



How to Join as Guest for School Telehealth Visit

Download “AultmanNow App” Prior to Joining the Telemedicine Visit

1. Go to the App store or Google Play Store on your cell phone
2. Search for “AultmanNow” with no space
3. Select AultmanNow – Install App
4. Select Open to complete your installation of the app
5. AultmanNow Home Screen Appears- Complete the information & you are ready for the Telemedicine visit

AultmanNow App- QR Code



Join as Guest on Mobile Phone:

When your child is going to have a Telehealth Visit- the school nurse will call you and clarify your correct email address, contact phone number and give time of the visit. The Nurse Practitioner will send you an email invitation at the time of the telehealth visit.

6. Once you receive the email, review information, Click on “Join Visit”
7. Enter your name and your email address. that the email invitation was sent to
8. Select “Continue” at the bottom of the screen
9. To participate in the telehealth visit you must Allow AultmanNow app to access your camera and microphone, Select “OK” for both
10. Welcome screen appears until the patient and provider have connected
11. After the visit has started, it will automatically connect you as the guest
12. You only have 2 buttons available during the visit
 - a. Arrow button will refresh your video
 - b. “Exit” will end the call
 - c. Provider will appear on the top screen; the patient will be on the left and the guest will be on the on the right screen. Whichever person is talking, their picture will go to the top of the screen.
13. After you are finished with the visit, select exit in the top right-hand corner to end the visit



How to Join as Guest for School Telehealth Visit

Join as Guest on Computer/Laptop:

To access the Online Visit as a guest, you will need a computer with an internet connection and a camera. **When the school nurse is completing the information for the online visit with the provider, there will be the option of adding a guest by email. The school nurse or provider will add your email address, so you can connect.**

1. To join the online visit, click on your favorite internet browser then log in to your email account to check and see if you've received the email invitation to join the school telemedicine visit as a guest.
2. Email sent from: **do not reply @ Aultmannow.com.**
3. Click on the email and it will load the "you're invited email".
4. Select "Join Now" button. This will open a new window and direct you to the Aultman Now Welcome screen.
5. Fill out your name and use the same email address that the email invitation was sent to you
6. Scroll to the bottom of screens and click continue.
7. This will launch the "set up your video". **Steps 8-11 may be different depending on internet browser- Just follow the prompts**
8. Click the "Download" button. This will pull up the Run option on the screen, depending on what browser you are using.
9. Click "Run". This will pull up a progress bar of it installing the software.
10. Click "Close" when the bar is done.
11. Select "Launch" button. Most likely a window will pop up asking if you want this to happen, always hit allow or yes on it.
12. A video visit call will appear on the screen.
13. Provider will be on the left, with the patient being on the right. You (Guest) will be in a smaller window in the bottom right hand corner.
14. If you have any connection issues, you may select the arrow to refresh video in the top left,
15. Video and audio controls will be in the bottom left of the screen. Reviewing icons from left to right, 1st is to maximize your screen, 2nd stop sharing your video, 3rd volume control, 4th microphone control, 5th turn your video off, and then which hardware to select.
16. Once the visit is done or you're ready to leave, you will click on "Leave Visit" in the top right.
17. Select "Leave" to end the visit
18. Once the window closes, the main screen appears
19. Thank you with a big green check appears. Select "Ok" to finish the visit This will take you back to the main AultmanNow screen.

**For Technical Support, Please Contact 1-844-606-1603 or
Email: aultmannow@americanwell.com**