

TECHNICAL INSTRUCTIONS FOR

TheraNest USAGE TO ACCESS

SERVICES AT BECOME YOU

COUNSELING, LLC



Dear _____,

As we discussed, I am using TheraNest, a secure video service for online sessions. I chose TheraNest because it's very user friendly. That said, there are some very important things you'll need to know in order to avoid the potential frustration of not being able to connect at our scheduled appointment time.

I've added you as a client on TheraNest. **The system automatically generated an email that contains a link that you MUST click on to accept the invitation and join** TheraNest. When you click the link, you'll create your password and type in some other information. That first email might go to your junk/spam/clutter file, so go ahead and look for that at your earliest convenience.

As soon as you have your log in information, you can log into TheraNest. The client portal will allow you to access out online video sessions.

If you're using a PC, Mac, or Android device, please use Chrome, Firefox, or Safari version 11 or greater. If you are using an iPhone or iPad, use Safari or download the TheraNest app from the App Store if an older device.

Rebooting your computer before a session is a good idea especially if you've used other applications during the day that utilize your speakers/camera/microphone—not required but it's often helpful with some systems.

Finally, keep in mind that when using TheraNest, the more bandwidth you have available, the better your connection will be. Therefore, if you're planning on using a phone or tablet, connecting to Wi-Fi will vastly improve the session. Hotspots can be used but the connection will not be as strong and you may get more pixilation, screen freezes, or dropped calls. More bandwidth is always better.

Disconnections may occur. If we get disconnected, I'll restart the session on my side. If you don't see me in a few minutes, go back to the join session page and click the green join button again on your side. I will call you if more than 5 minutes have elapsed.

I'm looking forward to meeting with you using this technology. If you have any questions, feel free to call me.

Sincerely,

Marni Doerfler, LCSW