

Client: How to Join Telehealth Session

In order for you to join a Telehealth session a unique URL must be provided to you by your therapist. You should receive an email with this link, and you can also access the link through the client portal. If you do not have a link you must reach out to your therapist prior to session to retrieve the link.

You do NOT have to download anything to securely join the Telehealth sessions. You will be able to join from your phone, tablet, or computer! The Telehealth session windows are fully responsive and will adapt to the screen size of your device.

Do you recommend specific internet browsers?

If you're using a Desktop or Laptop, we recommend:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)

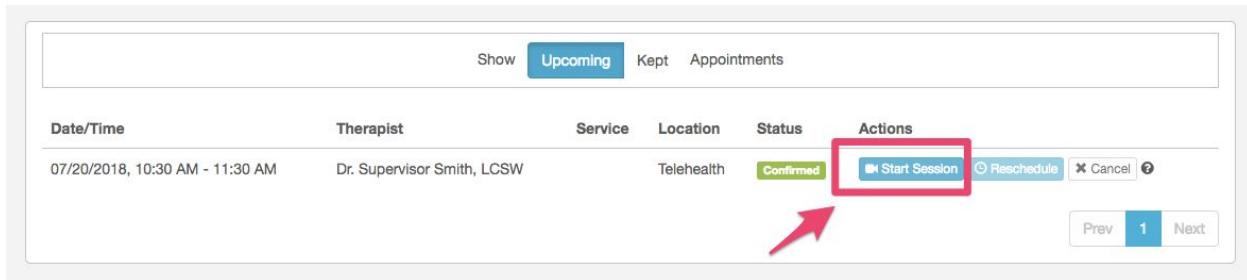
We recommend the below if you're using a tablet or mobile phone:

- Android - Google Chrome
- iOS (iPhone or iPad) - Safari

Via Client Portal

If you click on the appointments section in your Client Portal you should see the option to start the session next to the appointment. Your next scheduled session will appear in your portal 48 hours prior to your session.

Please know the appointment will show in your Therapist's time zone if different from yours.



How to join if link sent via Secure Message in your Client Portal:

1. Login to your client portal account
2. Click on your inbox in the header
3. Find secure message with link to the session you need to join
4. Click on link
5. You will be taken to the virtual waiting room where your browser may ask permission to use your camera and microphone. You must say yes. Please know when you say Yes to allowing your device to use these things they will not then be turned on for the session. You will still need to manually turn them on.
6. Enter in preferred name

How to join via link sent to email:

1. Login to your email account
2. Click on the email sent by your therapist
3. Find secure link to the session you need to join
4. Click on link
5. You will be taken to the virtual waiting room where your browser may ask permission to use your camera and microphone. You must say yes. Please know when you say Yes to allowing your device to use these things they will not then be turned on for the session. You will still need to manually turn them on.
6. Enter in preferred name