NURTURE THERAPY™

How to Join a Telehealth Session as a TherapyPortal Clients

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. Please note that you cannot join telehealth sessions using Internet Explorer.
- 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.
- 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.

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NURTURE THERAPY LLC

Nurture Therapy, LLC

Jame kreiter's session on March 12, 2021 at 1:00PM CST with Jamie Kreiter is ready to join!   ▪️ Join Session

Welcome to the client portal for Nurture Therapy, LLC. Use this convenient resource to check appointment availability, request and manage appointments, and complete paperwork.

Upcoming Appointments   View All Appointments

Your next appointment is on March 12, 2021 at 1:00PM CST with Jamie Kreiter

Pending Requests   View Documents

You have no pending document requests.

Client portal for Nurture Therapy, LLC
Powered by TherapyPortal   Terms of Service   Privacy Policy

- 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.

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Welcome!

Get ready for your telehealth session with Jamie Kreiter, Licensed Clinical Social Worker below.

Camera: FaceTime HD Camera ▼

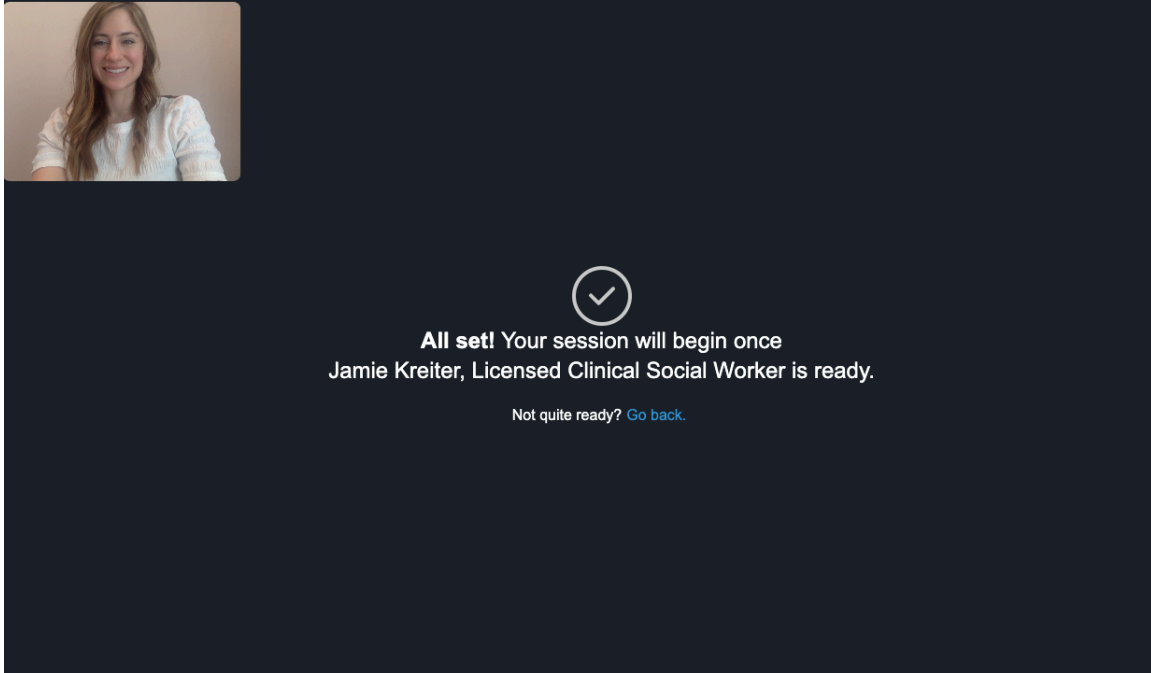**Microphone:** Default - Internal Microphone (Built-in) ▼

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.

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.

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- Please remain on this screen until your provider joins the session.

All set! Your session will begin once
Jamie Kreiter, Licensed Clinical Social Worker is ready.

Not quite ready? Go back.

- 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.