

Tele-Health Tips Sheet

Before the session

- To connect to a video session using a smartphone, you must download the Microsoft Teams app available in the app store for iOS or Android
- To connect using an internet browser, Teams supports the following browsers: Internet Explorer 11, Microsoft Edge, Latest version of Chrome, Latest version of Firefox
- Join the video appointment early to test your audio/video connection
- If you need to cancel an appointment, have questions, or experience connectivity issues, please contact your Counselor
- Make sure your device is plugged in or fully charged before the session starts

What equipment do I need?

- For a VIDEO appointment you will need one of the following:
 - o Smartphone with Teams app downloaded OR
 - o Tablet device with built-in webcam and speakers OR
 - o Desktop computer with a webcam and speakers OR
 - o Laptop computer with built-in webcam and speakers
 - o You will also need an internet connection
- For an AUDIO appointment:
 - o You can use any phone to call the conference number included in your session invite

Preparing for a video call

- Choose a quiet, private location: If you can, find a room that is private and free from distraction (family member, pets, etc.). Keep background noise to a minimum by closing doors and windows.
- Check your camera view: Make sure the room is well lit so that your therapist can clearly see you and adjust the camera to be at eye level and not pointing at the floor or ceiling.

How can I improve the quality of the internet connection?

- When possible, use a wired Ethernet cable instead of Wi-fi.
- Test your connection speed: Google provides an easy way to test your internet connection directly from the Google homepage. Simply search: internet speed test. Click the blue button that says **Run Speed Test**. If it is under 10mbps and you're using wifi, try using a wired internet connection or restarting your router.
- Close any other open programs that are running in the background of your device.

Adapted from: <https://support.simplepractice.com/hc/en-us/articles/360003183011-Telehealth-FAQs-for-clients>