

## Using VSee and Accessing Your Online Therapy Meeting

Our online therapy service uses a secure video link to enable couples to talk with a trained therapist where having a face-to-face meeting would not be possible. We use a platform called VSee which is simple to use and has a high standard of data security and confidentiality.

To use VSee please ensure:

- Your device has a webcam, microphone and speakers.
- You have a reliable internet connection: broadband or wireless recommended at a minimum of 2 Mbps speed. If accessing from mobile devices please ensure you have at least 3G/4G connection.

VSee works with the following operating systems:

- Windows 7 or later
- Mac OS X with Mac OS 10.6 (Snow Leopard) or later
- Phones and tablets: IOS, Android and Blackberry.

In order to ensure that your meetings happen reliably, please check that your device and internet connection meet the above minimum requirements prior to your session.

### Bandwidth Test

You can check your internet speed by running a bandwidth test.

Go to [www.speedtest.net](http://www.speedtest.net) and click on “begin test”. The test may take a few moments to complete.

The results will tell you your download and upload speed, both of which should be above 2 Mbps for VSee to work reliably.



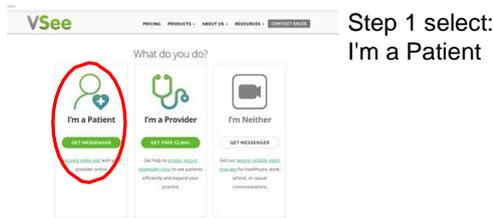
Ping: Ideally this should be less than 30ms, if your ping reads as higher than this you may experience some delays in video and sound.

## Accessing VSee

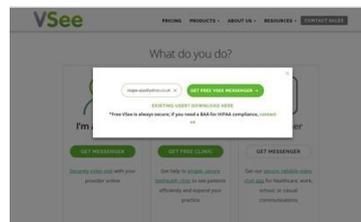
To access your meeting copy the link below into your web browser:

<https://vsee.com/s/5d370bb61c39b>

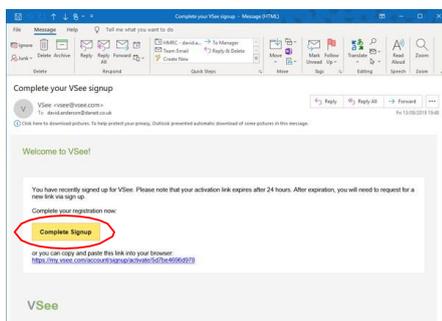
The first time you use VSee you may be prompted to download the VSee software. This will only take a moment to complete by following the on-screen instructions.



Step 1 select: I'm a Patient



Step 2 select: Get Free VSEE Messenger

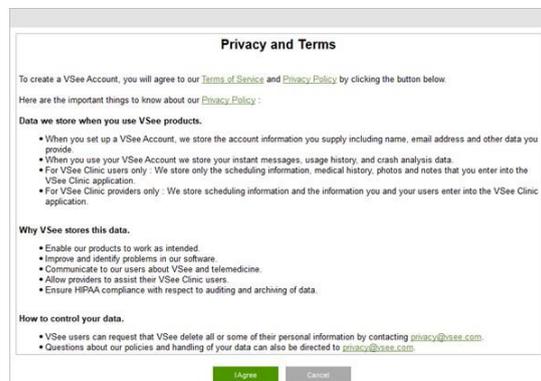
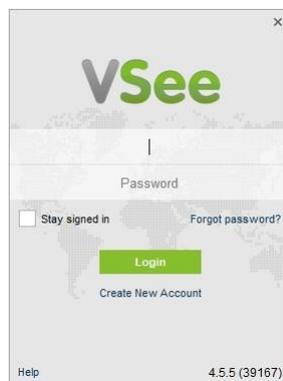


Step 3 select: Complete Signup

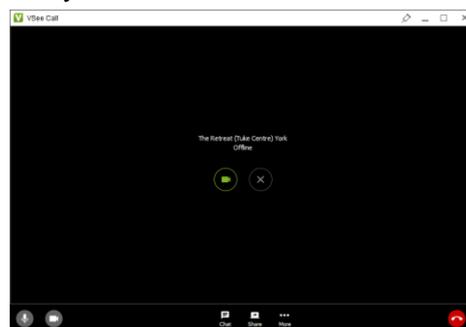


Step 4 complete your Signup details and select: Register

Once downloaded, you will be able to log in to your VSee client (and accept Privacy Terms and Conditions)



Your video screen will automatically load once the therapist has also joined the meeting. If the meeting doesn't immediately start then - re-follow the link from your invite and choose "Talk to The Retreat" on VSee now .



# What do I do if.....

## I have a poor connection (audio or video dropping)

If you are experiencing connection issues please follow the instructions above to test your bandwidth meets a minimum of 2 Mbps speed. If accessing from mobile devices please ensure you have at least 3G/4G connection.

If your bandwidth meets the above minimum speed and you are experiencing issues you may find the following helps:

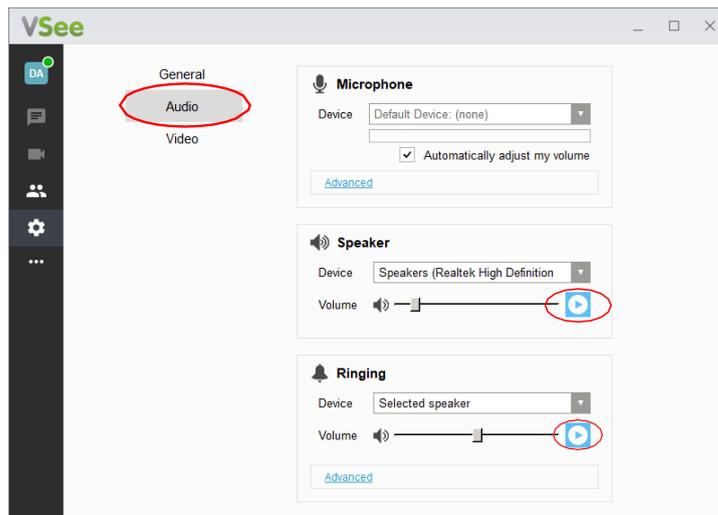
- Close all background applications and programs that may be running.
- If you are on a wireless connection, get as close to your wireless router as possible or connect directly to the router using an Ethernet cable.

If you are still experiencing issues contact your Internet Service provider

## The audio isn't working

Please check that your microphone and speakers are switched on and are not muted - select the Cog icon  at the bottom of the left hand menu items.

To test your audio within VSee, click on "Speaker" when VSee launches. This will open the settings menu. Select the audio tab on the left of the settings menu:

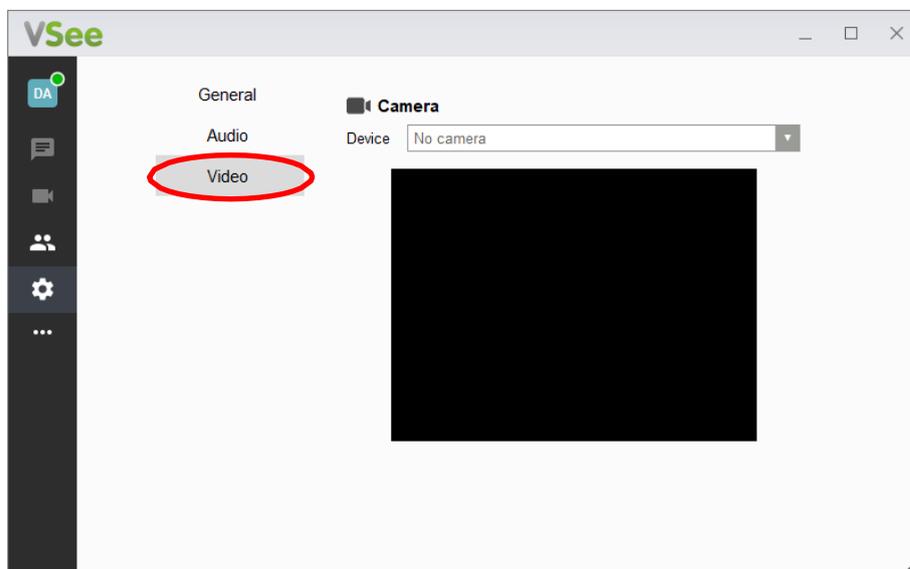


- You can test the volume and output of your speaker device by selecting the  icon. If you cannot hear, change the output source by selecting a different speaker device.
- You can also test your microphone and ringing settings in the same way
- We recommend that you select “Automatically adjust microphone settings” to adjust the microphone level based on your speech level.

## The video isn't working

Please check that your camera is not being used by another application by closing all other open programs. You may need to restart your computer.

You can check your video settings to ensure the correct camera is selected and ensure video is not turned off. Select the video tab on the left side of the settings menu:



## VSee Help Centre

Further support for using the VSee platform, including video guides, can be accessed on the VSee help center website:

<https://vsee.zendesk.com/hc/en-us/sections/201074135-VSee-Messenger-Providers-and-Patients->

## Joining By Phone

In the event you are unable to access your meeting via video, you can join the meeting by phone. To do this select “Join by Phone” from the “how do you want to join the audio conference” dialogue box. Dial the phone number and enter the Meeting ID when prompted.