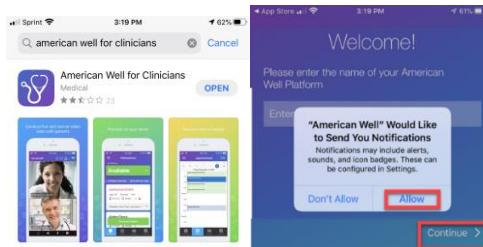


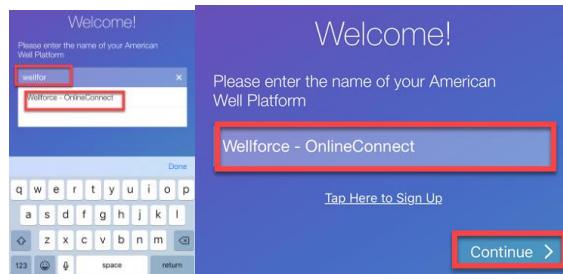
iPhone – Download Instructions



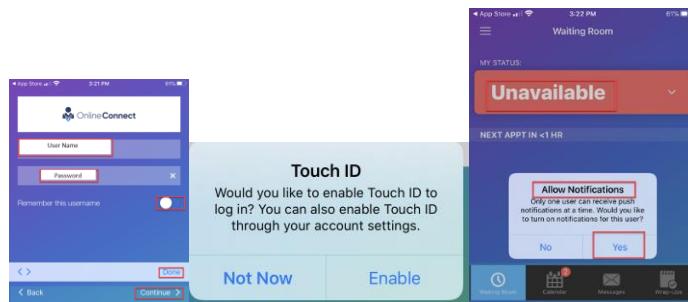
1. Go to the APP store from your iPhone
2. Search for **American Well for Clinicians** – download the APP
3. Initial Access, the APP will ask for notifications. Choose **ALLOW**.



4. Platform prompt, enter **Wellforce – OnlineConnect**, the **CONTINUE**



5. Enter in your User Name and Password, select Remember this username, then Done and Continue
 - a. If you prefer, say **YES** to enable Touch ID
6. Home Screen will pop up.
 - a. Set **MY STATUS** to at **Unavailable**
 - b. Allow Notifications, set to either Yes or No



How to Schedule a patient via the iPhone App?

1. Go to the MENU icon and choose **SCHEDULE APPT**
 - a. You can find your patient by their Demographics or Email
 - b. Next, your patient will display, select their name and choose **CONTINUE**
 - c. Select Video Visit, then **CONTINUE**
 - d. Select a DATE/LENGTH/TIME of Visit
 - e. Appointment Confirmation page for the Clinician
 - f. **CONTINUE** through the Insurance prompt, this is not required to fill out
 - g. Review final patient and appointment details prior to “SEND” **INVITATION**

