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Hello, I am excited to work with you! 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 time.

I've added you as a client on thera-LINK. **The system automatically generated an email that contains a link that you MUST click on to accept the invitation and join thera-LINK.** When you click the link, you'll create your password and type in some other information. That first email might go to your junk/spam/clutter file, so go ahead and look for that at your earliest convenience.

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

If you're using a PC, Mac, or Android device, please use Chrome, Firefox, or Safari version 11 or greater. If you are using an iPhone or iPad, use Safari or download the thera-LINK app from the App Store if an older device.

Rebooting your computer before a session is a good idea especially if you've used other applications during the day that utilize your speakers/camera/microphone—not required but it's often helpful with some systems.

Once you've logged in, you can click on the settings menu to upload a picture of yourself if you'd like. Once you login, thera-LINK auto detects your time zone and your appointments will be displayed accordingly.

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.

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 me at 323.332.0949 or email at lorelei@loreleibonet.com.

Sincerely,

lorelei