Scheduler – AmWell Training Guide
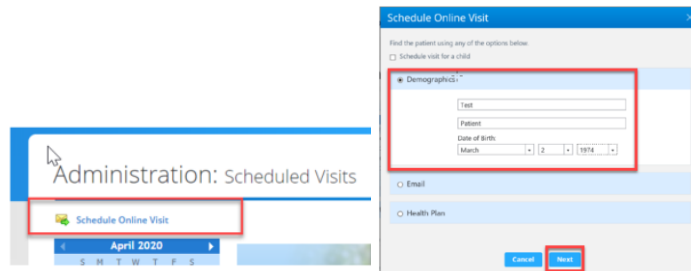
1. Login to AmWell https://myonlineconnect.org/loginAssistant.htm
2. Enter your User Name/Password
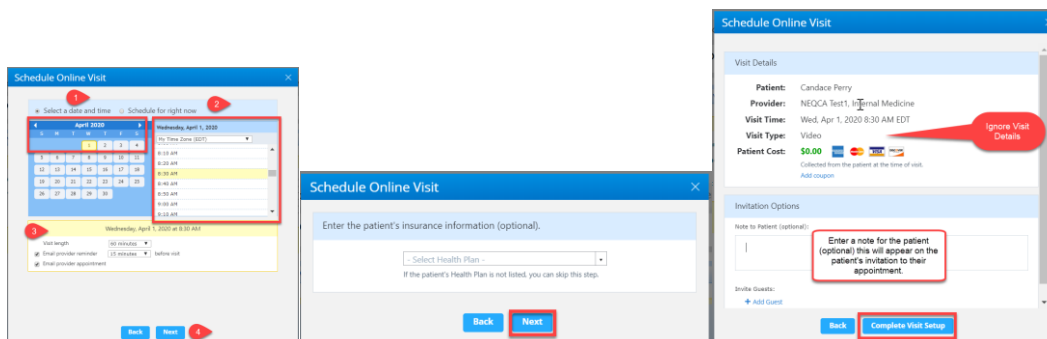
How to Schedule Patient Appointment?

1. Select Schedule Online Visit (above the calendar)
2. New Patient Registration
   a. Enter the patient's Last Name, First Name and DOB – Choose **NEXT**

3. Gender, Valid Email Address, Zip Code and State are required. Patients location has to be set as Massachusetts
4. Schedule Online Visit with by selecting Specific Provider
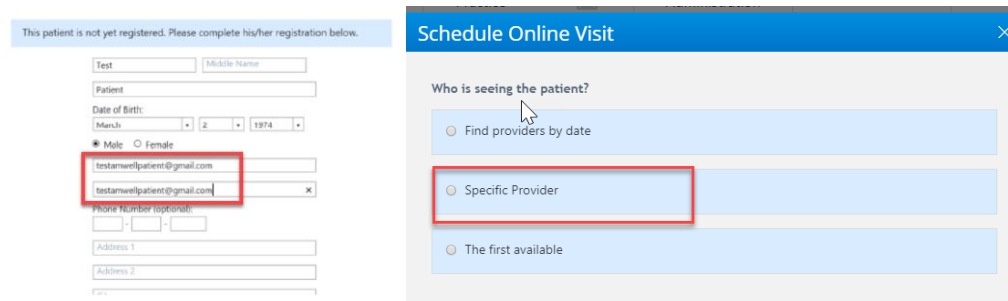

5. Select a date and time of the visit, update visit length and reminders as needed. Select **NEXT**.
6. Choose **NEXT** at the insurance prompt (leave this field blank)
7. Ignore Visit Details (no payment is made within the AmWell system). Enter a note for the patient – if needed. Select **COMPLETE VISIT SETUP**.

8. A pop-up window confirmed the patient's appointment will appear. Select **OK**.
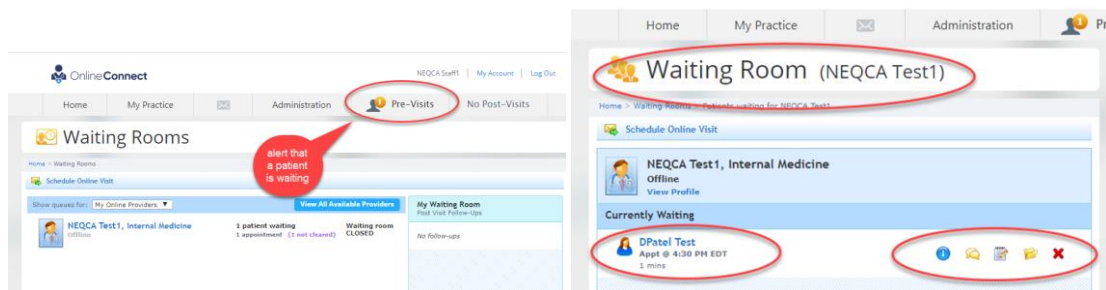
How to Cancel an Appointment?

1. Click on the **Date** of the scheduled appointment
2. Click on **View Appt**
3. Choose **Cancel Appt**
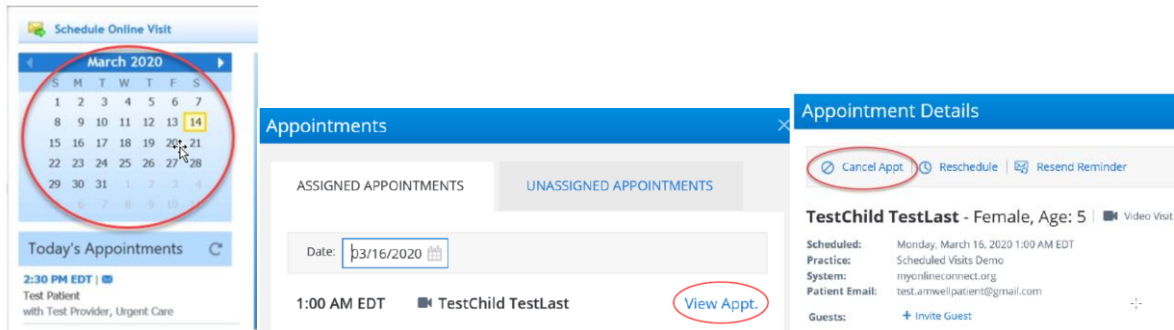
How to Manage Patients in the Virtual Waiting Room?

1. Once the patient has initiated the appointment, they will be placed in the **Virtual Waiting Room.** The team member is alerted by seeing a number in the **Pre-Visit** module.

2. The team member can communicate with the patient by selecting chat functionality.