Information on Telehealth Therapy with Envision

You'll need the following to receive Telehealth sessions with Envision:
- A computer, tablet, or phone (no applications or software to download).
- An external or integrated webcam.
- An external or integrated microphone.
- An internet connection with a bandwidth of at least 10 MBPS. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider.

Recommended browsers for successful Telehealth sessions:
- Desktop or Laptop: **Chrome, Firefox, and Safari**
- Android tablet or mobile phone: **Chrome**
- Apple tablet or mobile phone: **Safari**

Helpful Tips
Your internet browser should prompt you to "allow" camera and microphone access. This is a critical step! Otherwise, your provider will not be able to see or hear you in the session.

You should shut down all background applications to ensure Telehealth receives the majority of your internet's bandwidth, especially applications that use your camera.

You will not have to download anything to securely access your sessions. You will be able to join from your phone, tablet, and computer. The Telehealth session windows are fully responsive and will adapt to the screen size of your device.

Your therapist will email you a URL to go to at the time of your session.

Waiting Room
When you first join the session, you will be in the virtual waiting room. This is where you will enter the name you want your provider to use, as well as check your settings to make sure you are using a strong internet connection and have good video and audio connectivity.

When you are ready to join the session, click the blue button.
If you don't see the blue button, that means your provider has not yet joined the session on their side. This will update as soon as they join the session. Once you click the blue button, you will be joining your provider in the session!

This information is also provided (with visual aids) at this link:
https://help.theranest.com/en/articles/1457318-client-how-to-join-telehealth-session