

# Telehealth Instructions

## Before your first telehealth session



Complete SimplePractice client portal registration and documentation

1. Open Welcome email from **Remember You, LLC**
2. Click on “**Click here to login to the client portal**”
3. Enter your email address
4. Enter 4 digit code from the email, as your password
5. Create a new password, select “**Update**”
6. Read the welcome statement
7. Select “**Get Started**”
8. Review each document
9. Select “**I agree and sign this document**” for each document
10. Select “**Submit & Continue**” for each document
11. Revise & complete “**Contact Info**” as desired
12. Select “**Review**”
13. Review Contact Info, if correct, select “**Submit**”
14. -or- select “**Edit**” to revise Contact Info

*You are now finished with registration and documentation*

## Your telehealth session is scheduled

You will receive an email reminder, with your telehealth session access link 48 hours before your appointment. You will receive another email reminder, with your telehealth access link 10 minutes before your session.

 Access your session on a Desktop or Laptop Computer	 Access your session on a Tablet or Phone
<p>If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:</p> <ol style="list-style-type: none"> <li>1. Select the unique link in the reminder email that you receive 10 minutes before your session</li> <li>2. If you have any issue selecting your unique link, manually copy and paste the unique link into your web browser</li> <li>3. Your video session screen will open in a new tab</li> <li>4. If you have any issue with the quality of the video feed, manually copy and paste the unique link into your web browser</li> <li>5. If you are connected properly, you will see your face on the screen.</li> <li>6. You will also see the Welcome prompt. Click “<b>Play test sound</b>” to test your camera and microphone settings.</li> <li>7. When you are ready, click “<b>Join Video Call</b>”. This will take you straight into the video call.</li> </ol>	<p>If you plan to use a mobile device, here are the steps to join:</p> <ol style="list-style-type: none"> <li>1. Download <b>Telehealth by SimplePractice</b> (for iOS or Android) in the app store.</li> <li>2. Open the reminder email on your device and click the unique link. This will open the <b>Telehealth by SimplePractice</b> app.</li> <li>3. If you are connected properly, you will see your face on the screen.</li> <li>4. When you are ready, click “<b>Join Video Call</b>”. This will take you straight into the video call.</li> </ol> <p><b>Note:</b> There may be a slight delay if I am finishing with a previous appointment. Please be patient and I will join momentarily.</p>

## Tips for telehealth success

1. I recommend joining the video appointment a few minutes early to test your settings
2. If you can connect to the Internet, but are having trouble joining the video, you can test your system at <https://tokbox.com/developer/tools/precall/>
3. If you are having video quality issues, copy and paste the appointment link into a web browser instead of clicking on it directly from your reminder email
4. If you are able to avoid using a Chrome book, please do. There are performance issues that have yet to be resolved by the service provider.
5. If you need to cancel or have questions about the appointment, please contact me