

DOXY.ME INSTRUCTIONS

Using a device with a Web-cam, you should access Doxy.me through Chrome, Safari, or any compatible web browser.

To meet with your provider for Teletherapy:

1. Open your web browser and type your provider's room address:

www.doxy.me/_____

2. The **first** time you enter the “waiting room” you should arrive at least 10 minutes early to ensure proper setup.
3. When you see the “Welcome” screen, enter your name and "Check In"
4. You must give your web browser permission to access your camera and microphone. In most cases you will automatically be prompted by your device to enable access.

If you have trouble enabling access, open your browser and go to <https://help.doxy.me/troubleshooting>. In the search field, type: give access to webcam. You will be provided with a list of instructions for each type of device and/or browser.

On an Iphone/Ipad you may need to go into Settings / Safari and enable the slide next to Camera & Microphone Access.

5. Once you've successfully enabled your camera and microphone, you will now be in your provider's waiting room. Wait for your provider to start the session.
6. If you experience connection issues, exit the session and re-enter. If this does not fix the session, call the clinic as soon as possible to inform staff you will not be able to attend your Teletherapy session. If your therapist does not enter the waiting room within 10 minutes of your scheduled time, call the office. If your therapist is having difficulties accessing doxy, they may attempt to call you from a blocked number. You **MUST** ensure your phone is NOT set up to block unknown callers or blocked numbers. Your therapist cannot call you from the clinic line.

If access continues to be a problem for you, you may be asked to attend therapy sessions in person. (The clinic has a laptop set up for virtual use by patients who do not have home internet or a web/cam device. Please call the clinic if you need more information on this option.)

7. For future appointments you only need to “check in” 5 minutes prior to your appointment time. **SAVE** the provider room address, as you will enter all teletherapy sessions using the same link.