



Dear Imara Counseling Client:

As we discussed, I am now using thera-LINK, a secure video service for online sessions. I chose thera-LINK 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.

I've added you as a client on thera-LINK. The system automatically generated an email that contains your username (your email address) and your first password for logging in. That first email might go to your junk/spam/clutter file, so go ahead and look for that at your earliest convenience. In addition to your log in information, it gives specific instructions for logging into the portal. If you can't locate it, the easiest way to retrieve your password is click "forgot password" on the login page.

As soon as you have your log in information, you can log into thera-LINK. The portal will list your appointment details with a green join button that is highlighted only on the scheduled day. The portal has a comprehensive support tab which can further answer any questions.

One of the most important things to know is that thera-LINK **DOES NOT WORK** in Internet Explorer (IE) or Edge. If your default browser is set for either of those systems, **DO NOT** click the login button on the reminder emails because you will sit in the waiting room, and I will not be notified you are there. Instead, open another browser and go to thera-LINK.com and login to start your appointment. If you're using a computer, a Windows based tablet, or an android phone, I recommend starting out in **Chrome** because it automatically accesses the camera on your device and doesn't require an install.

Thera-LINK does work on Safari and Firefox. These browsers both require a one-time download and installation of the RTCC plugin, which allows the camera to connect. You can click the link here (www.thera-LINK.com/welcome-client) to download the plugin if you are using Firefox or Safari. Once the plugin is downloaded, go to your downloads folder and click RTCC plug in to install. Rebooting the computer after that installation is a good idea—not required but it's often helpful with some systems.

If you're using an iPhone or an iPad, you'll need to go to the App Store and download the thera-LINK app. There are instructions located here that I highly recommend you review if you plan to use one of these devices: <https://theralink.zendesk.com/hc/en-us/articles/223523228-iOS-Getting-Started-for-CLIENTS>

Once you've logged in, you can click on the avatar in the upper left corner to upload a picture of yourself if you'd like. You and I and any scheduling staff are the only ones who see the picture. On that page there is also a drop down to set your time zone. The default for thera-LINK is EST. If you'd like your emails to indicate *your* time zone, go ahead and update it. Common US time zones are:

- EST- America/New York
- CST- America/Chicago
- MST- America/Denver
- PST – America/Los Angeles

Finally, keep in mind that when using thera-LINK, 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. If you're sharing in a public space, in a large office, or a hotel where lots of streaming video is the norm, that could impact your sessions.

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 or email me.

Sincerely,
David I. Defoe, LCPC, NCC
Therapist, Imara Counseling Services