

From the Office of Health Informatics Telehealth Amwell Touchpoint (AW Touchpoint) August 27, 2025

Quick Connect can be accessed by the Amwell Touchpoint (AW Touchpoint) mobile app. Install the app from the app store and set-up the account to access Northern Light Health Amwell devices.

Installing Amwell Touchpoint App

- **<u>STEP 1</u>**: Download the **AW Touchpoint** app from the app store (iOS or Android).
- **<u>STEP 2</u>**: Open the app and select **Provider Login**.
- **<u>STEP 3</u>**: Enter PIN **1084** and click **Continue**.





Setting Up the Account

- **<u>STEP 1</u>**: Click **Sign In** and login with Quick Connect username and password.
- NOTE: Username will be an email address.
- **<u>STEP 2</u>**: If desired, enable notifications on device.
- **<u>STEP 3</u>**: Create four-digit PIN.
- **<u>STEP 4</u>**: If desired, enable Face ID.
- **<u>STEP 5</u>**: Select **More Permissions**.
- **<u>STEP 6</u>**: Click **Enable Camera** and select **Allow**.
- **<u>STEP 7</u>**: Click **Enable Microphone** and select **Allow**.

<u>NOTE</u>: If step 6 and 7 are missed, the app will ask for access when the first call is initiated.

<u>STEP 8</u>: Click **Review My Profile**.

Calling Amwell Device

<u>STEP 1</u>: Click the **three lines** in the upper left corner, select **Quick Connect**.

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- **<u>STEP 2</u>:** Click **Start a Call**.
- **<u>STEP 3</u>**: Confirm **Call a Device** is selected.

<u>STEP 4</u>: Click **Location** and select where the device is located.

<u>STEP 5</u>: Click **Search a Device** and select the appropriate Amwell device.

- **<u>NOTE</u>**: Communication to the connecting site may be required to ensure the correct Amwell device is called.
- **<u>STEP 6</u>**: Click **Add Device**. The device will populate to the **Selected Devices**.
- **<u>STEP 7</u>**: Click **Start Call**. The call be initiated and the device will join automatically.

Start a Call	
CALL A DEVICE	INVITE A USER
Call a Device	
Location All Locations	~
Search a Device	۹
Selected devices	
Set New Room Name	
Room Name Room name	
Flag as Test	
Test My Device	K Start Call

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please <u>place a ticket</u> to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.