From the Office of Health Informatics

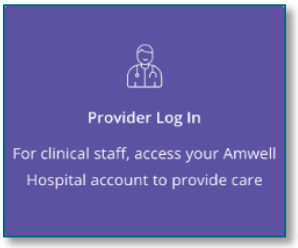
Telehealth

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.

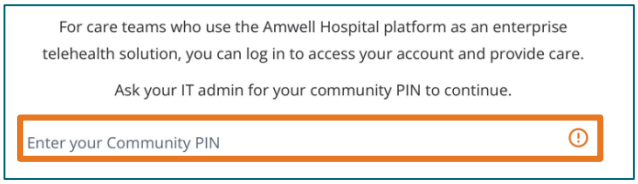
Installing Amwell Touchpoint App



STEP 1: Download the **AW Touchpoint** app from the app store (iOS or Android).

STEP 2: Open the app and select **Provider Login**.

STEP 3: Enter PIN **1084** and click **Continue**.



Setting Up the Account

STEP 1: Click **Sign In** and login with Quick Connect username and password.

NOTE: **Username will be an email address.**

STEP 2: If desired, enable notifications on device.

STEP 3: Create four-digit PIN.

STEP 4: If desired, enable Face ID.

STEP 5: Select **More Permissions**.

STEP 6: Click **Enable Camera** and select **Allow**.

STEP 7: Click **Enable Microphone** and select **Allow**.

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

STEP 8: Click **Review My Profile**.

Calling Amwell Device

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



STEP 2: Click **Start a Call**.

STEP 3: Confirm **Call a Device** is selected.

STEP 4: Click **Location** and select where the device is located.

STEP 5: Click **Search a Device** and select the appropriate Amwell device.

NOTE: **Communication to the connecting site may be required to ensure the correct Amwell device is called.**

STEP 6: Click **Add Device**. The device will populate to the **Selected Devices**.

STEP 7: Click **Start Call**. The call be initiated and the device will join automatically.

