

HOW TO JOIN A TELE-HEALTH SESSION

Client will receive an invitation to join therapy portal after an appointment is confirmed.
Log in to your **IMARA COUNSELING SERVICES'** client portal.

www.therapyportal.com/p/imaracs

- Any telehealth sessions that are ready for you to join will appear at the top of your client portal home page.
- You have the option to join a session for any recent or upcoming appointments scheduled with your clinician.
- Click the Join Session button for your appointment.
- The browser will prompt you to share access to your camera & 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.
- 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).
- Please remain on this screen until your provider joins the session.

ONCE YOU JOIN THE SESSION

- 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 panel.
- 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.

If at any time you lose connection, or if you cannot connect after following these instructions, please refer to the **"Troubleshooting Telehealth Sessions"** document. If problems persist please contact your therapist on their cell phone or via email.