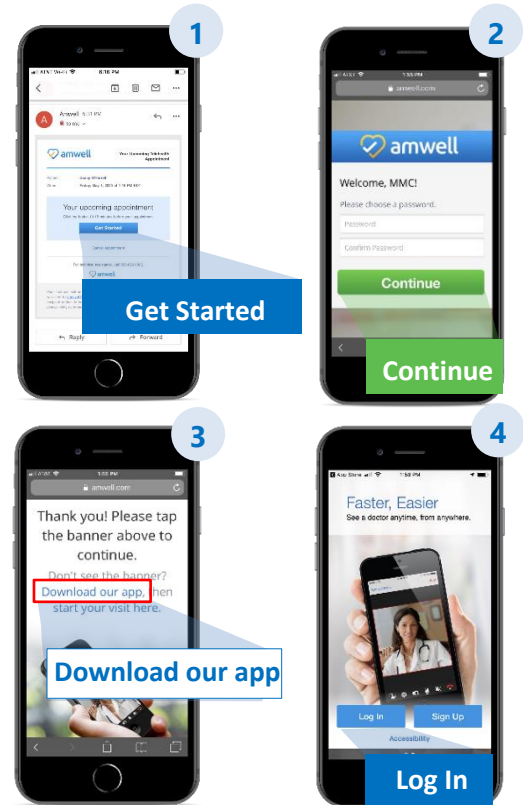


Sign Up for Amwell on Phone/Tablet

1. To **sign up for Amwell**, click on the link in your appointment email invitation that says **Get Started**.
2. Enter a new password on the next screen then click **Continue**.
3. Click **Download our app** and download from the app store.
4. **Open the Amwell app**, click **Log In**, and enter your email address and newly created Password.
5. **If you don't have an appointment yet:** please visit <http://maimonides.amwell.com>, download the Amwell app, sign up to enroll in Amwell, and if prompted **enter MAIMO as the service key**.

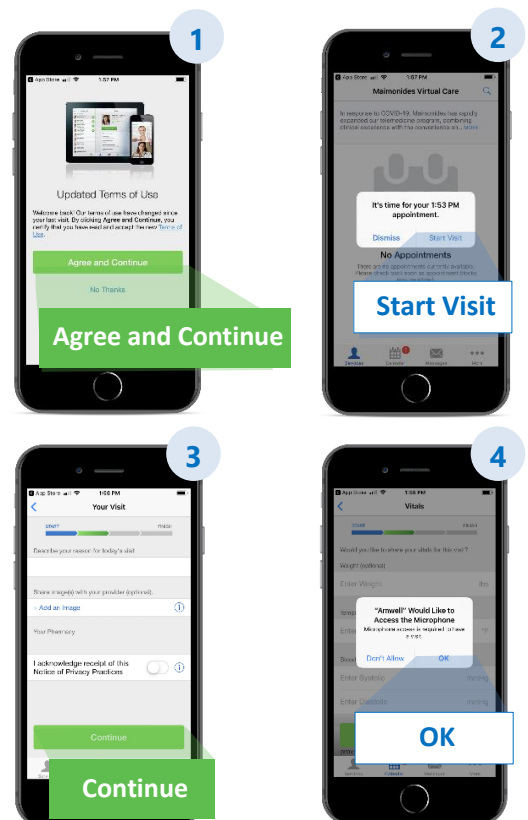


Start a Virtual Visit on Phone/Tablet



Open the Amwell app or click on the "Get Started" link from your email invitation.

1. Click **Continue** and then **Agree and Continue** to agree to Terms of Use.
2. Click **Start Visit** and then click **Get Started**. Input your **Phone Number** and click **Continue**.
3. Answer **Describe your reason for today's visit**. **Click the checkbox** to acknowledge receipt of the privacy practices and click **Continue**.
4. Click **OK** to allow Amwell access to your microphone and camera.
5. You are now in the virtual waiting room. **Your provider will soon admit you to your first virtual visit!**

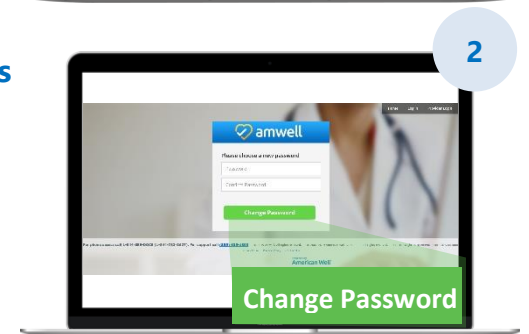
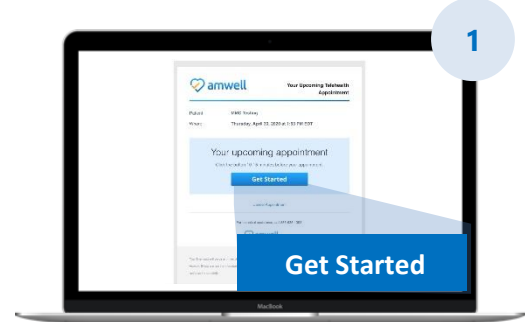


Last Updated 5/19/2020

Please ensure you complete these tasks as soon as you receive the Amwell email invitation, or at least 10-15 min before your appointment. For assistance, contact Amwell at 855-635-1393 or support@americanwell.com.

Sign Up for Amwell on a Computer

1. To sign up for **Amwell**, click on **Get Started** in your email invitation to open Amwell in your web browser. *Tip: Opening Amwell in Google Chrome will offer the best experience ([Click here to download Chrome.](#))*
2. Enter a new password, and click **Change Password**. On the next screen, check the box to agree to the **Terms of Use** and click **Continue**.
3. Enter your email and password to **log in for the first time**.
4. *If you don't have an appointment yet:* please visit <http://maimonides.amwell.com>, sign up to enroll in Amwell, and if prompted **enter MAIMO as the service key**.



Start your Virtual Visit on a Computer

Open Amwell by clicking on the “Get Started” link from your email invitation (see Step #1 above). *Reminder: Open Amwell in Google Chrome for the best experience.*

1. Enter your **Phone Number** (you may **Invite Guests** by entering their email address); click **Continue**.
2. Answer **What would you like to discuss today? Click the checkbox** to acknowledge receipt of the privacy practices and click **Continue**.
3. Do a quick **Tech Check** to make sure your audio and video are working. Click **Continue**.
4. You are now in the virtual waiting room where a video will provide you with some general information. **Your provider will soon admit you to your virtual visit!**

