

## How to Connect to Your Psychotherapy Provider

**Note:** We recommend using Google Chrome for the best telehealth experience. Click on Google

Crome button.



Please follow these steps to log into the portal to have a session with your therapist **AFTER** you have set up a new portal account:

1. Go to [tucsoncounseling.org](http://tucsoncounseling.org).
2. Click on Patient Portal Tab

Call or Text (not confidential) 520.873.8562 for faster  
service office@tucsoncounseling.org Fax 888-851-7021



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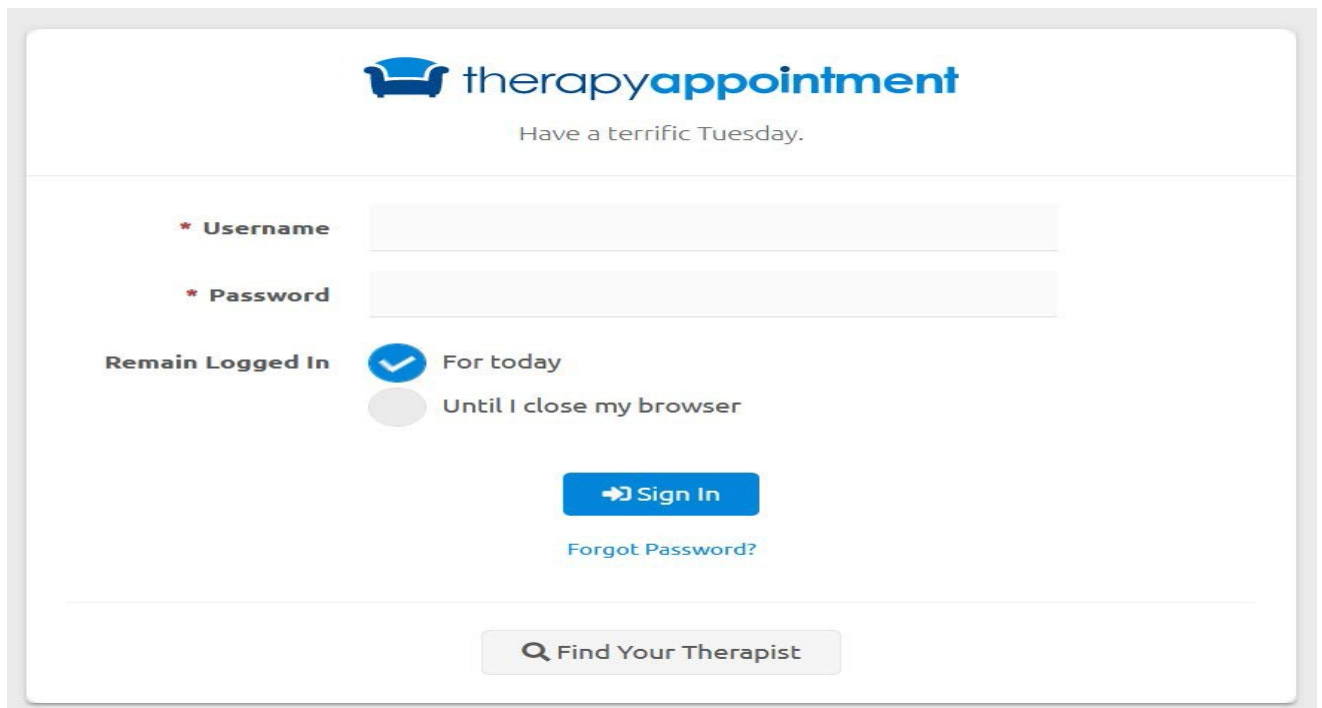
3. Click on "Patient Portal Click Here" Button

### PATIENT PORTAL LOG IN



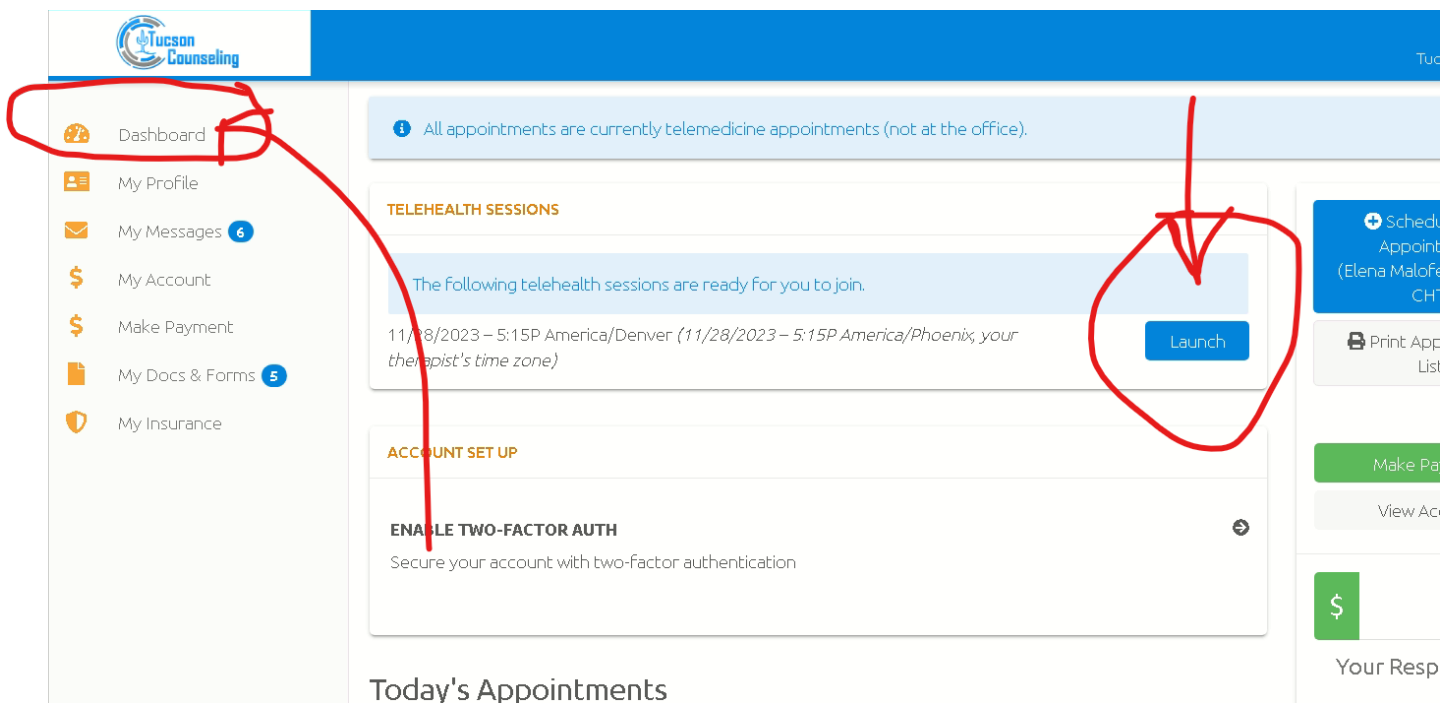
The Launch button is on your portal dashboard. It appears on the Dashboard inside the portal 15 minutes prior to your appointment time.  
Once you click the Launch button, you will see a spinning circle. This is normal. Once there is a connection with your therapist,

4. Use your user and password to log in. Choose Remain Logged in for Today. Click SIGN IN button.

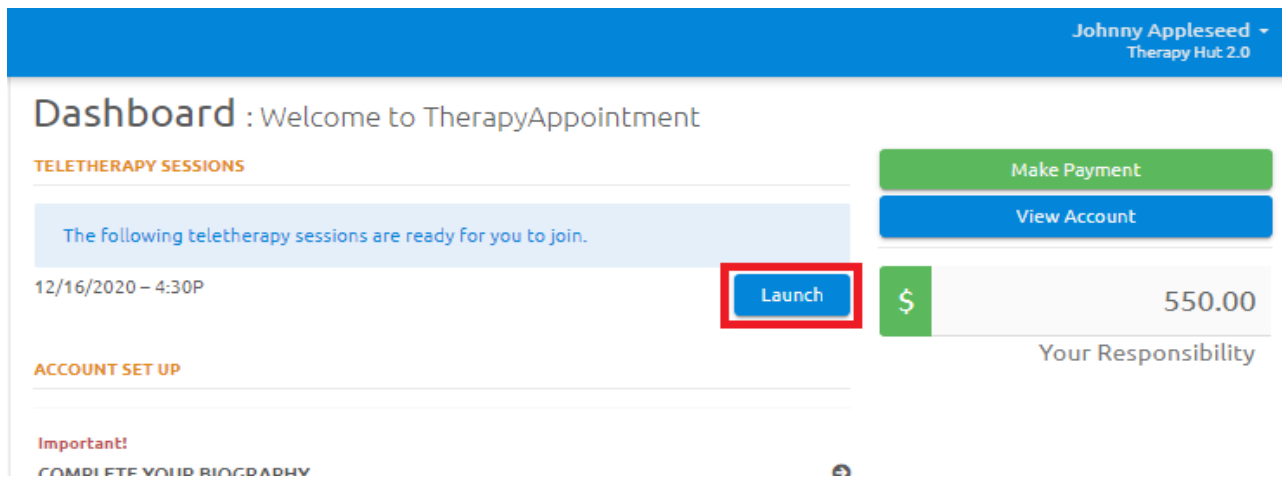


The screenshot shows the login interface for 'therapyappointment'. At the top, there is a logo with a blue couch icon and the text 'therapyappointment'. Below the logo is the greeting 'Have a terrific Tuesday.' The login form includes two input fields: '\* Username' and '\* Password'. Below these is a 'Remain Logged In' section with two radio button options: 'For today' (which is selected with a blue checkmark) and 'Until I close my browser'. A blue 'Sign In' button with a right-pointing arrow is positioned below the radio buttons. Underneath the button is a link for 'Forgot Password?'. At the bottom of the page, there is a search bar with a magnifying glass icon and the text 'Find Your Therapist'.

5. Click on Dashboard. The Launch button is how you connect to your therapist. It becomes activated 15 minutes before the appointment. It disappears 15 minutes after the start of the session for security reasons. If you are trying the system a day or two in advance, the launch button will not be there.



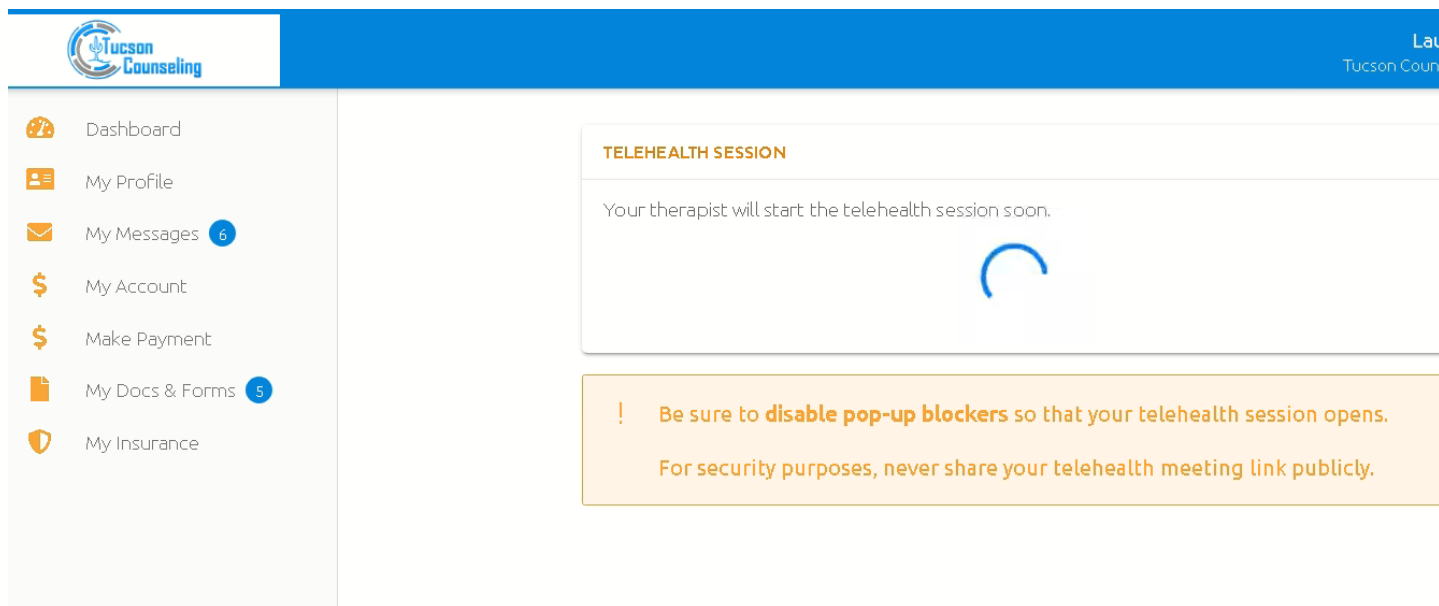
Once signed in, the client portal Dashboard provides details related to the Telehealth session. Clicking the Launch button begins the client's session.



The screenshot shows a client portal dashboard for Johnny Appleseed at Therapy Hut 2.0. The dashboard is titled "Dashboard : Welcome to TherapyAppointment". It features a "TELETHERAPY SESSIONS" section with a message: "The following teletherapy sessions are ready for you to join." Below this, a session is listed for "12/16/2020 - 4:30P" with a "Launch" button highlighted by a red box. To the right, there are buttons for "Make Payment" and "View Account", and a payment summary showing a green dollar sign icon, the amount "550.00", and the text "Your Responsibility". At the bottom, there is an "ACCOUNT SET UP" section with an "Important!" notice that says "COMPLETE YOUR BIOGRAPHY".

## 6. *Telehealth Waiting Room*

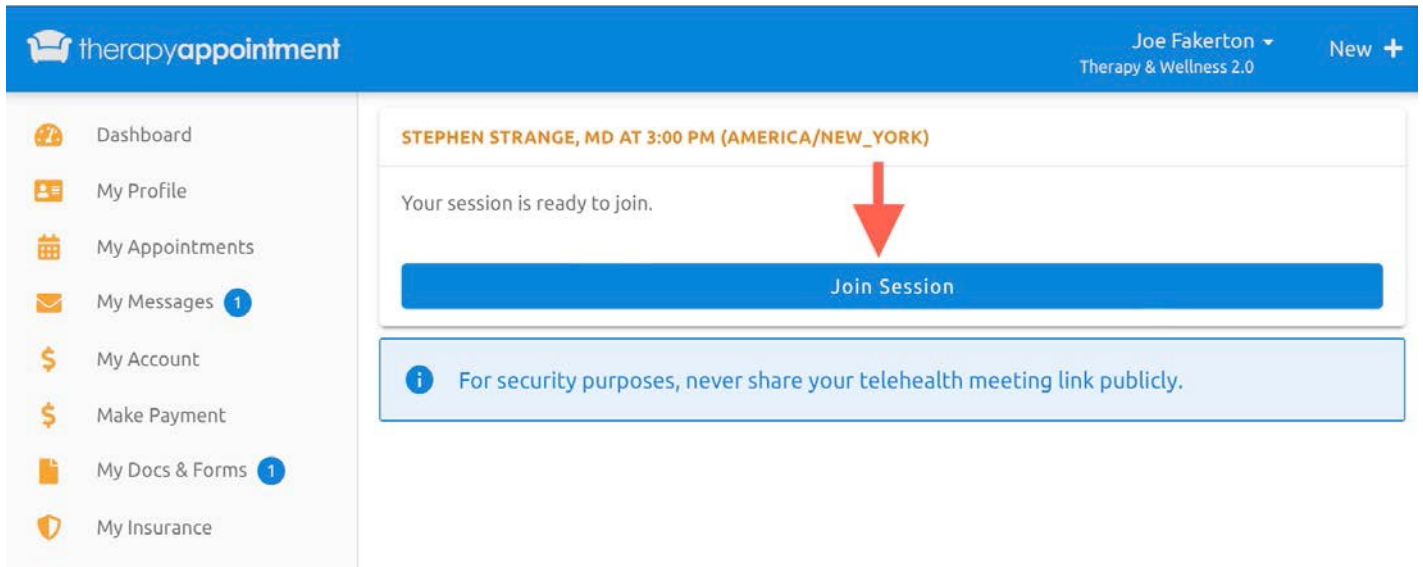
It is likely that either the Therapist or the Client will join the session first, before the other. If this occurs, the first person to join the session will enter a **Telehealth Waiting Room**. In the Waiting Room, the viewer will see a spinning blue wheel.



The screenshot shows the Tucson Counseling web application interface. On the left is a navigation menu with the following items: Dashboard, My Profile, My Messages (with a blue circle containing the number 6), My Account, Make Payment, My Docs & Forms (with a blue circle containing the number 5), and My Insurance. The main content area has a blue header with the Tucson Counseling logo and the text 'Tucson Counseling' on the right. Below the header, there is a white box titled 'TELEHEALTH SESSION' containing the text 'Your therapist will start the telehealth session soon.' and a blue spinning wheel. Below this box is a yellow warning box with an exclamation mark icon and the text: 'Be sure to disable pop-up blockers so that your telehealth session opens. For security purposes, never share your telehealth meeting link publicly.'

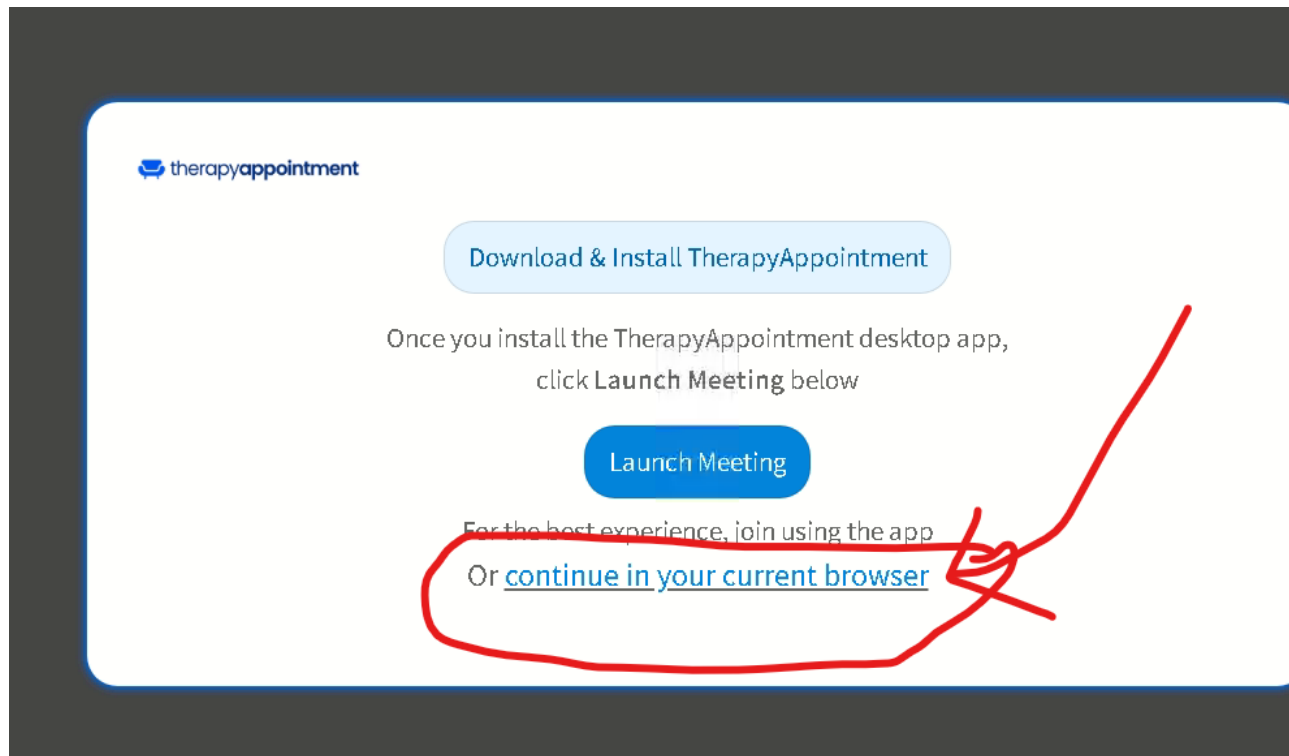
- Once your provider has joined, the screen will refresh with a button to join the session

## 7. Click Join Session Button.



The screenshot shows the 'therapyappointment' dashboard. On the left is a navigation menu with items: Dashboard, My Profile, My Appointments, My Messages (1), My Account, Make Payment, My Docs & Forms (1), and My Insurance. The main content area displays a session titled 'STEPHEN STRANGE, MD AT 3:00 PM (AMERICA/NEW\_YORK)'. Below the title, it says 'Your session is ready to join.' and features a prominent blue 'Join Session' button. A red arrow points to this button. Below the button is a light blue information box with an 'i' icon and the text: 'For security purposes, never share your telehealth meeting link publicly.'

- This will open a new **tab** on your browser with the telehealth session



The screenshot shows the 'Launch Meeting' screen. At the top left is the 'therapyappointment' logo. Below it is a button labeled 'Download & Install TherapyAppointment'. The text reads: 'Once you install the TherapyAppointment desktop app, click Launch Meeting below'. There is a blue 'Launch Meeting' button. Below that, it says 'For the best experience, join using the app' and 'Or [continue in your current browser](#)'. A red hand-drawn circle highlights the 'continue in your current browser' link, with a red arrow pointing to it from the right side of the screen.

- You will be presented with this screen:

**(RECOMMENDED)** to continue in your browser? Click the bottom  
continue in your current browser

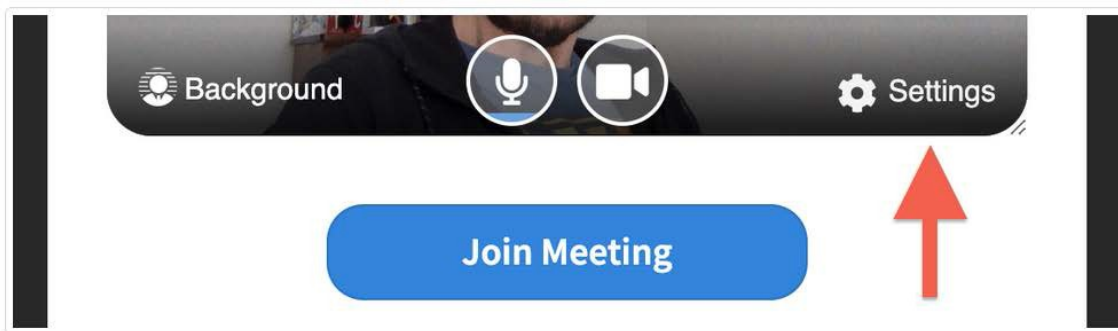
- From here, enter your preferred name
- Then click

From here, you're launched into the loading page:



### Things to note:

- First, enable your microphone & camera permissions.
  - Issues? Check here: [Browser permission errors](#)
- Ensure your audio and video are good beforehand here
  - If needed you can pick your audio/video output source
- You should be able to see yourself with video as well as audio



- Here you can configure options (mirroring, video source, and audio source) & test before joining.
- Once properly configured, click 

◆ Success!

You should now be in the session with your provider, example shown below:

If you have any further questions, please call the office  
520-873-8562 or email [office@tucsoncounseling.org](mailto:office@tucsoncounseling.org).