

TELEHEALTH

What equipment do I need to join a session?

You'll need the below to join a Telehealth (online therapy) session with your provider:

- A computer, tablet, or phone (no applications or software to download).
- An external or integrated webcam.
- An external or integrated microphone.
- Shut down all background applications
- Your browser must be either Chrome, Firefox, or Safari

How do I join our session?

You will join through a URL link that is provided to you by your therapist. **To join from the URL:** copy and paste the URL link you receive from your provider into an internet browser window or simply click on the link.

Allowing Camera and Microphone Access

Your internet browser should prompt you to "allow" camera and microphone access. This is a critical step! Otherwise, your provider will not be able to see or hear you in the session. If you have trouble allowing access, this [guide](#) can help.

Waiting Room

When you first join the session, you will be in the virtual waiting room. This is where you will enter the name you want your provider to use, as well as check your settings to make sure you are using a strong internet connection and have good video and audio connectivity.

TheraNest, LLC

Session for: M. Hader

First name *

Enter your preferred first name...

Video On

Audio On

Connectivity test Done

Excellent Connectivity
You're all set! [See details.](#)

Join TheraNest, LLC

By joining a session you agree to the [Terms of Service](#) and the [Privacy Policies](#).

Enter your name here

Check your connectivity before joining the session!

When you are ready to join the session, click the blue button.

If you don't see the blue button, that means your provider has not yet joined the session on their side. This will update as soon as they join the session. Once you click the blue button, you will be joining your provider in the session!

Will our sessions be recorded?

No. The platform used does not allow for session video or audio to be recorded.