PsychologyToday Telehealth Platform Guide

Your provider's telehealth link will stay the same, for each session. Please bookmark the link for the next session. Find all links on the [telehealth page](#) on our website.

Starting the Session

- All needed is a computer, tablet, or phone
- And an external or integrated webcam
    - allow browser access to camera
- As well as an external or integrated microphone
    - allow browser access to microphone
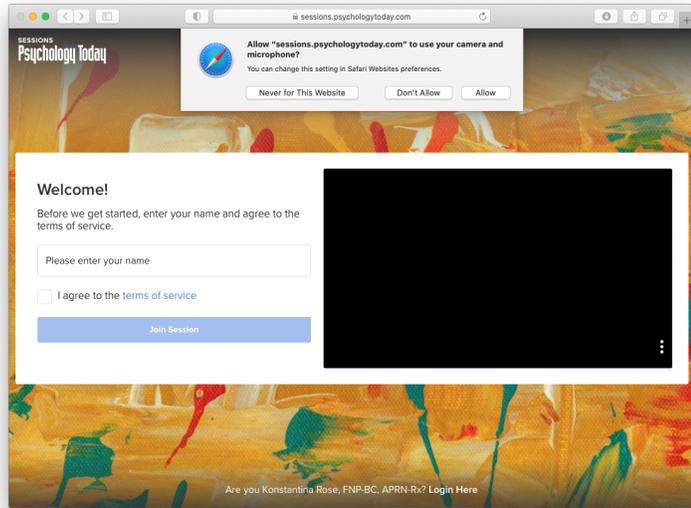
- Some browser's security settings have to be changed by clicking on a camera icon in the URL bar.
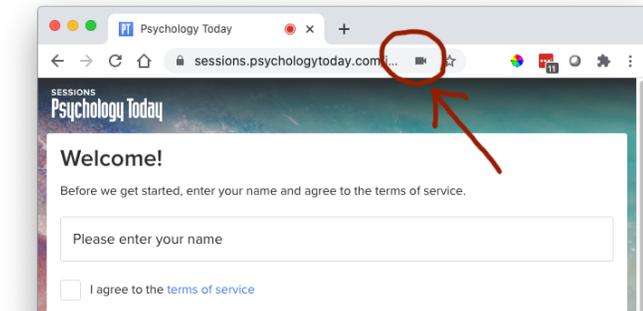
Steps to Sign On

1. On the **"Welcome!" Screen** you enter your name, so your therapist can recognize you. You also agree to the terms. Then you click on "Join Session".

2. You are now in your **Provider's waiting room** The session will start as soon as the therapist enters as well.

3. You can mute yourself, turn off the camera, leave the session with the 3 buttons below the video. The "bubble" icon allows you to chat with the provider.
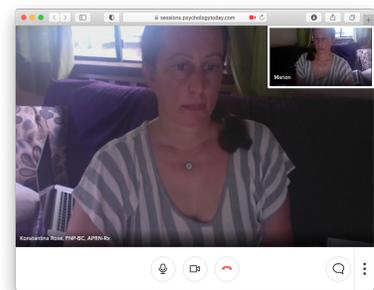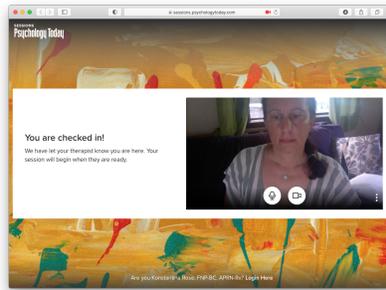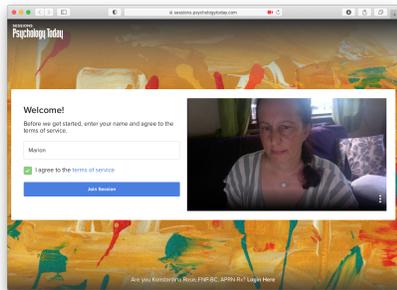
Help

A stable internet connection is important. Your provider will share their call back phone number with you, in case you get disconnected. We recommend using your homes WiFi and browser **Chrome or Safari**

My audio or video is freezing, choppy, or out of sync!
- For optimal quality, sessions should be run on a desktop or laptop computer.
- Close as many running applications or open browser tabs as you can.
- Sessions on Android or iOS based mobile devices work best using a WiFi connection.
- Try changing your video quality to a lower setting. Click the three vertical dots on the bottom right of your video panel and select "Medium" or "Low".

My Camera or Microphone is blocked!
If you see a message that your camera and microphone are blocked, try these steps:
- Make sure no other applications or browser tabs are using your camera or microphone.

- Make sure you have allowed your browser access to your microphone and camera if prompted when entering your therapist's Waiting Room.
  - If you were not prompted to allow access to your microphone and camera, open your browser's Permissions page and allow access for sessions.psychologytoday.com.
- Once you have made any of the above changes, reload your browser
  - Keyboard control "CTRL"/"Command" and "R" or "CTRL" and "F5"

I have an issue with my camera!

If you see a message saying 'Check your camera and try again', there is an issue with your video feed or you have blocked your camera. Video must be available and your camera must not be blocked for a session to begin.