

I would like to acquaint you with thera-LINK, the secure, user friendly video service I have chosen to use for online therapy and coaching sessions. This service provides us with HIPAA-compliant encrypted video chat to ensure that our sessions stay completely secure online. You can find a login button at the bottom of my website, or go directly to <https://app.thera-link.com/login>

In order to avoid the potential frustration of not being able to connect at our scheduled appointment time, there are some important things you will need to know. You can also find video tutorials at judithturian.com/client-tutorials.

1. I have added you as a client on thera-LINK. You should have automatically received an email invitation to join thera-LINK. (If you did not receive this email, please go to your spam/junk/clutter file and look for it.) This email contains a link which you **must click on** to accept the invitation to join. When you click the link, you will create your password and type in some additional information.
2. Once you have clicked the link to join thera-LINK, created your password and filled in the additional information, you can log into thera-LINK. Your dashboard will appear, listing your appointment details. You will see a **green “join” button** appear on the appointment listing within 2 hours of our appointment start time. If we have not yet scheduled an appointment, you will be able to schedule one from your dashboard as well.
3. To schedule an appointment, log in to thera-Link and you will see your dashboard. Under “your provider” you will see a picture of me, with a link to request an appointment. Click this link to open the scheduler. Then select your appointment type, and you will see available options to request an appointment.
4. Once you have logged in, you can click on the **settings menu** to upload a picture of yourself if you like. Thera-LINK will auto detect your time zone, and your appointments will be displayed accordingly.
5. If needed, you will find a **“support” button** on the left which can provide answers for any questions you might have at this point.
6. If you are using a PC, Mac or Android device, please use Chrome, Firefox or Safari version 12+ or download the thera-LINK app from the App Store if you have an older device.
7. It is a good idea to reboot your computer before a session, especially if you have recently used other applications which utilized your speakers, camera or microphone. This is not required, but it is often helpful with some systems.

8. When using thera-LINK , the more bandwidth you have available, the better your connection will be. Therefore, if 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 pixelation, screen freezes or dropped calls. More bandwidth is always better.
9. Disconnections may occur as no technology is perfect. If we get disconnected, I'll restart the session on my end. If you don't see me within a few minutes, go back to the **"join session"** page and click the **green join session button** again on your side. I will call you if more than 5 minutes have elapsed.
10. Payment is required prior to starting a session. Once you have confirmed a session inside the thera-Link scheduler, I will add an invoice to your account. Secure payment is made right from your thera-Link dashboard, to keep everything simple and in one place.

I'm looking forward to meeting you using this technology. If you have any questions, feel free to call me.

Regards,
Judith E. Turian, Ph.D.