



THE DAY OF THE CALL

How to join on a desktop or laptop computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

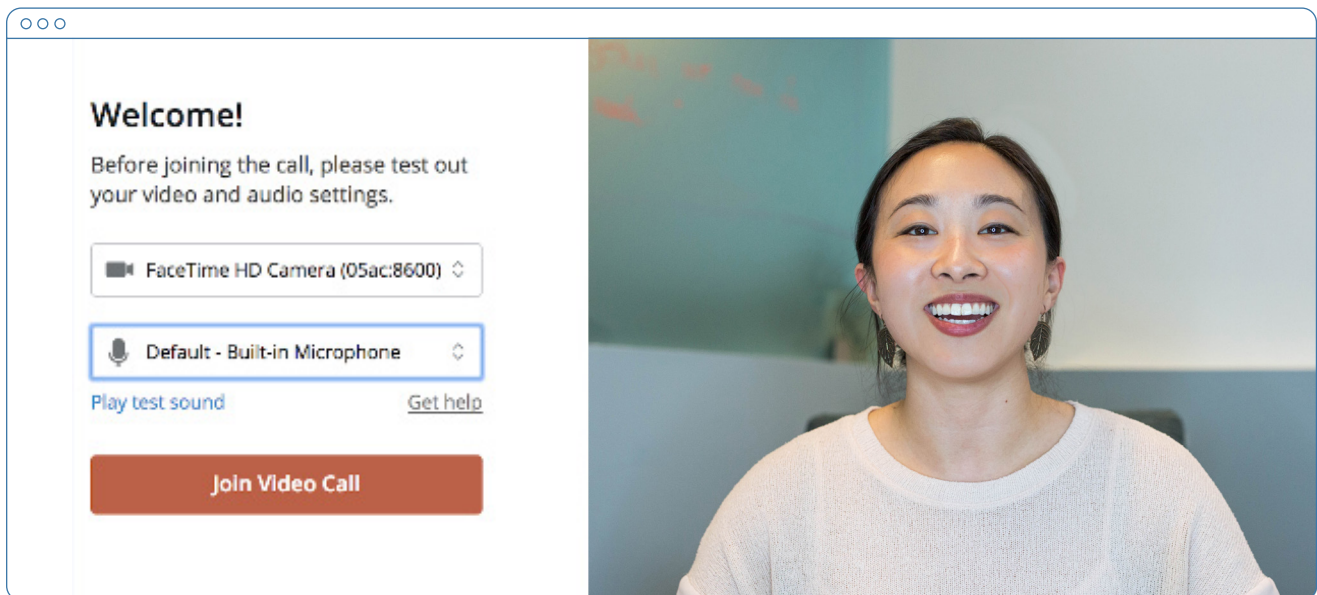
1. Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder.

Note: If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. For **new clients**, make sure you have provided your email and or mobile phone number so that I can enable email or text reminders.

2. Click the unique link embedded in the reminder. Your video call screen will now open in a new tab.

Note: You may have to copy and paste the link into your web browser.

3. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself, as shown below.
4. You will also see the Welcome prompt. Click Play test sound to test your camera and microphone settings.
5. When you are ready, click **Join Video Call**. This will take you straight into the video call.



Note: There may be a slight delay for me to join the session if I am finishing with a previous session. Please be patient and I will join momentarily.



THE DAY OF THE CALL

How to join on a smart phone

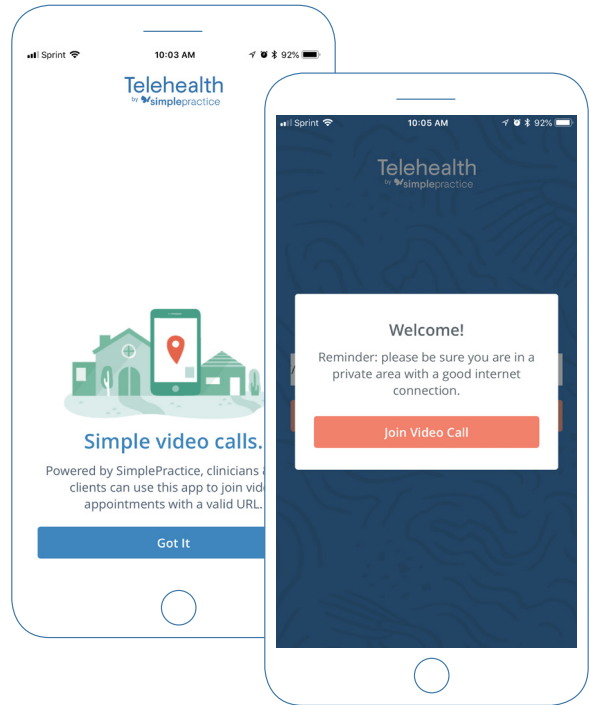
If you plan to use a mobile device, here are the steps to join:

1. Choose a well-lit, quiet room in your house to have your appointment. Do not sit directly in front of windows due to back lighting.
2. Download **Telehealth by SimplePractice** (for iOS or Android) in the app store. Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder.

Note: If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. For **new clients**, make sure you have provided your email and or mobile phone number so that I can enable email or text reminders.

3. Open the reminder on your mobile device, and click the unique link. This will open the **Telehealth by SimplePractice app**.
4. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
5. When you are ready, click **Join Video Call**. This will take you straight into the video call.

Note: There may be a slight delay for me to join the session if I am finishing with a previous session. Please be patient and I will join momentarily.



TIPS FOR SUCCESS

- I recommend joining the video session a few minutes early to test your settings.
- If you can connect to the Internet, but are having trouble joining the video, you can use our recommended **Pre-call Tool**: tokbox.com/developer/tools/precall/
- To use a smartphone to join a video chat, you must first download the **Telehealth by SimplePractice app** available in the app store for iOS or Android.
- If you need to cancel or have questions about the appointment, please contact me.