



TelePsychology Meeting Options and Instructions - JANE

Step One: Booking the Appointment for TelePsychology

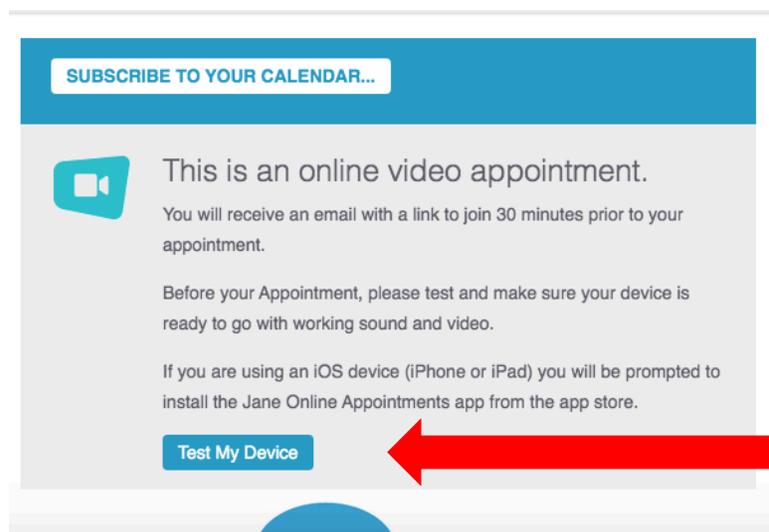
- When booking the appointment online, please ensure you have clearly indicated the session is for **TelePsychology**. You can now book online and select “**TelePsychology Services**” as your appointment type. This will automatically book you in for a TelePsychology/Telehealth session.
- **If you would prefer a session by PHONE** (e.g., no video), please book a TelePsychology appointment and in the “Reasons for Visit” box that appears when you book please write the phone number you wish to be called at and the words “Telephone Session” so we know to call you by phone, not video (e.g., “Telephone Session – 902.444.1160”).
- If you are uncertain about booking you can also email your treatment provider directly to confirm the session is for TelePsychology (all emails are found on our website – chorneyandassociates.com – on the Contact page).

Step Two: Ensure We Have the Correct Contact Information

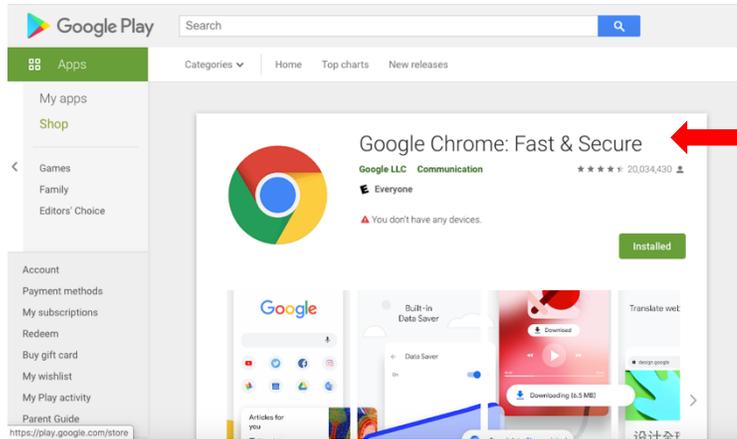
- In order to contact you we need your correct **email address** (you should have received either confirmation emails or appointment reminder emails from our practice software at the time of booking).
- At least one (or more) **phone numbers** where we can call you in case of any technical challenges

Step Three: Make Sure Your Technology Works

- When your appointment is booked you should receive an email that says “Thanks for Booking” with the time and date for your appointment. If you scroll down, you’ll see a link that allows you to “Test your Device” – please ensure you click this and make sure your video software works with ours.

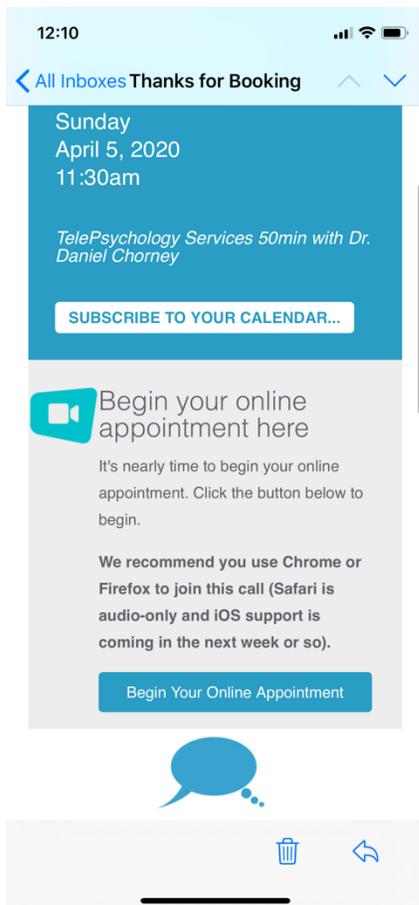


- **For Apple/Mac Users (iOS):** If you are using an iPad or an iPhone you will need to download a free app from the App Store that allows us to communicate securely. Detailed instructions can be found here - <https://jane.app/guide/telehealth/ipad-iphone-for-online-appointments-for-patients>
- **For Android/Windows Users:** Please ensure you are using Google Chrome as your browser. This can be downloaded for free from the Google Play store/app store.

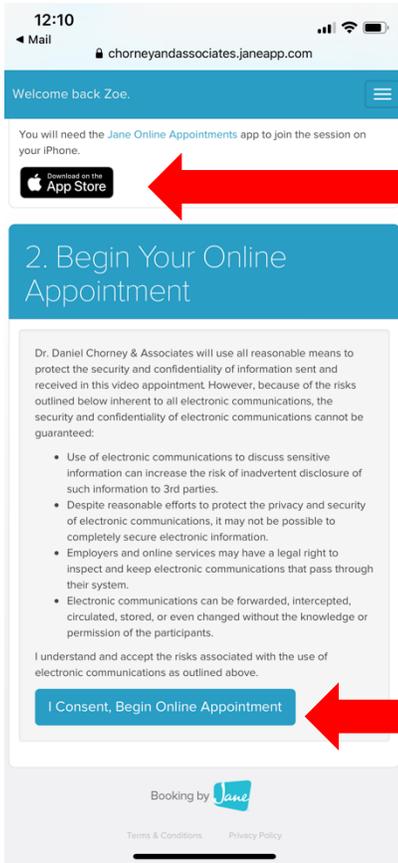


Step Four: Start Your Meeting

- Approximately 30-minutes prior to your TelePsychology meeting you will receive an email with a link that allows you to join the meeting. At your meeting time just click the link and you should connect automatically with your treatment provider.



Troubleshooting/Common Issues:



Question 1: "I've downloaded the app but get this email when I click "Begin Your Online Appointment – why is it asking me to download it again?"

Chances are your email is trying to open the session in Safari. You just need to scroll down to read through the Consent Statement and click the "I Consent, Begin Online Appointment" button to start your session.

Question 2: "I've joined the session but it's audio only – no video?"

- 1) Ensure you're definitely using **Google Chrome** as your browser.
- 2) There is a mute button and a video button/icon at the bottom of your screen – ensure you've tried clicking each to see if it turns your camera on.
- 3) Ensure you've allowed Chrome the appropriate **permissions** on your computer (e.g., when it asks "Would like to allow Chrome to access your camera"). If you're not sure if you said Yes or No, you may need to clear your browser's cache/history and try again (you can Google "clear browser cache chrome" for detailed instructions).
- 4) **Restarting your computer/laptop/etc** can sometimes resolve software problems
- 5) Remember it is fine to have your session by telephone or audio-only if you are OK with this option