

# Instructions for Meeting Your Therapist Online

Once you have made an account and it has been activated you are ready to set up an appointment to meet your provider online!

1) Go to our website [lakescenter.com](http://lakescenter.com) and follow the "online therapy" and "link to the online portal" or go directly to [livehelp.lakescenter.com](http://livehelp.lakescenter.com)

2) Click "Log in" and follow to the prompts to login with your chosen **username and password** then click "**submit**". Once you have logged in, you will click "**Continue**" which will take you back to the main site.

3) When it is your scheduled appointment time, **your clinician will show up under the "Clinicians Online"** on the main page. You can click "**private chat**" below the picture of your clinician. If the clinician is not listed, do not panic. Same as in an office setting, the clinician may be running behind. Remember to **refresh your browser** occasionally to look for your clinician.

4) Once you **click the private chat button**, you will have begun your session. In order to start the two-way video chat, **you must click the "Show my cam" button** below the video of your clinician (this may also be a black box). This will bring up a window that says "**No A/V devices selected**". When this window pops up, you will click on "**2-way video settings**". After clicking "2-way video settings", you must **select your video input device and your audio input device and "allow" for miristream to access your choices**. There may be multiple devices available, so you must select the correct devices in order for the system to work. Our software detects what your operating system detects for cameras and microphones, so if you have multiple devices connected or configured, you will have to choose the right one.

**The first time you use the system on any given device, you may have to also click "Allow" at the top of your screen and you should see the live video stream begin.**

5) Once you have selected the right video and audio input devices and allowed for miristream to access your choices, you must again **click "Show My Cam"** in order for you to have a two-way chat session. You should be able to hear and see your clinician after clicking "Show my cam".

If you are having trouble hearing or seeing your clinician, please try selecting a different video input device or another audio input device. This may activate a different setting in your computer. You may also need to try using headphones. It takes a little practice at first, but you will get the hang of it.

6) Once your session is completed you can **log out or close the window**.

Do not worry about "credits" or funding your account. We are adding ample virtual credits to allow for uninterrupted sessions. We will be billing and crediting your sessions through our usual billing procedure and system and not using the one built into the site.