

# SMART LOVE<sup>®</sup>

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## FAMILY SERVICES

### **Client Instructions for Set Up to Conduct Telehealth Sessions**

*Please note that **Chrome** is the recommended browser to use for these platforms. If you do not currently have Chrome, you can download it.*

#### **VSee Platform**

SLFS currently uses **VSee Messenger\***, a HIPAA compliant Telehealth platform. This platform was chosen because it simple, secure, and robust.

1. Clients need to first download **VSee Messenger** on their computers by going to <https://my.vsee.com/download> or download the App from the App Store for your phone. It is free of charge.
2. Therapists will send each client an Invitation to **VSee** either via text or email. Clients will need to accept the invitation only once and they will be listed in the therapist's permanent contacts to conduct sessions. Clients can then place a video call from **Vsee** to their therapist at the time of their scheduled appointment.

#### **Doxy.me Platform**

\*If your therapist is one of the few using **Doxy.me** (also HIPAA compliant and secure), they will email or text you an invite and link to Doxy.me. Clients do not need to download anything to use Doxy.me. Clients simply click on the link (will look like <https://doxy.me/> then provider's name) and they will be directed to the therapist's virtual waiting room.

*Therapists and IT staff are available to help clients if they are encountering problems with set up.*