

Pre Appointment Checklist



1 Use Chrome or Firefox for Mac or PC

If you don't have one of the above, download them through the following links:

[Chrome](#) & [Firefox](#)



2 Follow Email Invitation & Complete Setup

If you don't see the email in your inbox, check your spam folder or ask your provider to send it again.



3 Use The ideal Browser for your phone

For iPhone and iPad devices, please use Safari. Android users should use the native Chrome browser.



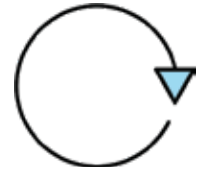
4 Check Your Internet Speed

1mbps up & down is the recommended min. If it is below this, try connecting directly to your router.



5 Perform a Precall Test

[Test your browser](#) prior to your first session to make sure your camera and mic work properly.



6 Reboot Your Computer

Before your appointment, reboot your computer and make sure no other applications are running.



7 Check in to Your Scheduled Session

You will receive an email reminder 1 hour prior to your session. Use link to Checkin 5-10 min. early.



8 Agree to the Pre-Session Agreement

Make sure you are in a safe and secure environment. It is also best to have good lighting in front of you.



9 Start Session and Allow Camera & Mic

If your provider is ready, a green dot will appear next to their name. Accept notifications and click "Start".