

## CLIENT GUIDE

# Telehealth by SimplePractice

Get the support you need, wherever you are



### Download the Telehealth Mobile App

If you want to use your mobile device, download the free app, "Telehealth by SimplePractice," from the [Google Play](#) or [iOS App Store](#). If you want to use your computer, there's no need to download anything.



### Join your Telehealth Appointment

You'll receive a **link to join** your session through email, 10 minutes prior to your start time. Click the link and the Telehealth app (mobile) or a browser tab (web) will open.



Click **"Join Video Appointment."**

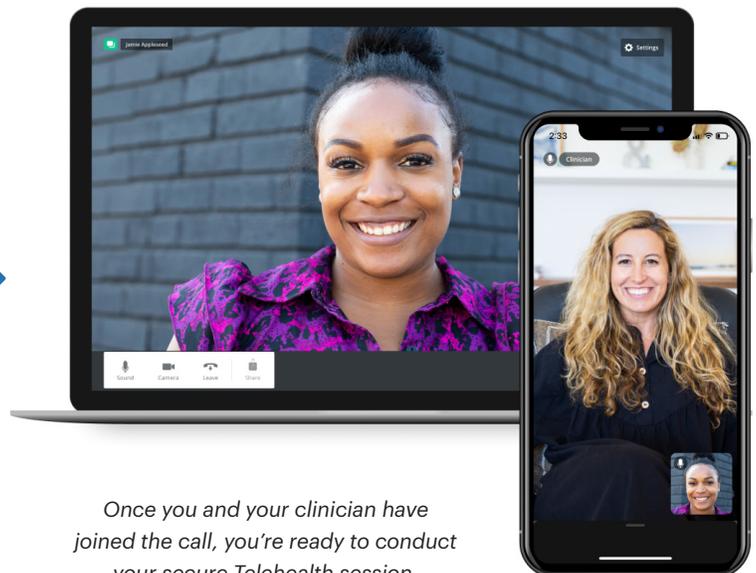
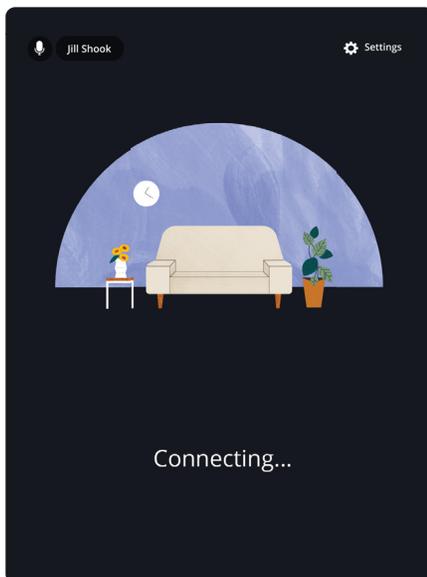


Approve **sound access**



Approve **video access**

**NOTE:** If you've already allowed your browser to access your microphone and camera, you'll be able to join the session right away by clicking **Join Video Call**.



Once you and your clinician have joined the call, you're ready to conduct your secure Telehealth session.

For more information, read these [Telehealth FAQs](#).

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