Amwell Troubleshooting Steps

Always Use Google Chrome

Use Google Chrome as your web browser to avoid common technical issues. Type 'Google Chrome download' into your internet browser and you will be directed to a free download. Install Google Chrome on your device and use Google Chrome to access the platform moving forward. Android apps are not currently available and you will not be able to launch visits via Chromebooks.

Login Issues

First confirm your Caps Lock key is not selected.

If you cannot log into your account call customer support: 855-380-5121.

Internet Connection

Check that you are connected to the internet. If you are using home Wi-Fi, it is recommended to limit the communal use of bandwidth during visits (e.g. number of users watching Netflix, streaming music, etc.). If the issue persists, consider hardwiring into your internet connection.
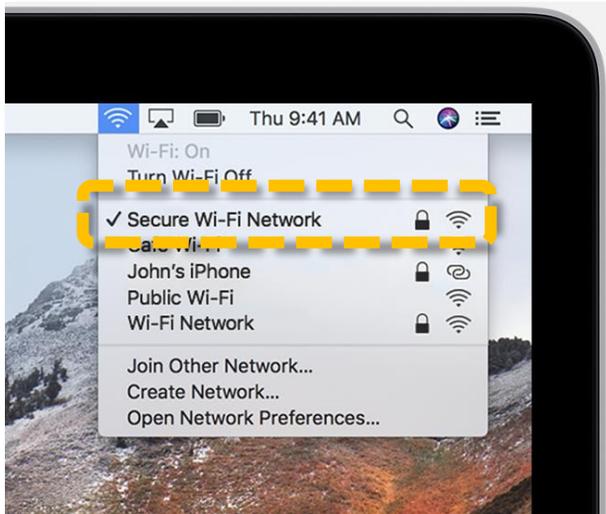
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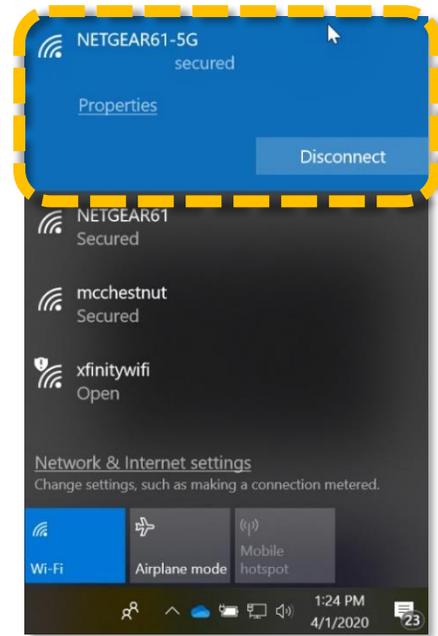
PC

Test the Strength of Your Internet Connection

Visit speedtest.net and click 'Go'. Your internet download and upload speeds will be tested both need to be above 4mb (24mbps) to support video visits. If your connection does not meet these requirements, contact your Internet Service Provider for additional troubleshooting and assistance.

Disconnect from VPN

If you work for a hospital system you may have trouble connecting for visits due to your VPN connection, reach out to your administrator for directions to disconnect from your VPN while practicing telemedicine.

Run Test My Computer

Log into your account, from your practice waiting room click 'Test My Computer'. Click 'Start Test'. Follow the 'Test My Computer' prompts. Click 'Yes' to proceed to the next step. Test your camera, microphone, speaker and internet speed. If the issues persist move on to the next troubleshooting section.
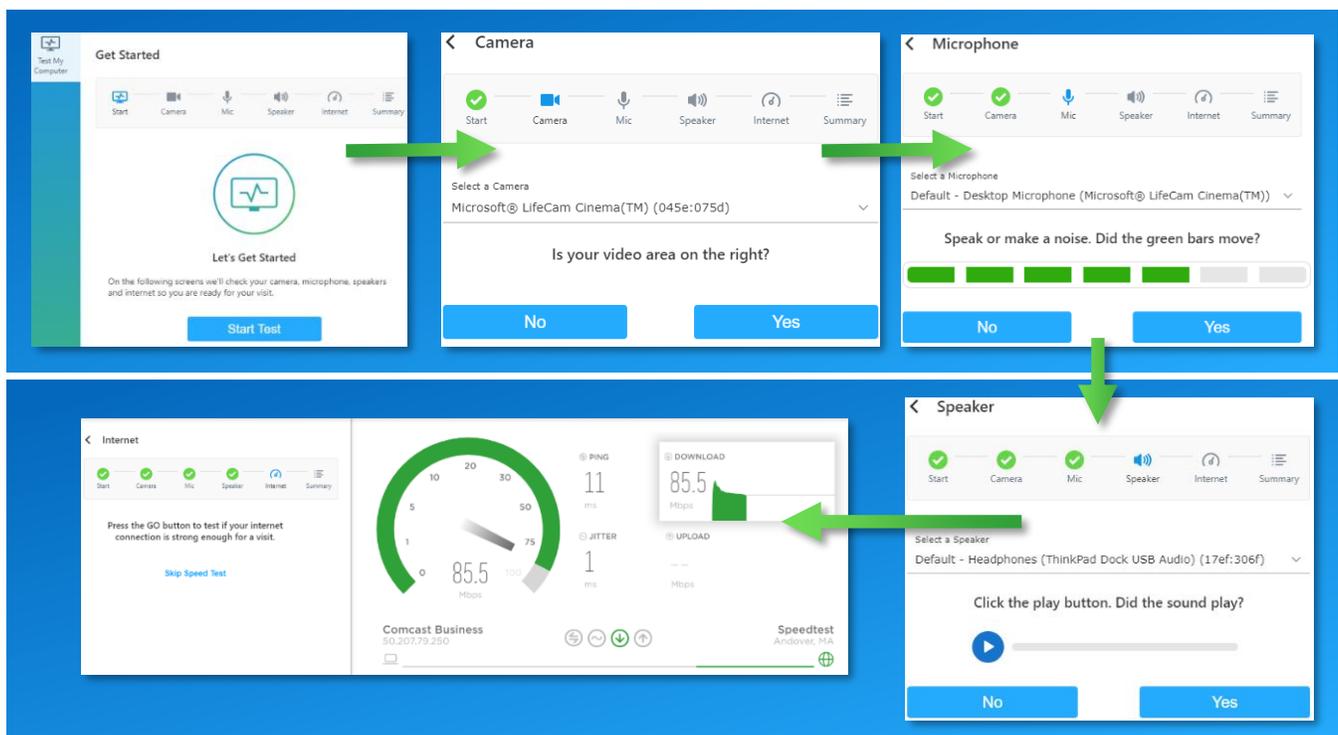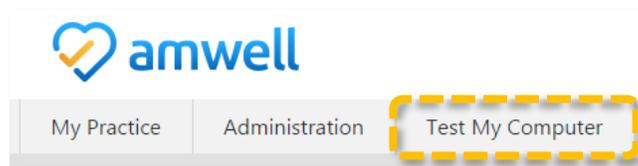
Update Version of Chrome

Open Chrome. At the top right, click the three grey dots. Click 'Update Google Chrome'. Important: If you can't find this button, you're on the latest version. Click 'Relaunch'.

Clear Cache and Browsing History

Clearing your browser Cache and History helps to resolve video issues. Click on the three small gray dots in the top right of the top of the Google Chrome browser, hover over 'History'. The window will expand, click 'History'. Click 'Clear browsing data' at the top of the page.
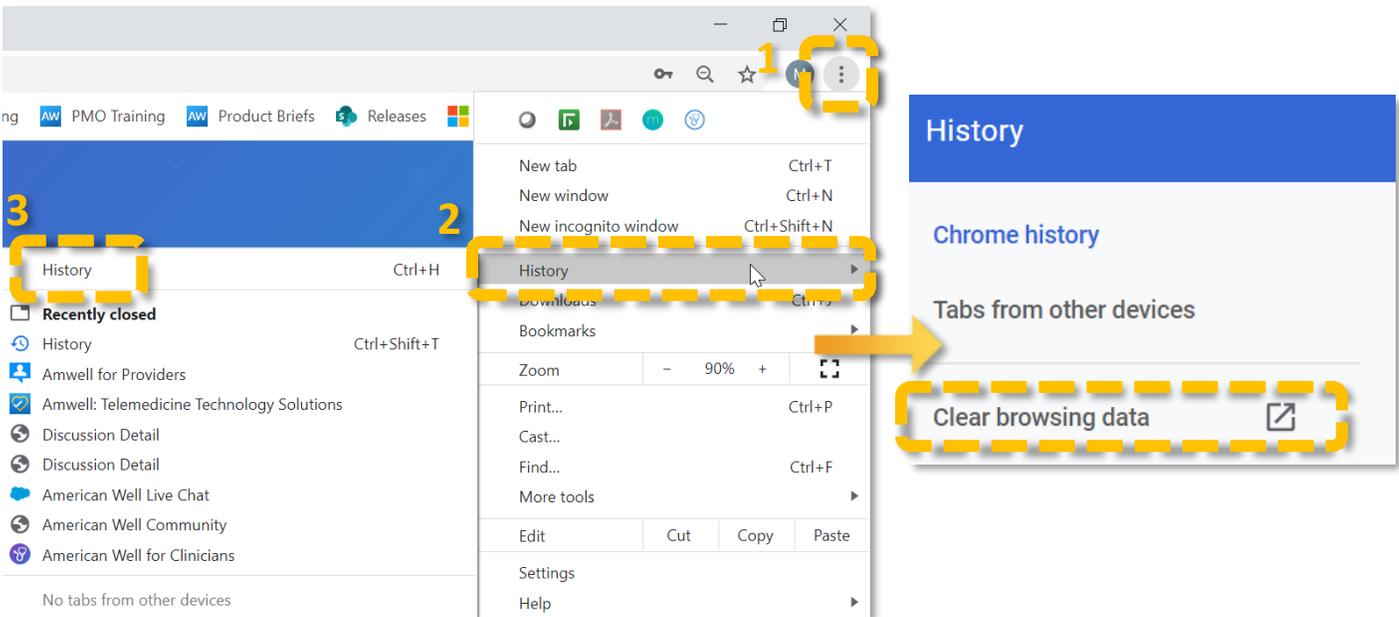
A small box will open. Set the time range to 'All time'. Check the three check boxes on the left and click 'Clear data'.
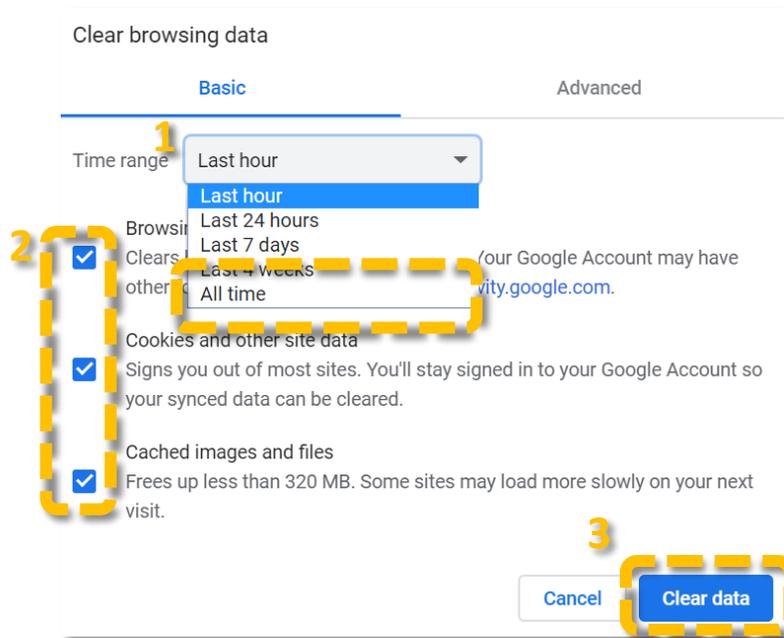
Your browser history is now clear. If your issue persists proceed with the troubleshooting steps.

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Troubleshoot Issues Connecting to Video

Turn Off Pop Up Blocker before Visit

On your computer, open Chrome. In the top right of the window, click the three dots, click 'Settings'. Click 'Privacy and security'.
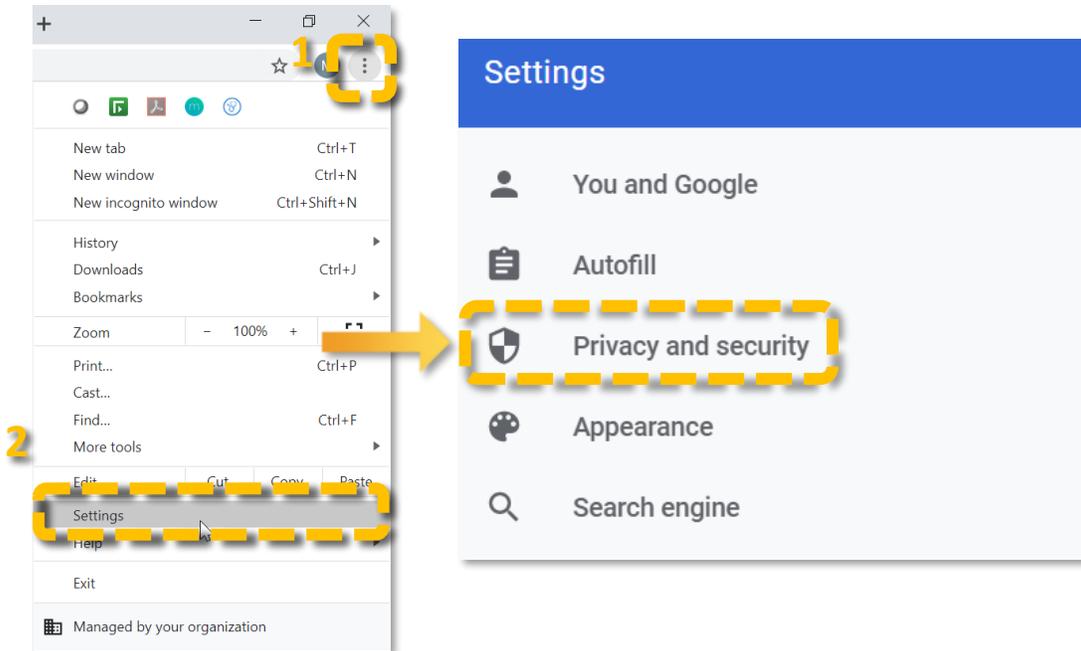
Under "Privacy and security" click 'Site Settings'. Click 'Pop-ups and redirects'. Click the toggle to switch to allowed.
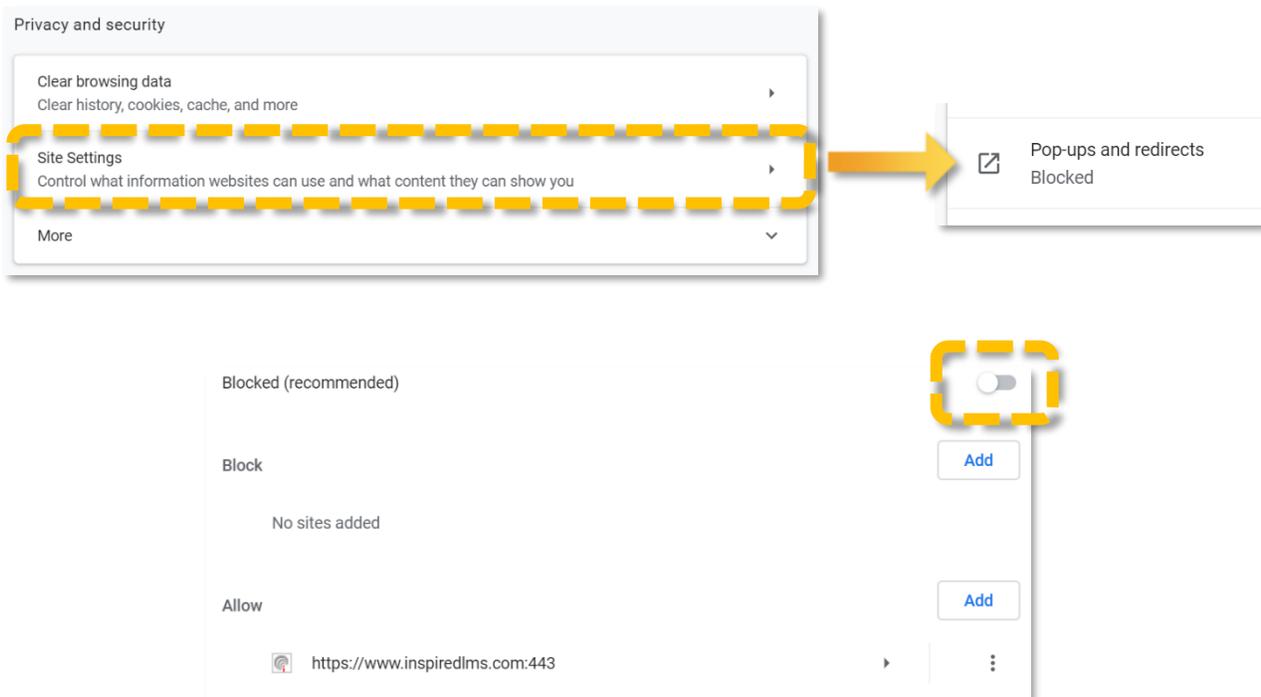
Always Click Allow Video Pop-Up When Video Begins

If the pop-up opens asking for permission to access your browser you must click 'Allow' to grant access to your camera and microphone.

Allow Pop-ups in the Visit

If you did not previously allow pop-ups when you first entered the visit you can do so during the visit. In the address bar, click the Pop-up blocked icon ▣. Click the link of the platform to enable pop-ups for the site, select 'Always allow pop-ups and redirects from [site]' and 'Done'.

Troubleshooting in a Visit

When you launch a visit with a patient it can take up to a minute for the video to load depending on the patient's internet connection. If the issue persists and you encounter connection issues, try the following steps:

Click the 'Reload Video' button in the top left of the video window, it will momentarily interrupt your video and create a stronger connection between you and your patient.

If the video fails to connect click the 'Switch to Phone', or 'Call Me' button in the top left of the page. Both you and the patient will receive a call from a third party, when you answer you will be connected, the patient will not see your phone number.

a. If the timer is not counting down the encounter the visit will not generate a Wrap-Up. Use the Chat section to direct the patient to reach out to the customer support number in the bottom of their video window.

b. If you connect with the patient via phone check the 'Insight' section for state specific phone only prescribing practices and proceed with your consult. If the patient does not answer the phone call, press 'End Visit' and then click 'Cancel Visit' on the Wrap-Up page.
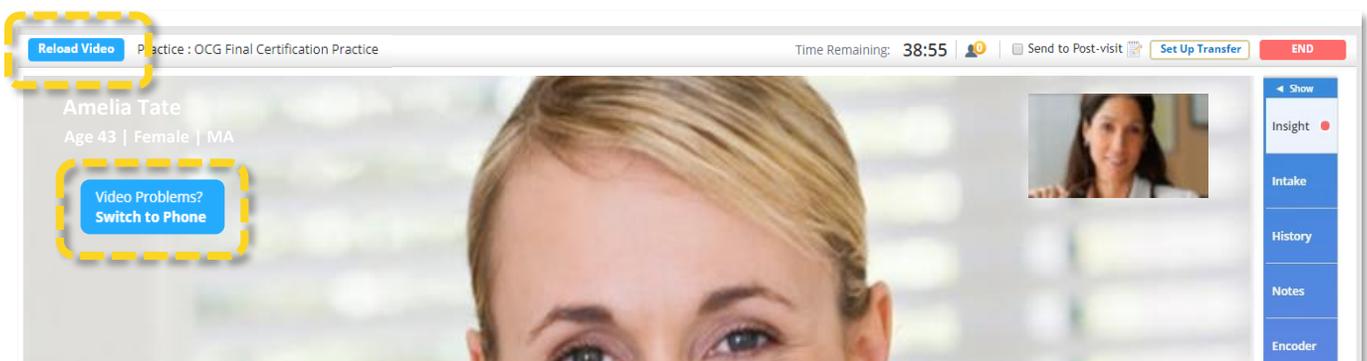
Troubleshooting Audio and Microphone Issues

If you or the patient are unable to hear one another use the chat section to troubleshoot with the patient.

If your patient is unable to hear you, first make sure you have not clicked the 'Mic' button on the bottom of the video window which mutes your microphone. Next click the gear icon in the bottom left of the video window to check that the correct microphone input is connected.

If you cannot hear your patient check your system volume in the bottom right corner, if there is an X through the speaker icon your computer is muted. Next click the gear icon to check the speaker input connected to your visit.
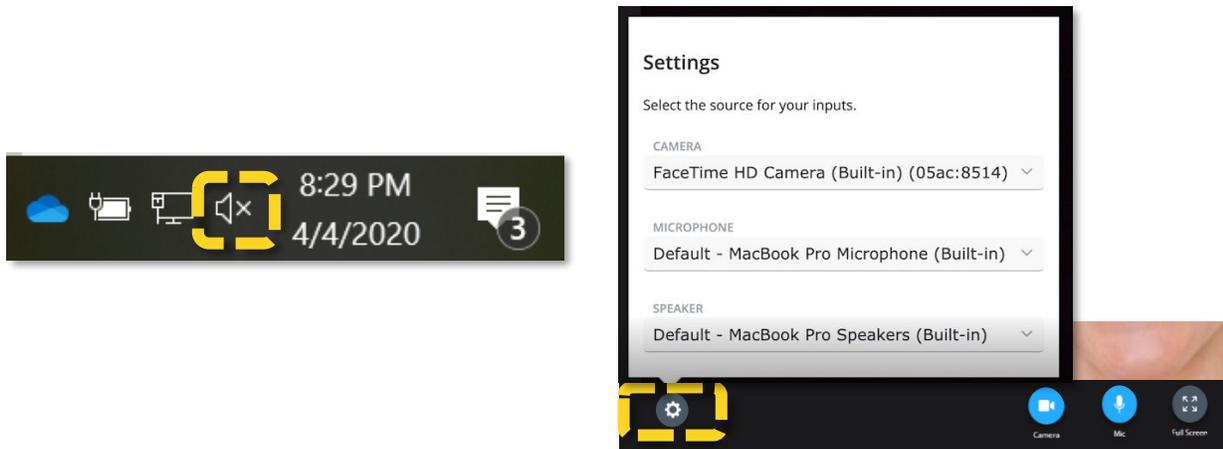
Common Error Messages

1. 'Could not authenticate'. This error occurs if:
   a. You are connecting from a location outside of the United States. You cannot access your profile or any of our services outside of the United States.
   b. Your access is being blocked by a firewall or security protocol. Contact your system administrator for details.
   c. Server downtime, please contact your support group.

2. Availability Status says 'Updating'
   a. Confirm you are connected to the internet.

3. Availability Status says 'Mixed'
   a. Mixed is caused by inconsistent availability across practices.
   b. Switch from 'available' to 'unavailable'.
   c. If the issue persists, contact support.
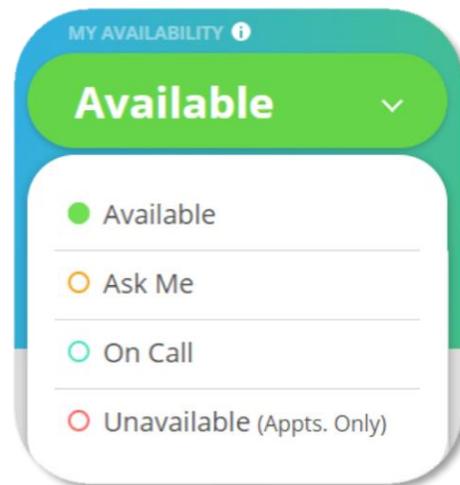
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