

COMPUTER TELEHEALTH INSTRUCTIONS

Upon booking an appointment:


1. Please let the office know that this is the service you would like.
2. You will immediately receive an email with your **Pin #** and **Instructions**.
(Check your spam if you did not receive an email).
3. Save this email because you will need it in order to join your session.

At your appointment time:

YOU MUST BE USING GOOGLE CHROME OR IT WILL NOT WORK

1. Open the email sent to you when you booked the appointment.
2. Select join and enter your credentials.
3. Enable pop ups for this site **
4. Allow the site to use your microphone and camera. **
5. Wait for your therapist to sign on.

**If the website does not ask this, or you want to double check:

- i. Look in the top left corner for a lock () before the website URL.
- ii. Select this and you will find your site settings.
- iii. First allow for pop-ups. Then click the "Site Settings" box.
- iv. Allow the camera and microphone.

If you cannot hear your therapist, please make sure you have everything enabled. Also, double check that your volume is on and turned up.