



InTouch Provider Access Web App™

Domain Masking Guide

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Intake Module and Connect Packages

Domain Masking lets you avoid using the InTouch standard **.visitnow.org** suffix (United States), **ca.visitnow.org** suffix (Canada), **de.visitnow.org** (Germany), or **br.visitnow.org suffix** (Brazil) with your production InTouch Web App URL. The section provides steps for practices located in the United States, Canada, Germany, and Brazil. Steps for locations in other countries will be similar.

Creating Your Domain Mask

To create your domain mask for your production practice, please ensure you have purchased and have approval to use the domains your organization would like to use. Our default production domain for the United States is **visitnow.org**.

_____visitnow.org

For Canada, our default production domain is **ca.visitnow.org**.

_____ca.visitnow.org

For Germany, our default production domain is **de.visitnow.org**.

_____de.visitnow.org

And for Brazil our default production domain is **br.visitnow.org**.

_____br.visitnow.org

If you wish to use a custom domain for your production domain, you will need to complete some additional steps. It is best if this configuration is completed before InTouch Health creates your production environment.

1. First, you must purchase the domain you wish to use.
2. Create DNS records type CNAME to point to our server. The following shows an example for the United States:

```
<practice_name>.domain CNAME whitelabel.visitnow.org
```

The following shows an example for Canada:

```
<practice_name>.domain CNAME whitelabel.ca.visitnow.org
```

The following shows an example for Germany:

```
<practice_name>.domain CNAME whitelabel.de.visitnow.org
```

And the following shows an example for Brazil:

```
<practice_name>.domain CNAME whitelabel.br.visitnow.org
```

Here are some additional examples for the United States:

```
telecareinvite.medicine.org CNAME whitelabel.visitnow.org
```

```
telecare.medicine.org CNAME whitelabel.visitnow.org
```

telecarevisit.medicine.org CNAME whitelabel.visitnow.org

Here are some additional examples for Canada:

telecareinvite.medicine.org CNAME whitelabel.ca.visitnow.org

telecare.medicine.org CNAME whitelabel.ca.visitnow.org

telecarevisit.medicine.org CNAME whitelabel.ca.visitnow.org

Here are some additional examples for Germany:

telecareinvite.medicine.org CNAME whitelabel.de.visitnow.org

telecare.medicine.org CNAME whitelabel.de.visitnow.org

telecarevisit.medicine.org CNAME whitelabel.de.visitnow.org

Here are some additional examples for Brazil:

telecareinvite.medicine.org CNAME whitelabel.br.visitnow.org

telecare.medicine.org CNAME whitelabel.br.visitnow.org

telecarevisit.medicine.org CNAME whitelabel.br.visitnow.org

Verifying Record Creation

Perform the following steps to check if the record has been created:

1. Open <https://mxtoolbox.com/DNSLookup.aspx>.
2. Copy and paste the domain name and click **DNS Lookup**.

If a record was created, you will see something like this:

Country	Type	Domain Name	Canonical Name	TTL
United States	CNAME	telecareinvite.medicine.org	visitnow.org	60 min
Canada	CNAME	telecareinvite.medicine.org	ca.visitnow.org	60 min
Germany	CNAME	telecareinvite.medicine.org	de.visitnow.org	60 min
Brazil	CNAME	telecareinvite.medicine.org	br.visitnow.org	60 min

URL Masking

We mask three types of URLs:

- The URL to the provider application (Provider Base URL)
- The URL to the patient application for the scheduled appointments (Invite Base URL). Patients receive this link in their email/SMS notifications.
- The URL to the patient application that leads to the waiting rooms (Visit Now Base URL). You can email or text this URL to invite patients to a waiting room.

NOTE: All three URLs must be different.

Example Custom URLs

The table below provides examples of custom URLs for the United States, Canada, Germany, and Brazil:

URL Type	Default URL	Custom URL Examples
Provider Base URL (United States)	hospital.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Canada)	hospital.ca.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Germany)	hospital.de.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Brazil)	hospital.br.visitnow.org	hospital.hospitalvisit.org
Invite Base URL (United States)	patient.visitnow.org In this case, invite link will be https://patient.visitnow.org/start/[visit_id]	patient.hospitalvisit.org or invite.hospitalvisit.org In this case, the invite link will be https://patient.cottagevisit.org/start/[visit_id] or https://invite.cottagevisit.org/start/[visit_id]
Invite Base URL (Canada)	patient.ca.visitnow.org In this case, invite link will be https://patient.ca.visitnow.org/start/[visit_id]	patient.hospitalvisit.org or invite.hospitalvisit.org In this case, the invite link will be https://patient.cottagevisit.org/start/[visit_id] or https://invite.cottagevisit.org/start/[visit_id]
Invite Base URL (Germany)	patient.de.visitnow.org In this case, invite link will be https://patient.de.visitnow.org/start/[visit_id]	patient.hospitalvisit.org or invite.hospitalvisit.org In this case, the invite link will be https://patient.charite.org/start/[visit_id] or https://invite.charite.org/start/[visit_id]

URL Type	Default URL	Custom URL Examples
Invite Base URL (Brazil)	patient.br.visitnow.org In this case, invite link will be https://patient.br.visitnow.org/start/[visit_id]	patient.hospitalvisit.org or invite.hospitalvisit.org In this case, the invite link will be https://patient.telemedicinaeinsteinstein.org/start/[visit_id] or https://invite.telemedicinaeinsteinstein.org/start/[visit_id]
Visit Now Base URL (United States)	visitnow.org In this case, visit now link will be https://visitnow.org/[WR_id]	waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]
Visit Now Base URL (Canada)	ca.visitnow.org In this case, visit now link will be https://visitnow.org/[WR_id]	waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]
Visit Now Base URL (Germany)	de.visitnow.org In this case, visit now link will be https://visitnow.org/[WR_id]	waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]
Visit Now Base URL (Brazil)	br.visitnow.org In this case, visit now link will be https://visitnow.org/[WR_id]	waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]

NOTE: You must provide us with three different URLs and create CNAME-type DNS records to point to our server.

All remaining configuration will be completed by InTouch Health Team.

DISCLAIMER: InTouch Health will be issued an SSL certificate for the custom hostname as chosen by the customer. This is achieved by using a ACME compliant CA for certificate issuance ([RFC-8555](#)).

Contact Information

24/7 Live Technical Support

(877) 484-9119

24/7 Live Remote Technical Support & 24/7 Live Chat

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