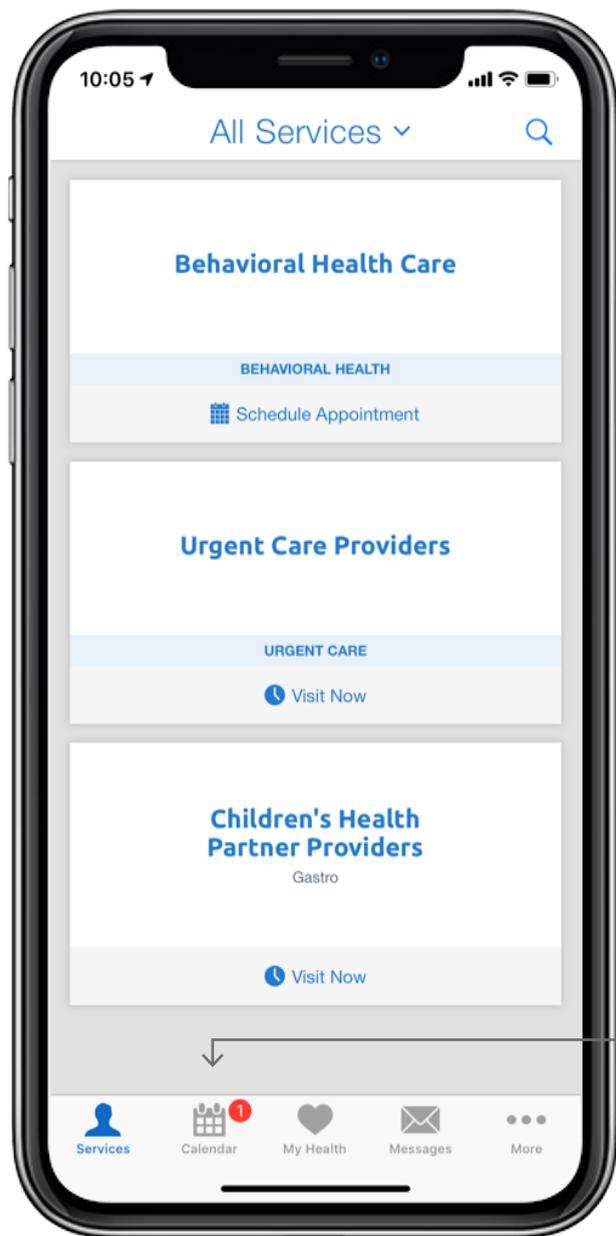


## Step 10

Click the green button to agree to "Terms of Use."



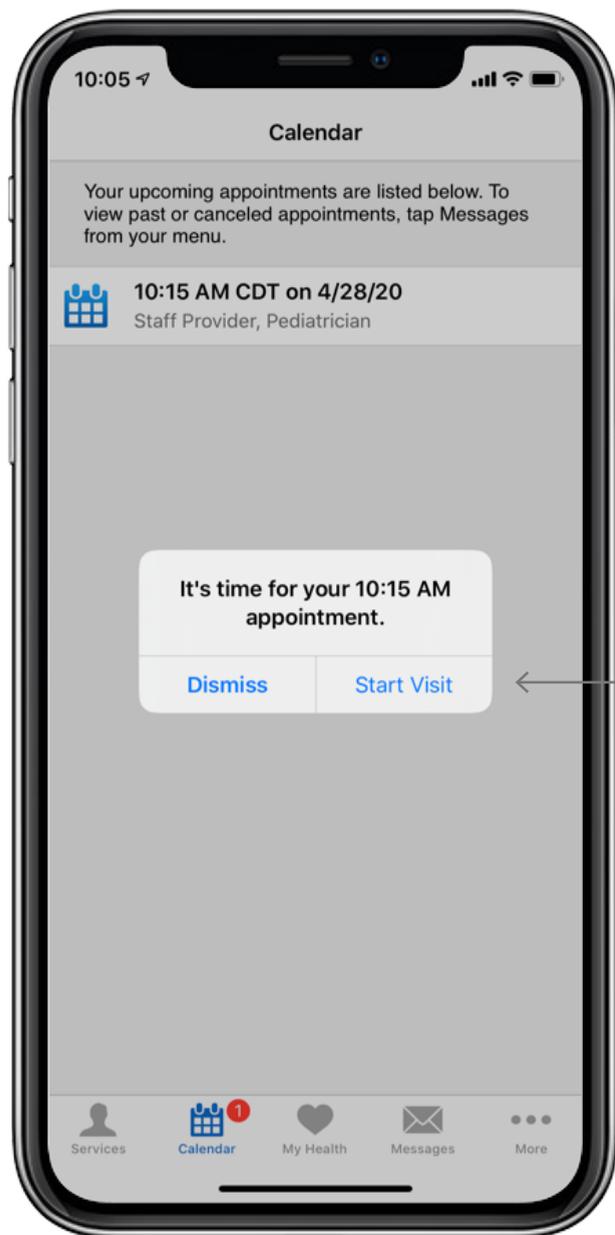
# Log into Children's Health Virtual Visit and Click on your Appointment



## Step 11

You will see a red circle on the Calendar to notify you that you have an appointment. Click the calendar to access your appointment.

# Start your Visit

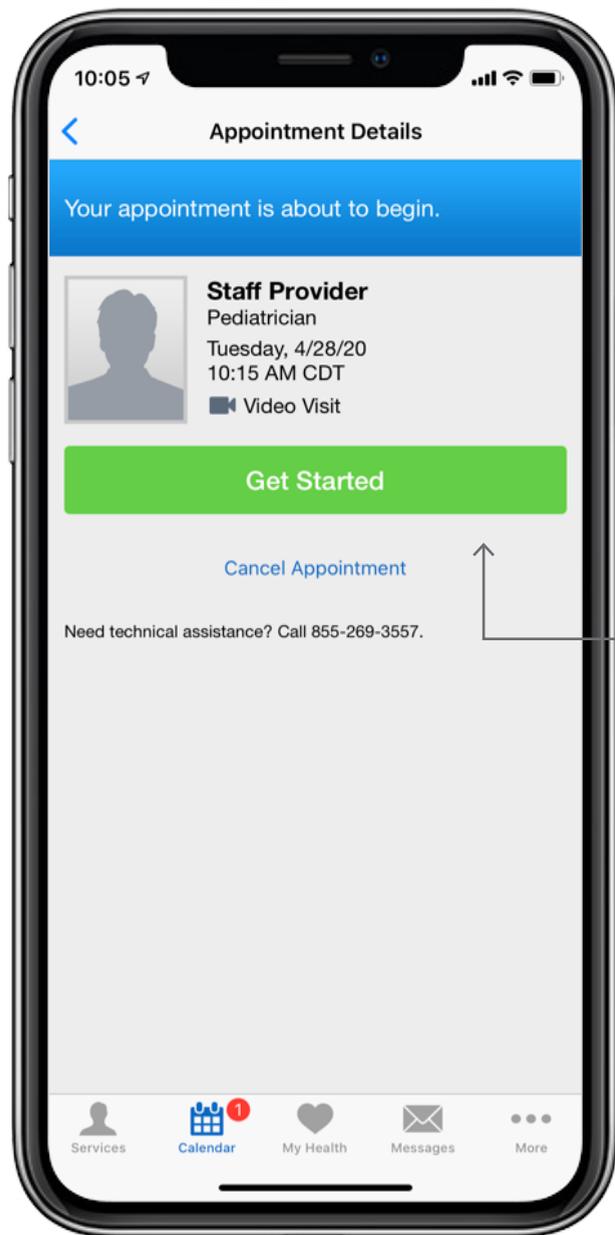


## Step 12

Click "Start Visit" to start the visit with your Doctor.



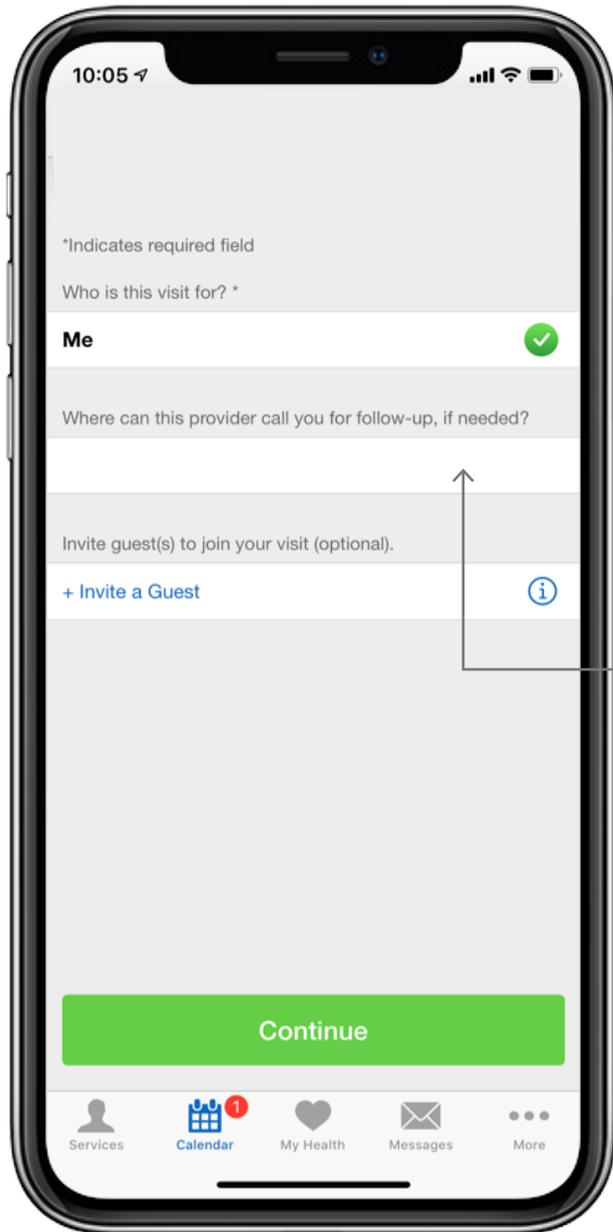
# Start your Visit



## Step 13

Click the green button to “Get Started” and start your visit.

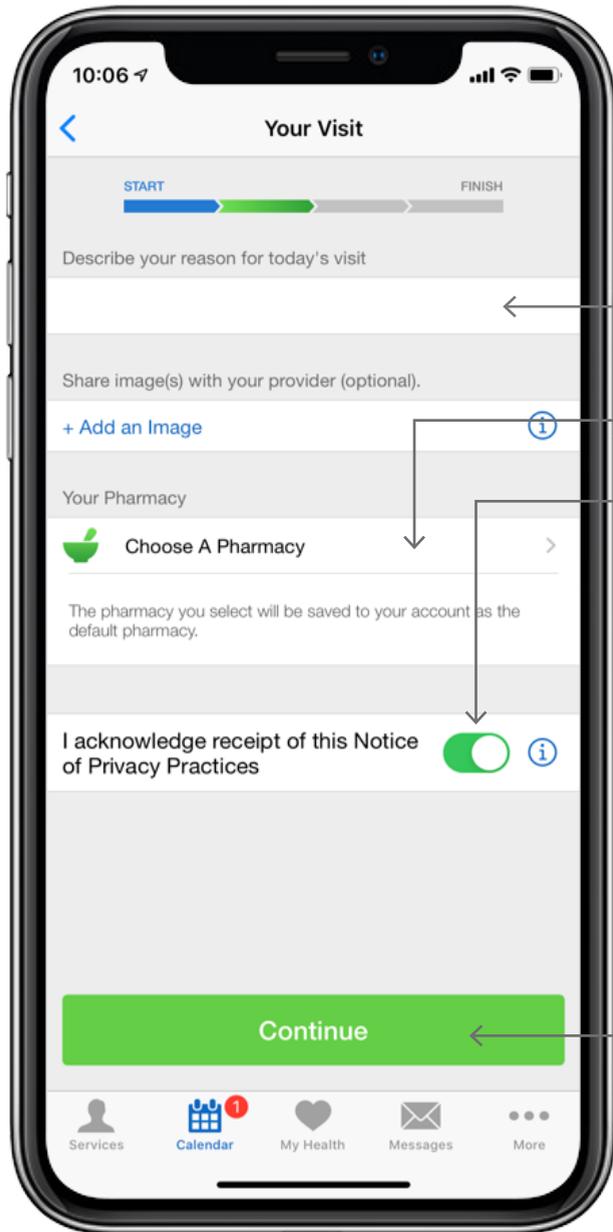
# Start your Visit



## Step 14

Enter your phone number so your doctor can call you back if needed, then click the green "Continue" button.

# Enter your Information



## Step 15

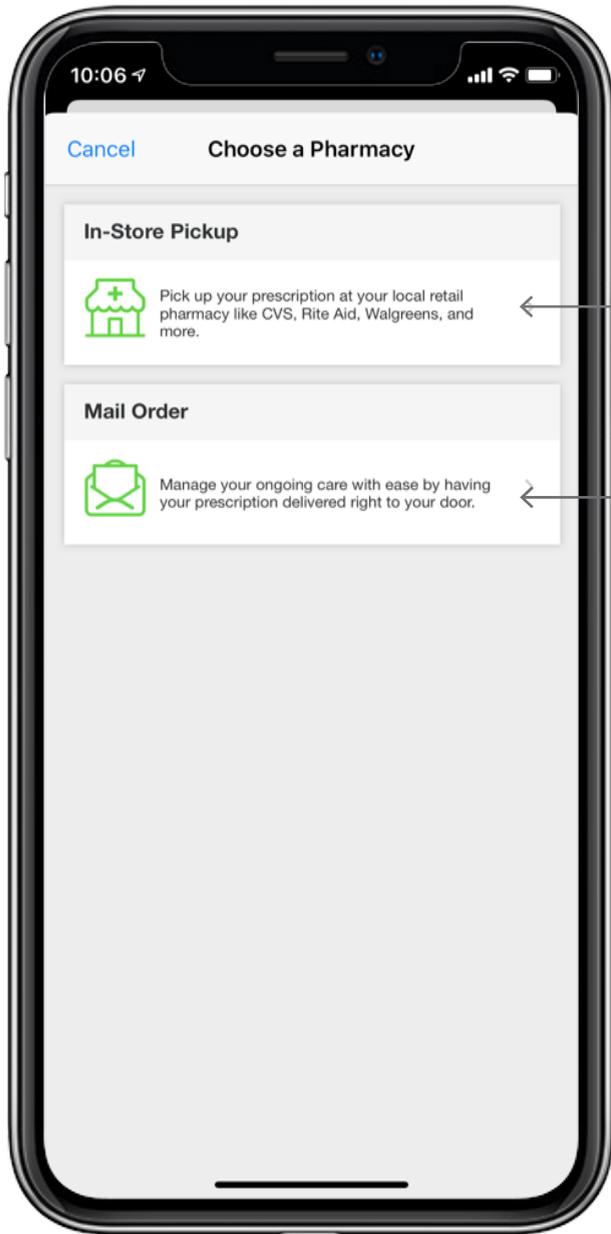
← Enter the reason for your visit, such as “Follow-up Appointment”.

ⓘ Click here to select your Pharmacy.

Click here to acknowledge Privacy Practices. If you would like these in Spanish, please contact your clinic so they can email them to you.

Click the green button to continue to your appointment.

# Enter your Information

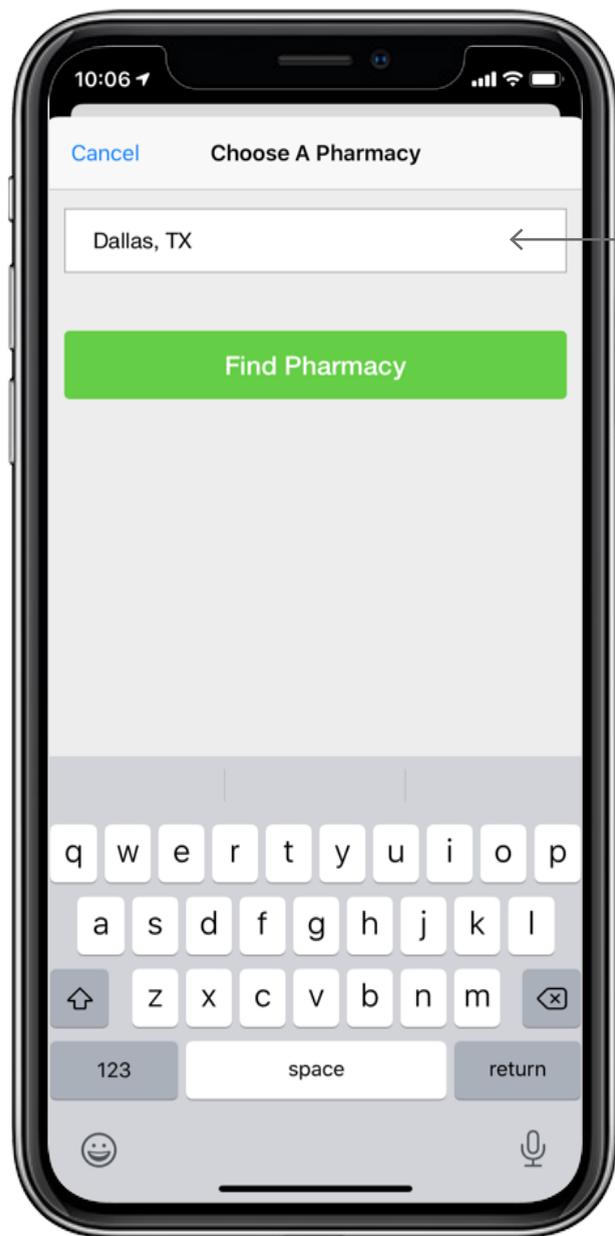


## Step 16

Click here to search for a Walk-In Pharmacy where you will pick up your medications.

Click here to search for a Mail Order Pharmacy that will mail you your medications.

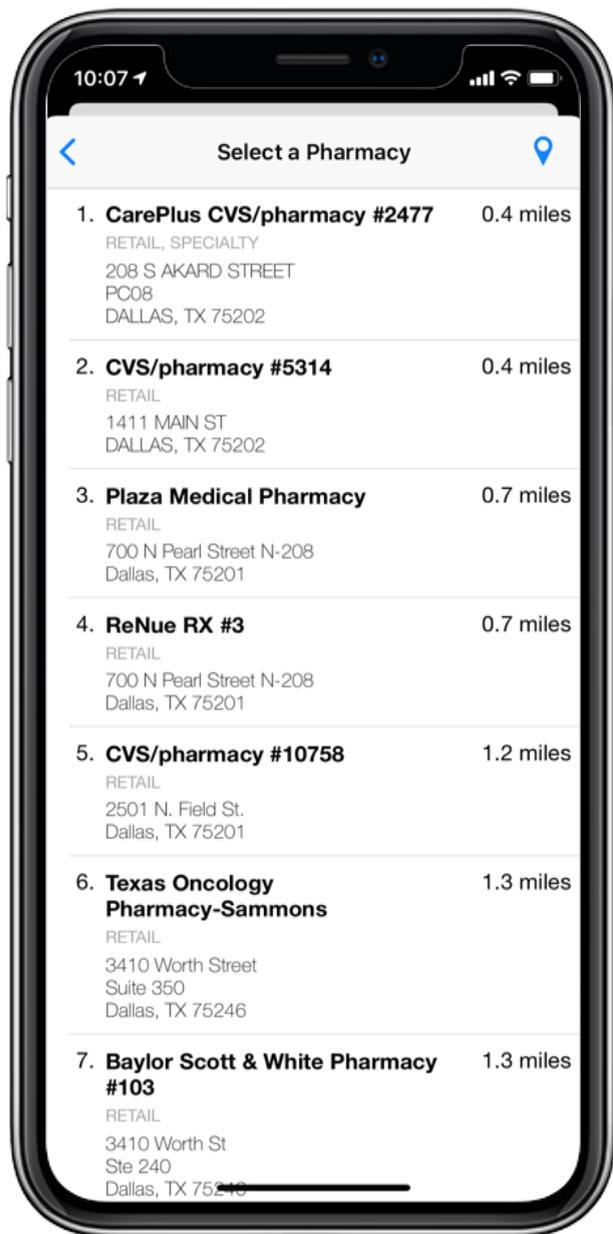
## Selecting your Pharmacy



### Step 17

Enter the city your Pharmacy is in, then click the green button to “Find Pharmacy.”

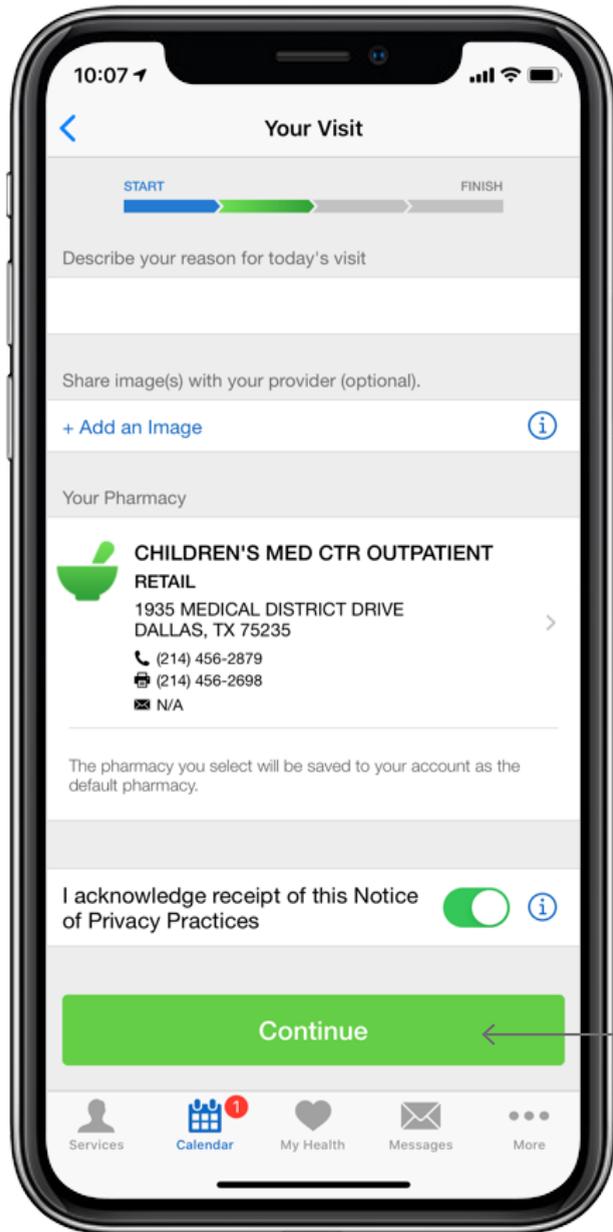
# Selecting your Pharmacy



## Step 18

Find your Pharmacy in the list and click on it.

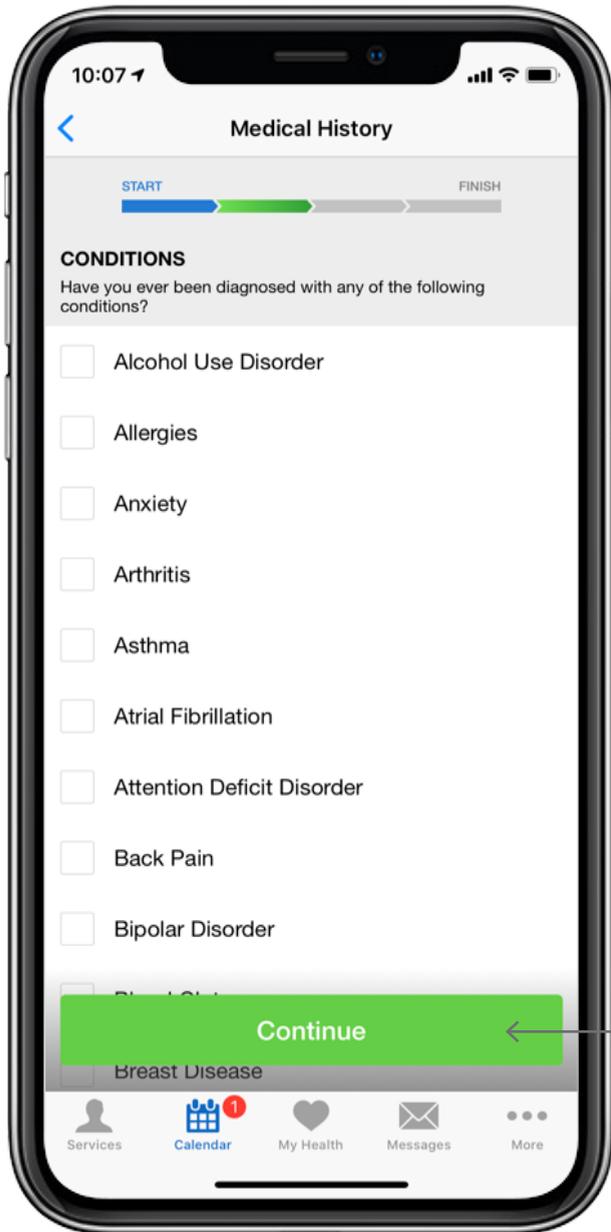
# Selecting your Pharmacy



## Step 19

You will see your Pharmacy show up. Click the green button to continue to your appointment.

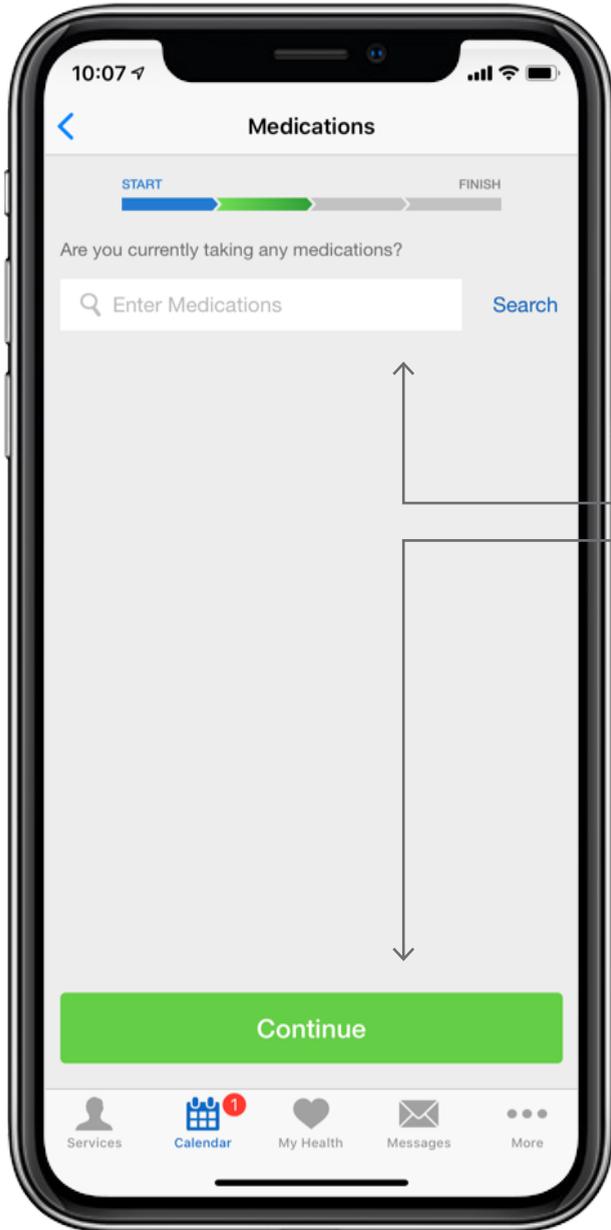
# Enter your Health Information



## Step 20

You can enter your Health “Conditions” here, or you can skip and click the green button to “Continue” to your visit.

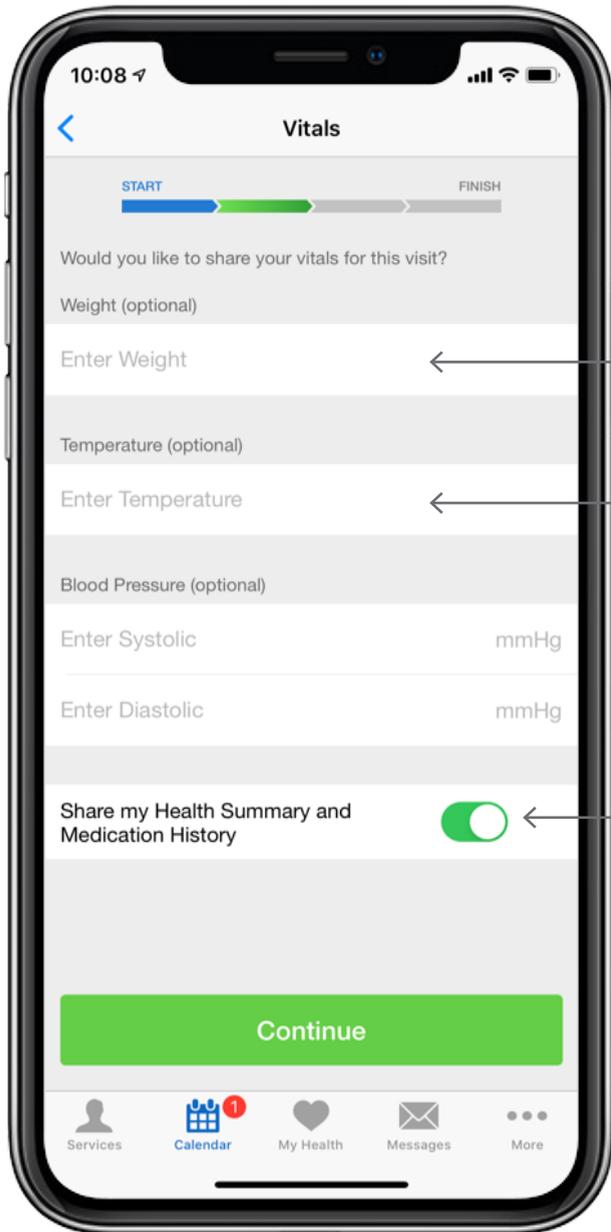
# Enter your Health Information



## Step 21

You can enter your “Medications” here, or you can skip and click the green button to “Continue” to your visit.

# Enter your Health Information



## Step 22

- You can enter your “Vitals” here, or you can skip and click the green button to “Continue” to your visit.
- Make sure the toggle is green to share your health information with your doctor.

## Connecting to your Visit

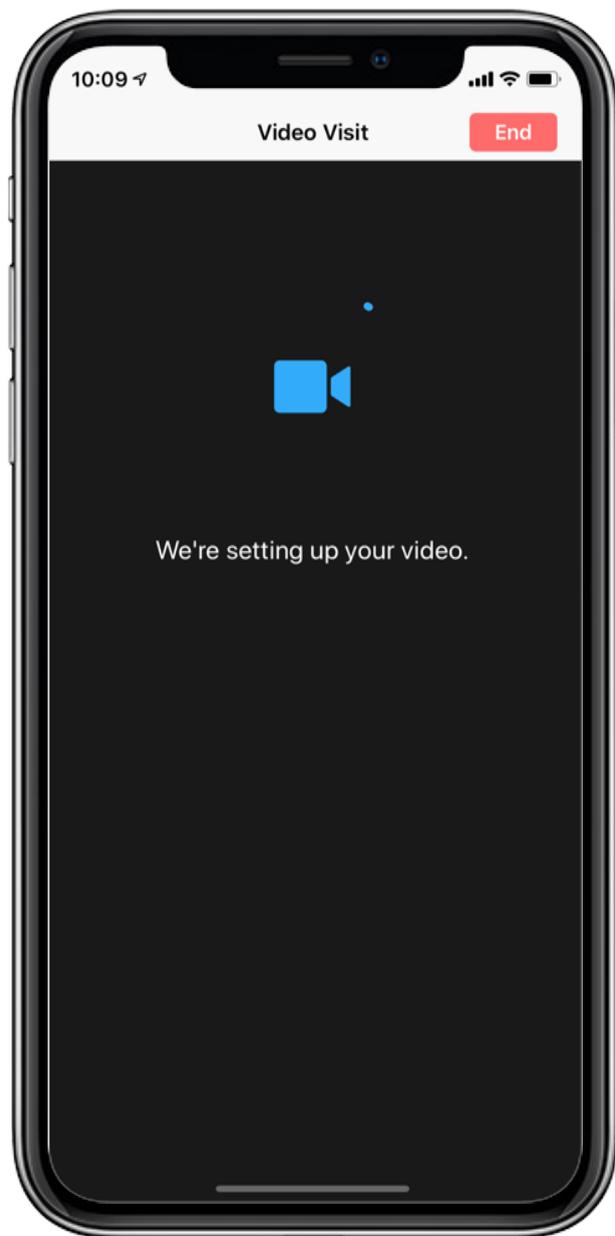


### Step 23

Your visit has now started. You will see a video “Welcome to Virtual Visit”. While you watch this, your doctor is opening your profile and getting ready for the visit.

## Connecting to your Visit

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### Step 24

When the provider starts the visit, you will see the message that your video is being set up.

## Connecting to your Visit

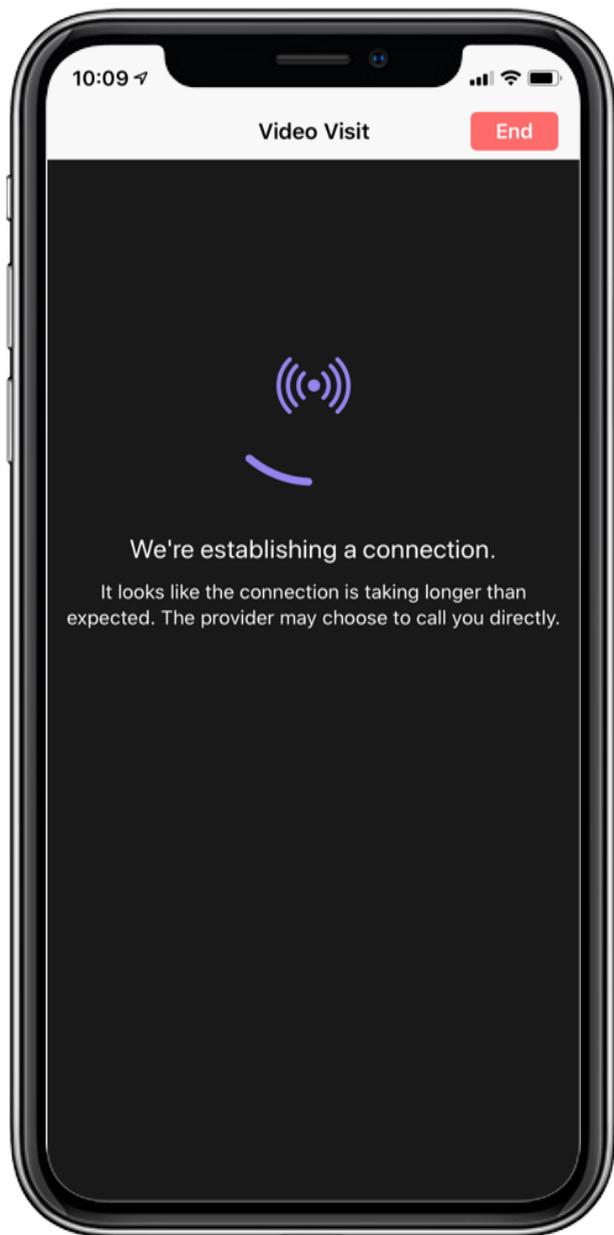


### Step 25

You may see a message that the video is trying to “Establish a Connection”. This could mean the connection is taking longer than normal. Try:

1. Checking the strength of your WiFi
2. Switching off your WiFi on your phone and connecting over Cellular (3G/4G)

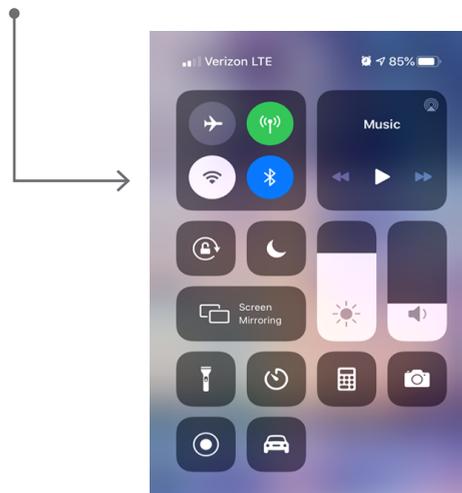
# How to Troubleshoot if your Visit does not Connect



## Step 26

You may see a message that the video is trying to “Establish a Connection”. This could mean the connection is taking longer than normal. Try:

1. Checking the strength of your WiFi
2. Switching off your WiFi on your phone and connecting over Cellular (3G/4G)



# Navigating through the video visit



## Step 27

Your visit has started! Click the arrow below to control your camera, microphone, speakers, and video.

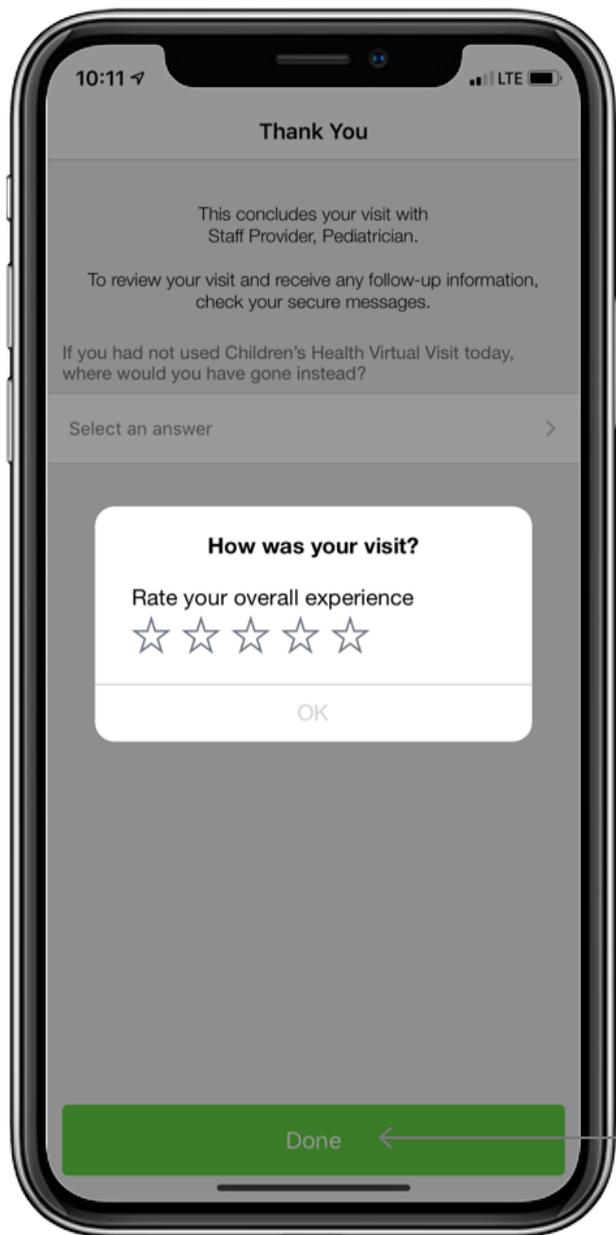
## Navigating through the video visit



### Step 28

1. Allows you to turn off your camera.
2. Allows you to turn off your microphone.
3. Allows you to switch your camera view.
4. Allows you to invite a guest to your appointment by sending them an email.
5. Allows you to refresh your video connection.
6. Allows you to turn off your speakers.

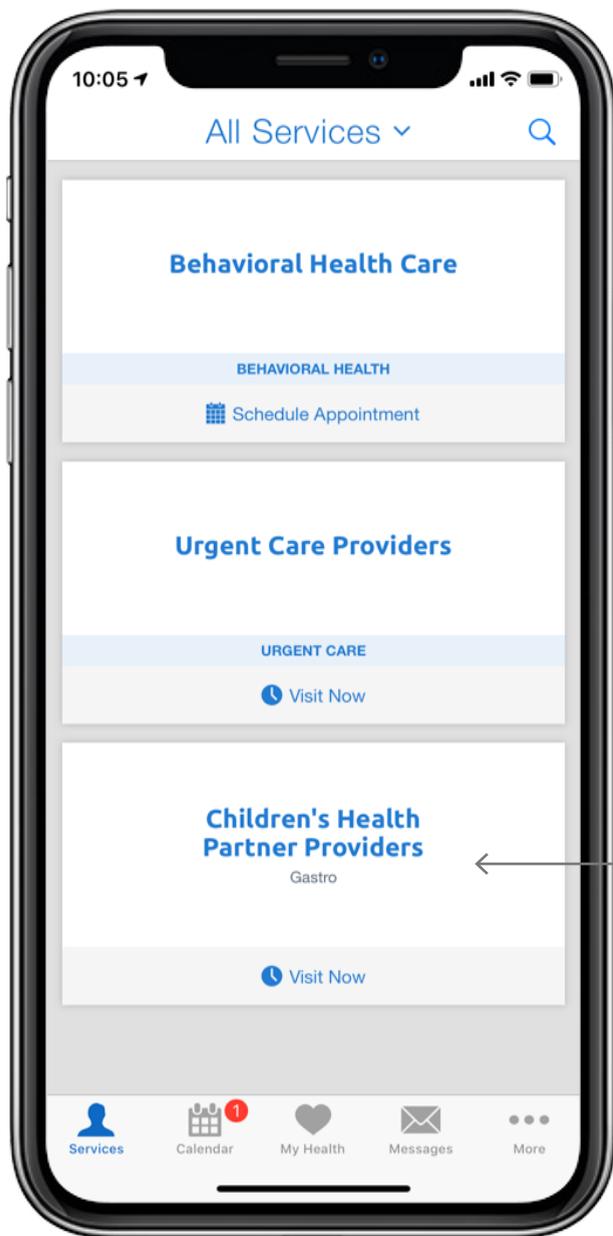
# Navigating through the video visit



## Step 29

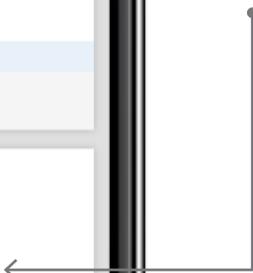
When your appointment is finished, rate your experience on the platform and click the green button to end the visit.

# Reconnecting if your visit was Disconnected

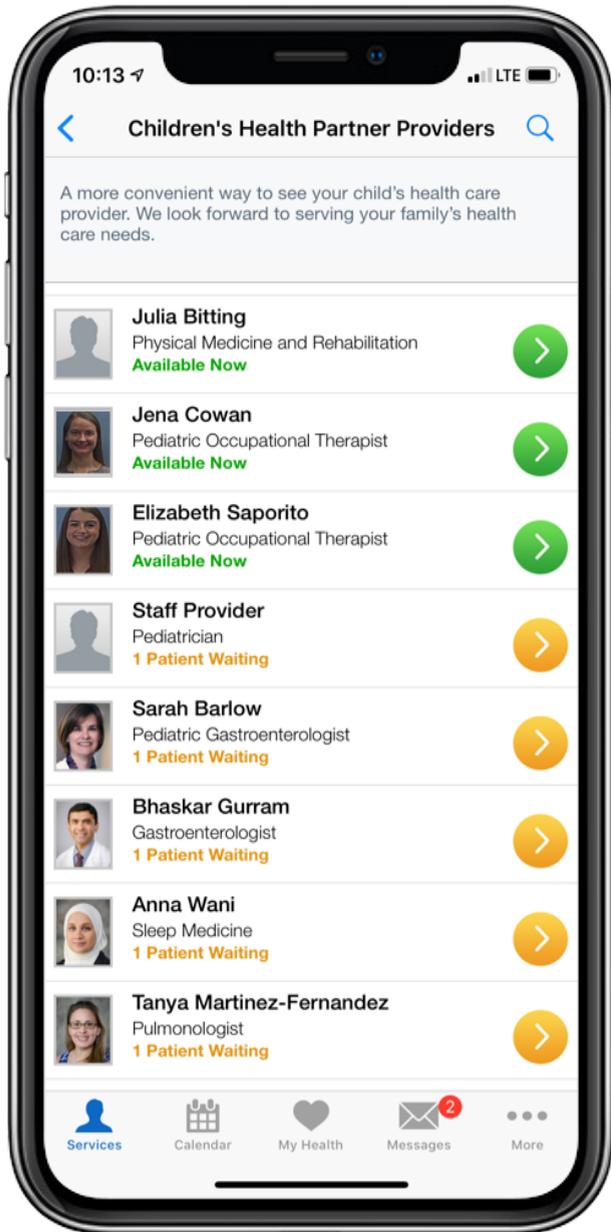


## Step 30

On the main page, click the bottom box so you can find your doctor



# Reconnecting if your visit was Disconnected

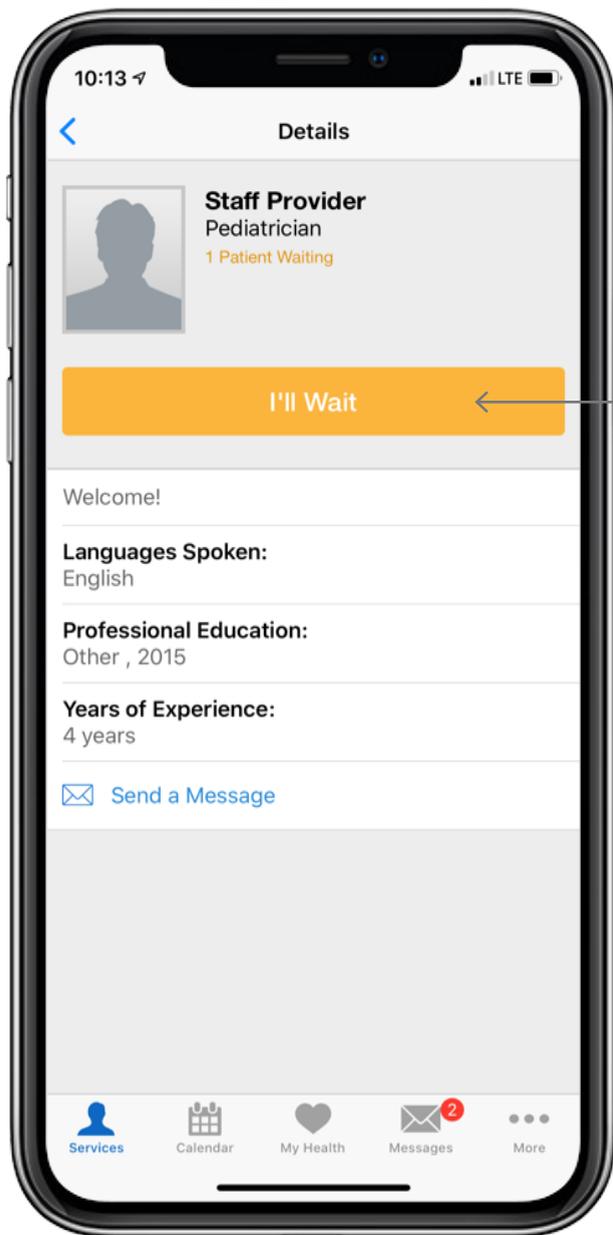


## Step 31

Scroll through the list until you find your doctor and click on the arrow to reconnect with them.



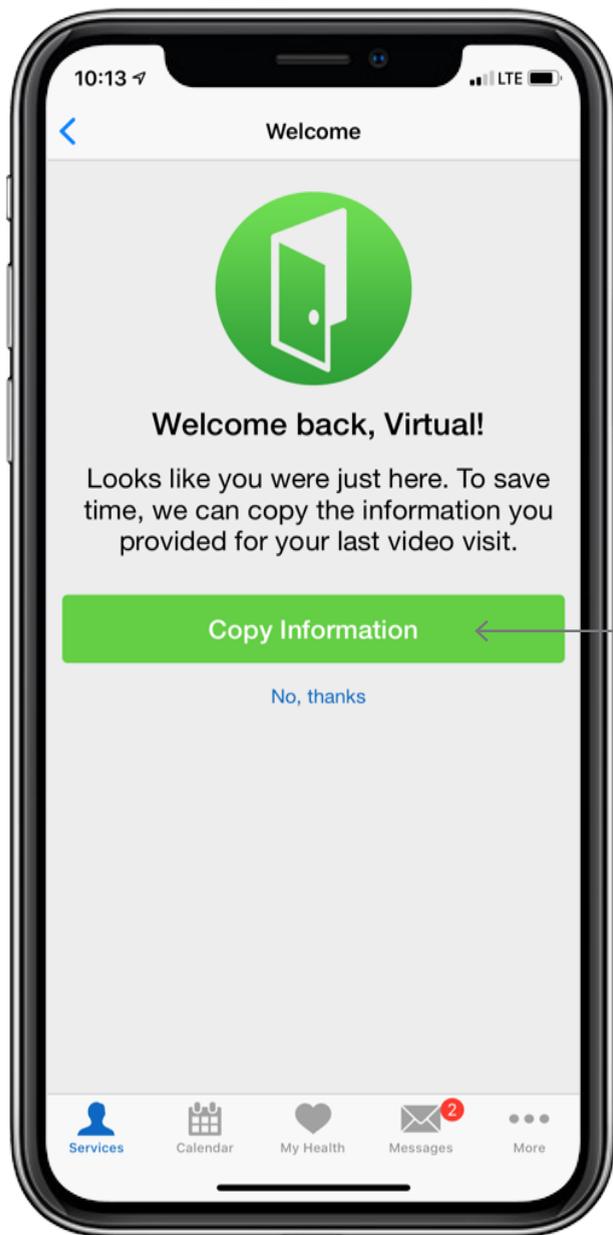
# Reconnecting if your visit was Disconnected



## Step 32

Click the orange button to go into the providers virtual waiting room.

## Reconnecting if your visit was Disconnected



### Step 33

Click the green button to copy all of your information back into the new visit.

Copy Information

No, thanks

## Reconnecting if your visit was Disconnected



### Step 34

Your visit will restart. You will see the waiting room video. When the provider starts the video on their side, your video will start.

\*\*Refer back to Steps 24-28.

# Technical Questions – Call or Email

Contact the Virtual Visit Helpdesk:  
1-877-369-0769

Email Virtual Visit Helpdesk:  
[childrensvirtualvisit@americanwell.com](mailto:childrensvirtualvisit@americanwell.com)