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**This Quick Reference Guide (QRG) reviews the AmWell Lock Room Workflow.**

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## Review the AmWell Lock Room Workflow

### Remove a Participant and Lock the Room

➤ From the TeleHealth Visit Screen:

**STEP 1:** Click the  **Participants** icon.

**STEP 2:** Click the  **List** tab.

**STEP 3:** Click the  **Ellipsis** icon next to the name of the person you want to dismiss from the call.

**STEP 4:** Click  **Remove from Visit** in the drop-down menu.


**STEP 5:** Click the  **Disconnect** icon.

**STEP 6:** Click the  **Lock Room** slider.

### Unlock the Room and Add a Participant

**STEP 1:** Click the  **Lock Room** slider.

**STEP 2:** Click the  **Invite** tab.

**STEP 3:** Add the participant's mobile number or email address; then click the **Send**  **Invite** icon.

### NOTE:

- Patients should join from their Patient Portal account whenever possible.
- Use the text or mobile invitation method as a backup to invite attendees.

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Contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:  
207-973-7728 or 1-888-827-7728.

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