# How to Join a Telehealth Session as a TherapyPortal User

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. All calls use peer-to-peer connections with end-to-end encryption for maximum privacy and security.

## Before You Get Started:

- Be sure that you're using an up-to-date web browser, such as the latest version of Google Chrome, Microsoft Edge, Apple Safari, or Mozilla 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. 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:

- 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.
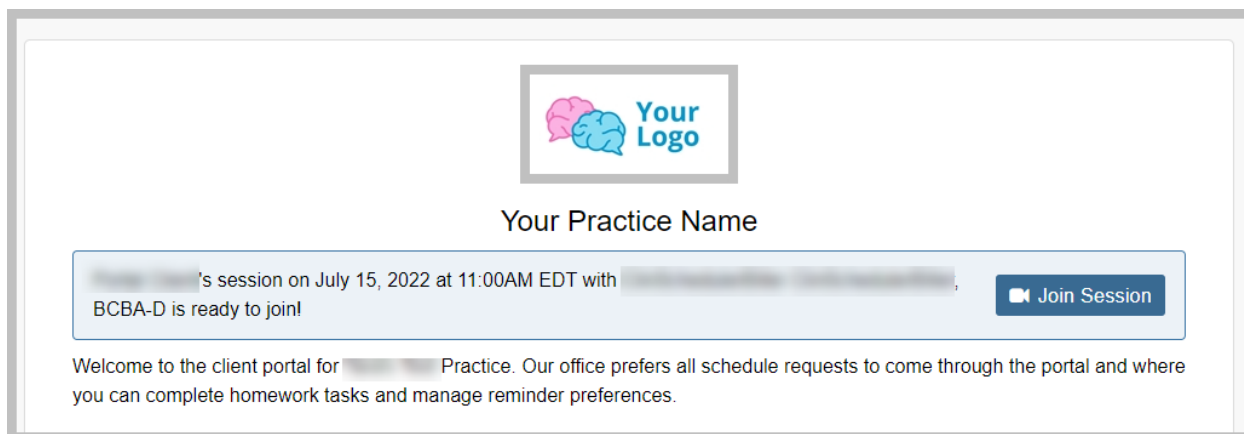
- Your browser will prompt you to share access to your camera and microphone. Click **Allow**.

- In the telehealth waiting room, 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.

# Allow Camera and Microphone Access for Telehealth

In order to use TherapyNotes Telehealth, your web browser needs to have access to your camera and microphone. This is what allows the other participant in a video call to see and hear you. Typically, you may only need to explicitly allow access to your camera and microphone once, but the following instructions outline how to ensure TherapyNotes can access your camera and microphone in each major browser.

**Note:** If your browser is automatically denying access to your camera or microphone, confirm that your operating system isn't blocking access by default.

- **On a Windows computer:** Click the **Start** button > **Settings** > **Privacy**. Under **App permissions**, select **Camera** to verify that **Allow apps to access your camera** is **On**, and select **Microphone** to verify that **Allow apps to access your microphone** is **On**.

- **On Apple Mac and MacBook:** Open **Settings** > **Security & Privacy**. In **Privacy**, select **Camera** to verify that your browser is selected in the list of apps that can access your camera, and select **Microphone** to verify that your browser is selected in the list of apps that can access your microphone.

## Google Chrome

By default, Google Chrome remembers when you've allowed a website to access your camera or microphone. As such, your browser shouldn't ask you for access after your first telehealth session. However, if you've accidentally blocked TherapyNotes from accessing your camera or microphone in Chrome, you can follow these steps to allow access the next time.

- Click the three vertical dots in the upper right corner of Chrome.

- Click **Settings**.

- Under **Privacy and security**, click **Site Settings**.

- Click **Camera** or **Microphone**.

- Under **Block**, find https://www.therapynotes.com and click the trashcan icon.

For additional information about using a camera and microphone in Chrome, visit the Google Chrome Help Center.

## Apple Safari on Mac

By default, Safari requires you to allow a website to access your camera or microphone each time it is requested. However, once you start a telehealth session and allow access to your camera and microphone in Safari initially, you can follow these steps to allow access for all subsequent telehealth sessions.

- Click the video camera icon to the right of the www.therapynotes.com URL in your address bar.

- In the **Camera and Microphone** popup that appears, click **Always Allow on "www.therapynotes.com"**.

For additional information about changing your website preferences in Safari on Mac, visit the Safari User Guide.

## Apple Safari on iPad and iPhone

On iPad and iPhone, Safari requires you to confirm camera and microphone access each time it is requested by a website. This means that you'll have to allow access each time you arrive at the dialog to select your camera and microphone as well as when you begin the video call. There isn't a workaround that we recommend for this at this time.

If you accidentally deny access to your camera or microphone in Safari on iPad or iPhone, simply refresh the page and attempt to start the telehealth session again.

If the browser doesn't request permission to access your camera and microphone, verify that you have not blocked all websites from accessing your camera and microphone in your settings.

- Open the **Settings** app.

- Tap **Safari**.

- Under **Settings for Websites**, tap **Camera** or **Microphone**.

- For **Camera**, confirm that **Camera Access on All Websites** is set to **Ask**.

- For **Microphone**, confirm that **Microphone Access on All Websites** is set to **Ask**.

## Microsoft Edge

Like Chrome, Microsoft Edge remembers when you've allowed a website to access your camera or microphone. As such, your browser shouldn't ask you for access after your first telehealth session. However, if you've accidentally blocked TherapyNotes from accessing your camera or microphone in Edge, you can follow these steps to allow access the next time.

- Click the three horizontal dots in the upper right corner of Edge.

- Click **Settings**.

- In the **Settings** sidebar on the left, click **Site permissions**.

- Click **Camera** or **Microphone**.

- Under **Block**, find https://www.therapynotes.com and click the trashcan icon.

## Mozilla Firefox

Mozilla Firefox offers the option to always allow a website to access your camera and microphone the first time access is requested. When you click the **Start Telehealth Session**button to initiate a telehealth session in Firefox, a popup will appear to request access to your camera and microphone. When that popup appears, follow these steps to always allow access.

- Verify that the camera and microphone shown in the popup are the devices you want to allow access to.

- Select the **Remember this decision** checkbox.

- Click **Allow**.

For additional information about using a camera and microphone in Firefox, visit Firefox Support.

# Welcome!

Get ready for your telehealth session with ████████████ ████████████, BCBA-D, Behavior Analyst below.

**Camera:** USB Live camera (0c45:636b) ▾

**Microphone:** Default - Microphone (USB Live Camera audio) (0c4 ▾

## Telehealth Tips

✔ To protect the confidentiality of your telehealth session, please do not record any audio or video from your session or use screen capture software while your session is in progress.

✔ Be sure that you're using the most up-to-date version of your web browser (Chrome, Firefox, Safari, or Edge).

✔ Connect to ethernet or a strong, private WiFi signal.

✔ Consider using headphones so that you can avoid voice echo during your session.

Ready for your session? **I'm Ready**

- When you're ready to join your session, click the **I'm Ready** button.

- Once you indicate that you're ready for your session, you'll connect immediately with your provider if they're ready to go. If not, a waiting screen will appear. 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, 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 the 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.