

How to Join a Telehealth Session as a TherapyPortal User or Guest in Telehealth 2.0

Telehealth sessions allow you and your provider to meet in the comfort and convenience of your own homes. Any device with a camera, microphone, compatible web browser, and Internet access is suitable for a telehealth session.

Before You Get Started:

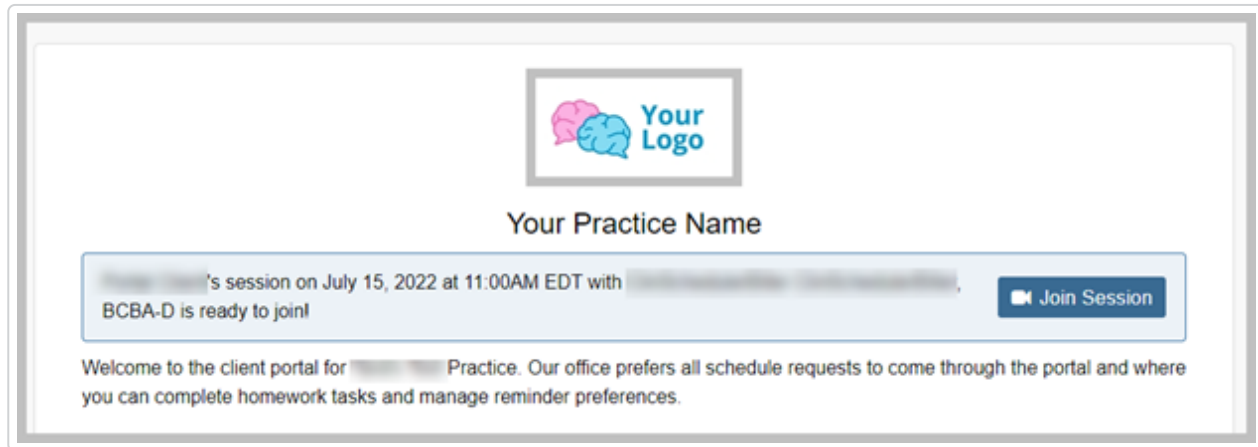
- Be sure that you're using an up-to-date web browser, such as the latest version of Google Chrome (<https://www.google.com/chrome/>), Microsoft Edge (<https://www.microsoft.com/en-us/edge>), Apple Safari (<https://support.apple.com/en-us/HT204416>), or Mozilla Firefox (<https://www.mozilla.org/en-US/firefox/>).
- Make sure that you're connected to a strong, secured Wi-Fi signal. If you're joining a telehealth session on your phone, connect to Wi-Fi instead of using cellular data, if possible.

Tip: You can check the speed and performance of your Internet connection using FAST.com (<https://fast.com/>). For the best quality audio and video, your download and upload rates should be 1.5 Mbps or higher.

- Close any applications or browser tabs that you don't need right now. This allows your device's processing power to be dedicated to maintaining a high-quality video call.
- Grab a pair of headphones to use for your session. Using headphones helps to prevent voice echo.
- Have a phone number you can use to call your provider in case you get disconnected.

To Join a Telehealth Session as a TherapyPortal user:

- Log in to your practice's portal.
- Any telehealth sessions that are ready for you to join will appear at the top of your home page. You have the option to join a session for any recent or upcoming appointments scheduled with your practice.
- Click the **Join Session** button for your appointment.



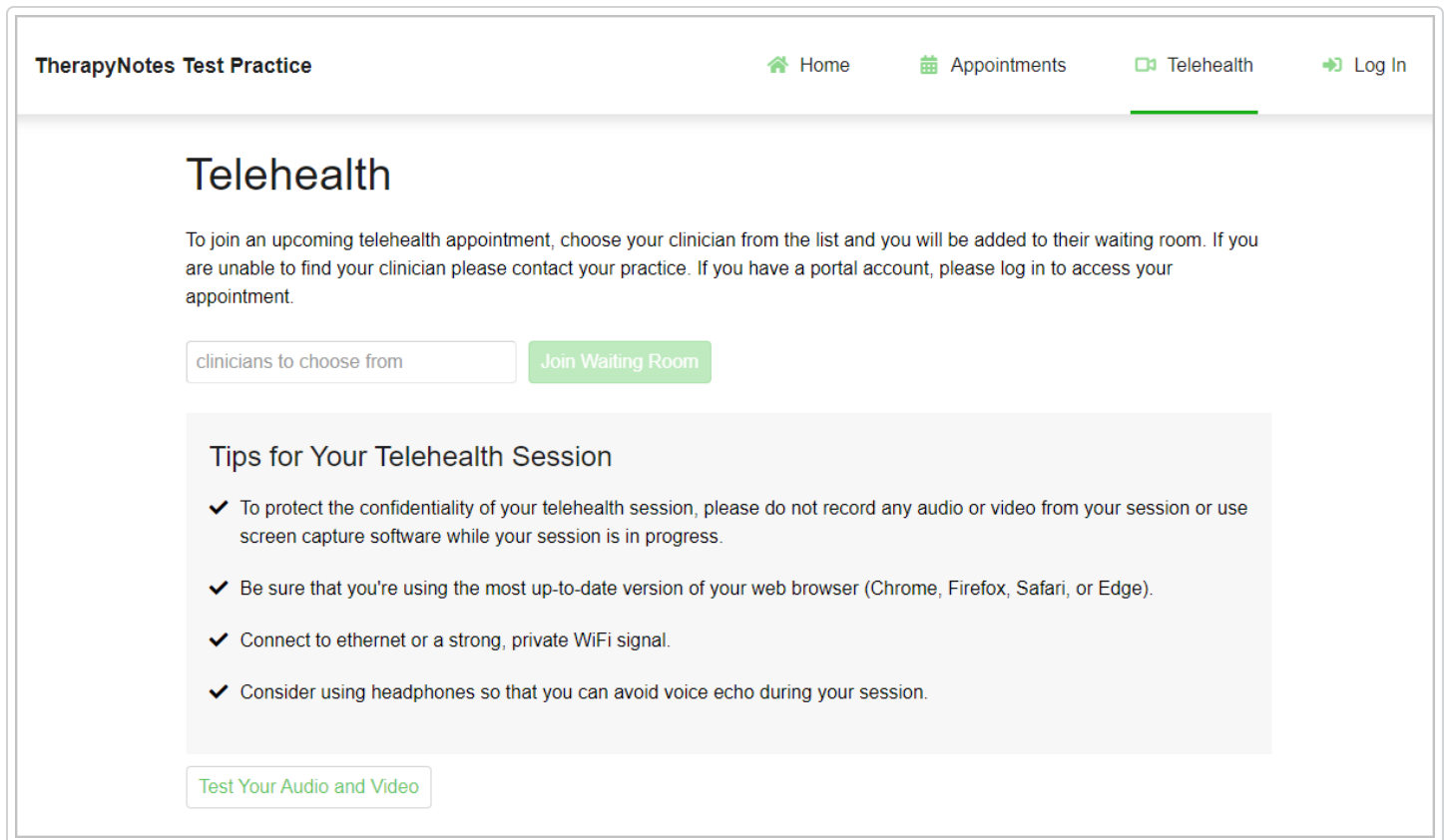
- Your browser may prompt you to share access to your camera and microphone. Click **Allow**.
- On the telehealth welcome dialog, enter your name and select the **Camera** and **Microphone** you want to use for your session. You should see a preview of your video and an audio meter that responds to your voice.
- When you're ready to join your session, click the **Join Session** button.
- Once you indicate that you're ready for your session, the clinician will get a notification and can accept you out of the waiting room when they're ready. Please remain on this screen until your provider joins the session.

In a telehealth session, your video will appear in the upper left corner of your browser, and your provider's video will appear larger in the middle of the browser. You can disable your camera, mute your microphone, share your screen (if applicable) and end the session using the buttons in your control tray.

When a session ends, you'll be taken back to your home page. If you end the session by mistake, you may rejoin the session. To rejoin a session, click the **Rejoin Session** link in the banner that appears on your home page. Both you and your provider must choose to rejoin in order to reconnect in the telehealth session.

To Join a Telehealth Session as a Guest user:

- Navigate to the Telehealth tab on your clinician's portal either by using the link in your appointment reminder or the link your clinician provided to you.

The screenshot shows the 'Telehealth' section of the TherapyNotes Test Practice interface. At the top, there is a navigation bar with 'Home', 'Appointments', 'Telehealth' (highlighted with a green underline), and 'Log In' (with a green arrow icon). Below the navigation bar, the page title 'Telehealth' is displayed in a large font. A paragraph of text explains that users should choose a clinician from a list to be added to their waiting room, and provides instructions for those unable to find a clinician or those with a portal account. Below this text, there is a dropdown menu labeled 'clinicians to choose from' and a green 'Join Waiting Room' button. A light gray box titled 'Tips for Your Telehealth Session' contains four bullet points with checkmarks: 1) Do not record audio or video or use screen capture software. 2) Use the most up-to-date version of a web browser (Chrome, Firefox, Safari, or Edge). 3) Connect to ethernet or a strong, private WiFi signal. 4) Consider using headphones to avoid voice echo. At the bottom of this box is a green 'Test Your Audio and Video' button.

- Enter your clinician's name in the drop down to select their waiting room and click Join Waiting Room to be connected to their waiting room.
 - Your browser may prompt you to share access to your camera and microphone. Click **Allow**.
- On the telehealth welcome dialog enter your name, and if the session is for another user you may enter their name under "Client's Name." Select the **Camera** and **Microphone** you want to use for your session. You should see a preview of your video and an audio meter that responds to your voice.
- When you're ready to join your session, click the **Join Session** button.
- Once you indicate that you're ready for your session, the clinician will get a notification and can accept you out of the waiting room when they're ready.

In a telehealth session, your video will appear in the upper left corner of your browser, and the provider's video will appear larger in the middle of the browser. You can disable your camera, mute your microphone, share your screen (if applicable) and end the session using the buttons in your control tray.

When a session ends, you'll be taken back to your home page. If you end the session by mistake, you may rejoin the session. To rejoin a session, enter the clinician's name in the field and select **Join Waiting Room** to be admitted into their waiting room again.

✉ *Still need help? Contact Us (<https://www.therapynotes.com/contact/>)*

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