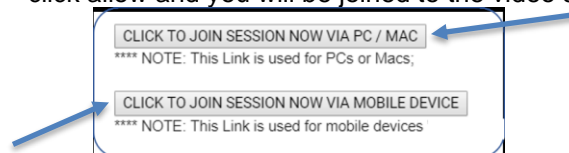


PLEASE READ PRIOR TO YOUR FIRST ON-LINE SESSION

Client Tips for Successful On-line Psychotherapy (Telehealth) Sessions

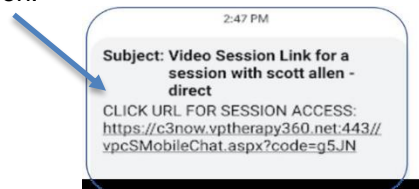
1. Before your on-line (telehealth) appointment, decide where you will be in your home for your session and which electronic device you will use for the session.
 - a. We recommend finding a quiet, comfortable, private room in your home in order to allow you to relax and be comfortable for your session as well as protect your confidentiality during your session. Try to avoid having others interrupt you during your on-line session. Your counseling appointment is an important time for you to focus, work through your problems and develop skills to help yourself heal. Make sure to have box of Kleenex nearby in case you need them.
 - b. You may use your desktop, laptop or your mobile device. Having a strong internet signal will more likely result in a smooth, glitch-free telehealth experience.
 - c. Limit background noise, including fans, barking dogs, phones, etc.
 - d. Avoid having a window or bright light behind you as it will help your camera focus on you better. It may also help to make sure that your background is not too distracting.
2. The secure video platform we use is only supported by internet browser Chrome, Firefox, and Safari 11+ and is not supported by Internet Explorer, Bing or others. If you have an iPhone 5 or below you may not be able to have IOS 11+ Some iPhone 5's only allows updating to IOS 10.
3. Make sure that no one at your house tries to stream videos (such as Netflix) or play online games during the time of your on-line session as it will likely slow your connection.
 - a. We recommend closing all other browsers and websites on your computer. As your connection will likely be better to have one browser with a website open at the time.
 - b. Make sure that your computer does not run updates or install software during your on-line session. It will slow your connection.
4. At the time of your scheduled on-line (telehealth) appointment, your therapist will send you a link via text message or email to connect to the on-line session. The link will look as follows:

To start a video session from **your PC via email** – Click the top link. You may be asked permission to use your camera and mic – click allow and you will be joined to the video session.



If you are on **your mobile device (phone or tablet)** and are accessing the session via email, click on the second link and you will be joined to the session. NOTE: If you only see yourself, scroll up and you will see your provider.

If you are using your **cell phone and get a text message** Click on the link -click “open” and you will be joined to the video session.



5. Upon connecting, if asked, allow your device to enable the camera and microphone. If you are having trouble connecting, immediately email or call your therapist.