

SESSION JOINING GUIDE

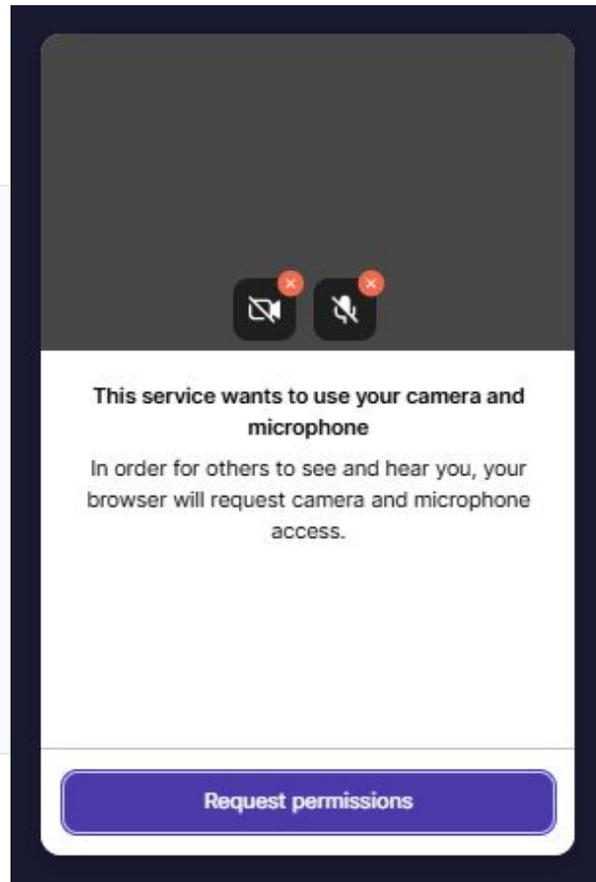
Detailed step-by-step instructions to ensure a seamless video therapy experience from your web browser or mobile app via Whereby.

WEB BROWSER GUIDE



Accessing your private session space from your desktop or laptop computer.

FIND & AUTHORIZE HARDWARE



Security Permissions

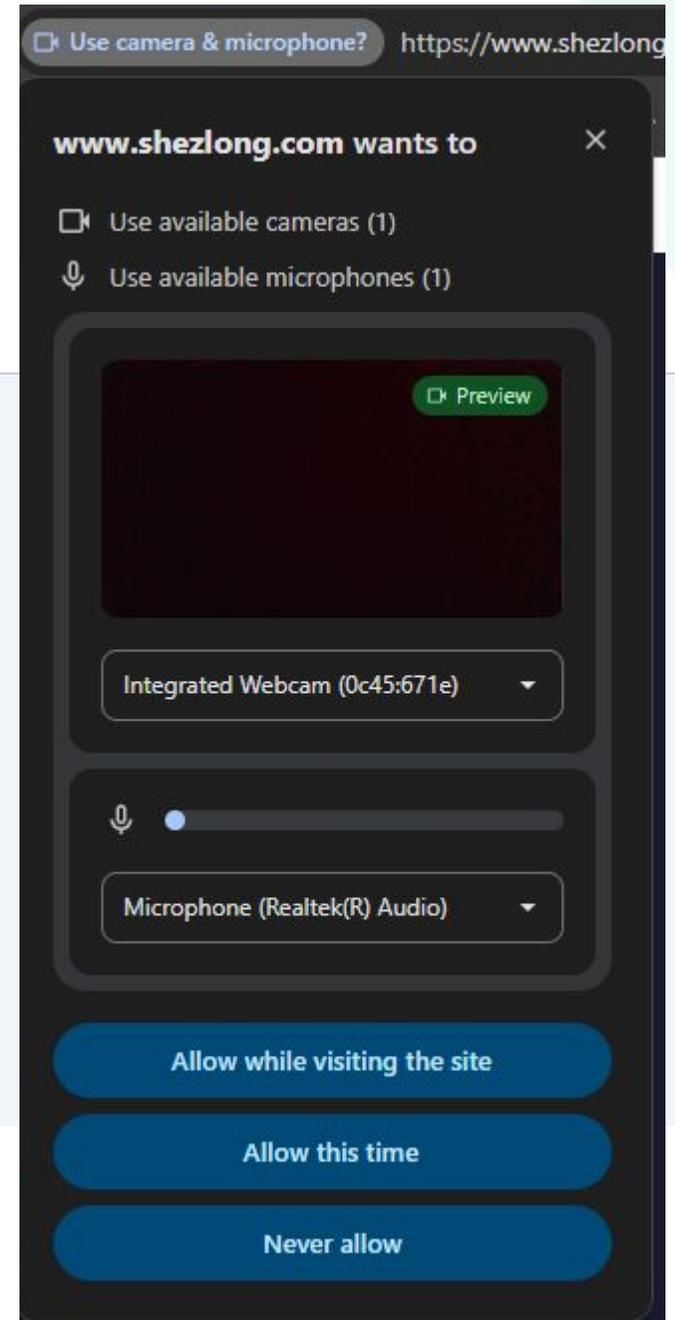
A dark overlay will appear once you click Join. The system needs to bridge your camera and microphone for the video call.

Click the purple **"Request permissions"** button in the center of the screen to proceed.

BROWSER SYSTEM ACCESS

Confirm Media Settings

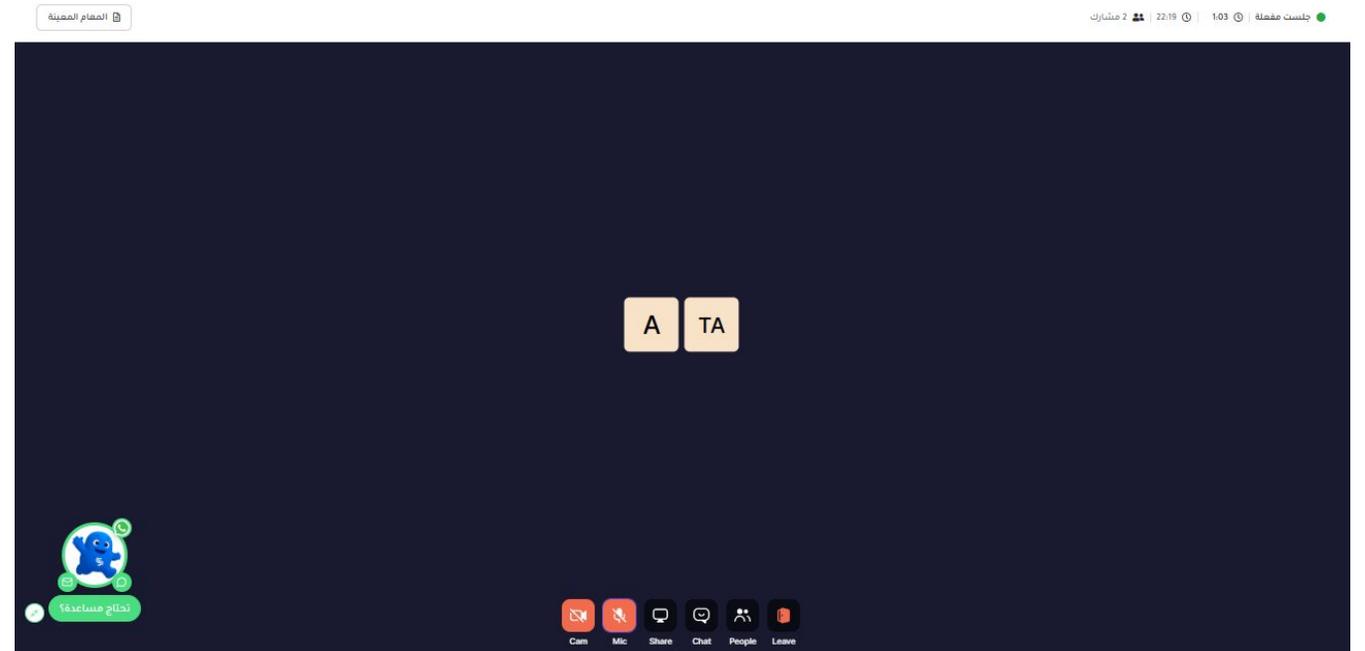
- ✓ A browser-level pop-up will appear (Chrome/Safari).
- ✓ Click **"Allow"** or **"Allow while visiting the site"**.
- ✓ Ensure the correct Webcam and Microphone are selected in the dropdowns.



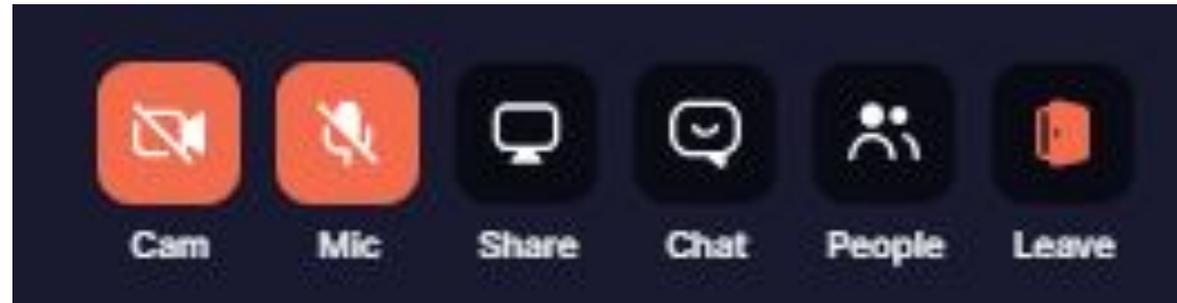
ACTIVE ROOM

Your Private Session Space

You are now inside the secure Whereby session room. You will see your therapist's feed and your own video preview. This environment is encrypted and HIPAA-compliant to ensure absolute privacy during your consultation.



SESSION NAVIGATION



Cam/Mic

Toggle your video feed and microphone on or off at any time using the first two buttons.



Chat

Open the sidebar for text communication. Great for sharing links or if audio is unstable.



Leave

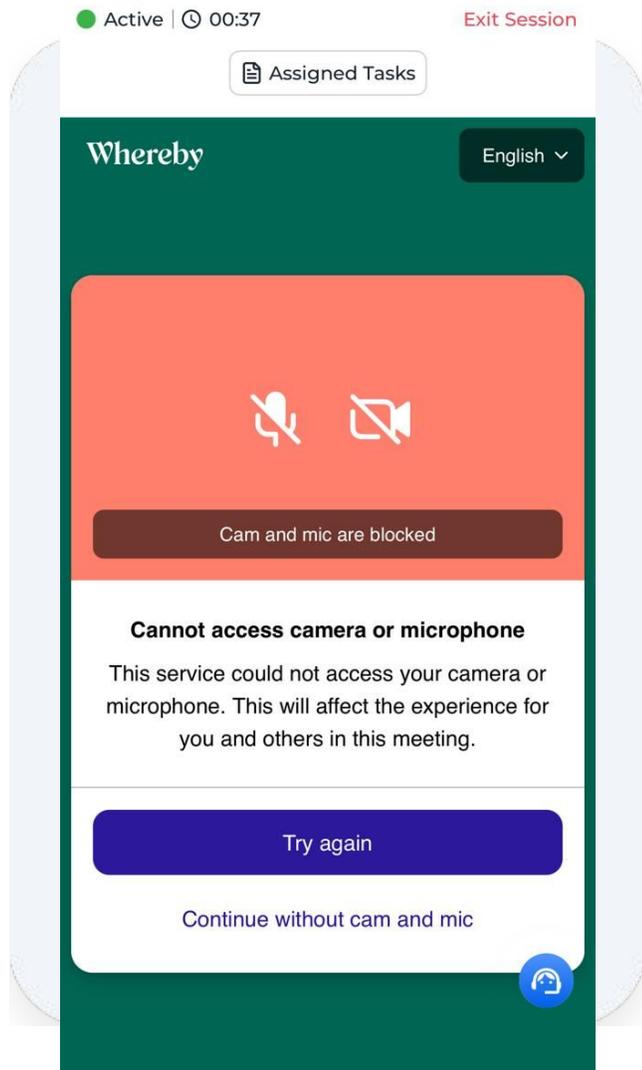
Click the red door or exit icon to securely end the session when your therapy is finished.

MOBILE APP ACCESS



Joining your therapy sessions using the native application on iOS or Android devices.

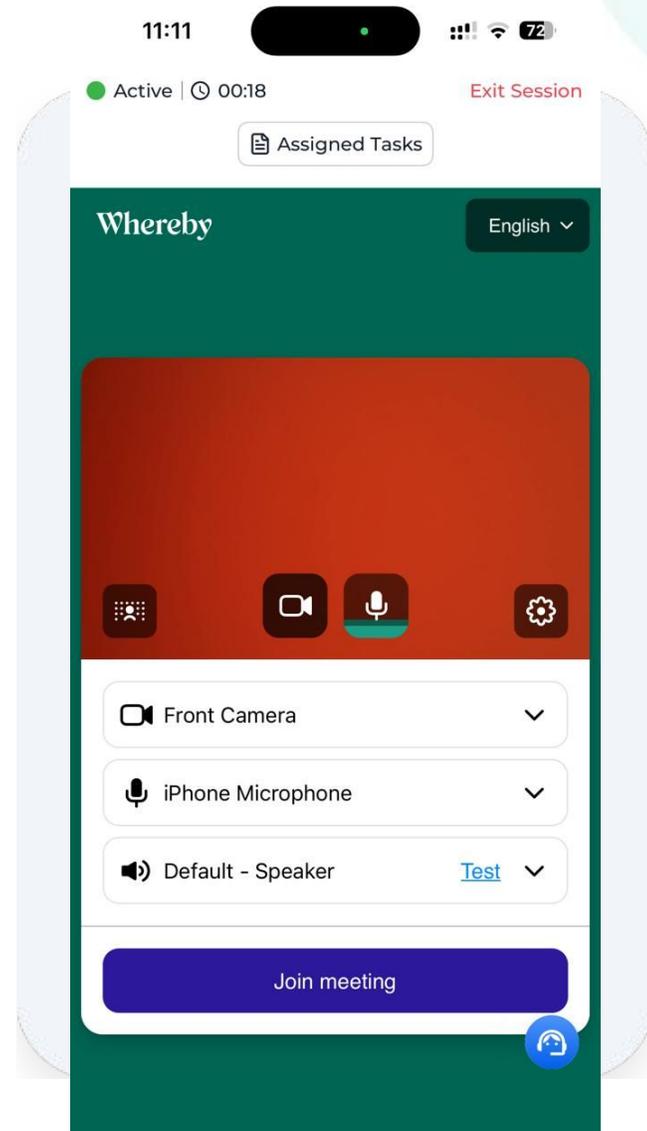
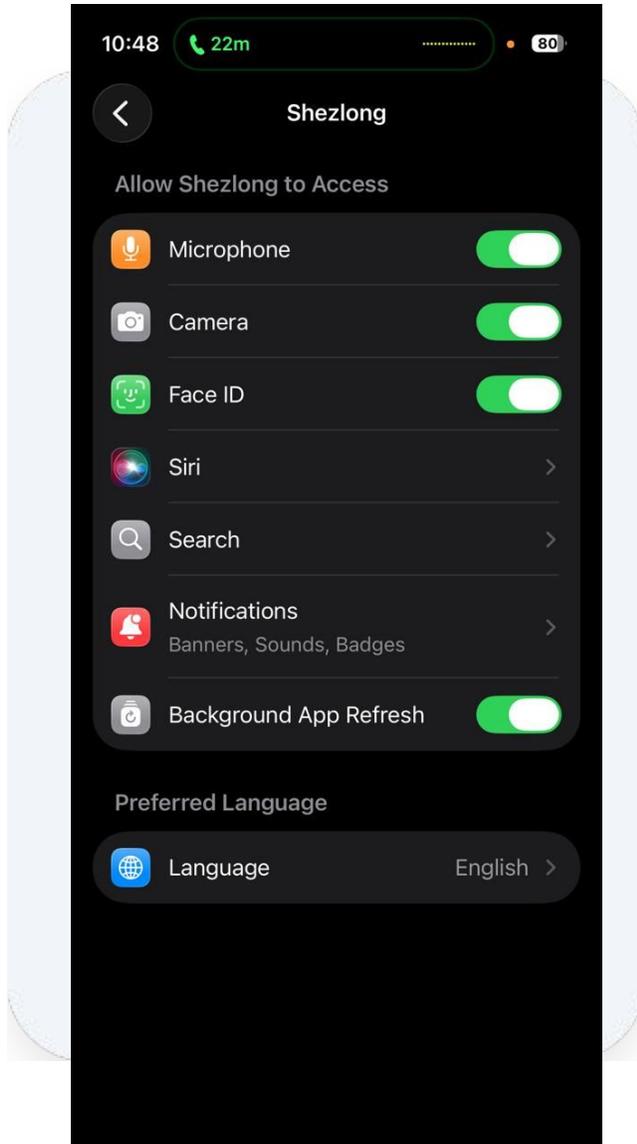
MANAGE PERMISSIONS



System Access

-  **Camera:** Select "While Using the App" when prompted by iOS or Android.
-  **Microphone:** Confirm access to ensure the therapist can hear you clearly
-  Without these, the session may only support text communication.

MANAGE PERMISSIONS



LIVE INTERACTION

Mobile UI

Therapist's video fills the main screen with your own preview docked above to maintain eye contact.

Quick Controls

Mute audio, stop video, or share screen via the bottom-anchored toolbar for easy thumb access.

Secure End

Tap the red "Exit Session" button at the top right to end the call and return to the dashboard.



Toolbar Navigation

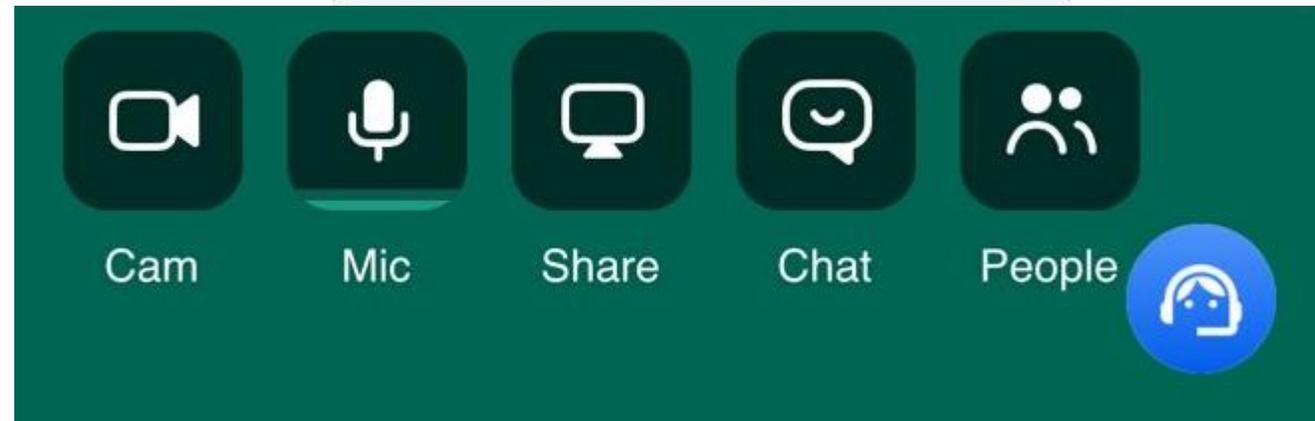
The bottom toolbar contains all your essential call management tools.

Mute: Tap to silence your microphone.

Stop Video: Tap to hide your video feed.

End Call: The red button exits the session securely.

● Active | ⌚ 01:27



Exit Session

CONNECTION & SUPPORT FAQ

Challenge	Recommended Fix
Audio is echoing	Use headphones. This prevents your mic from picking up speaker output.
Video is lagging	Switch from Mobile Data to stable Wi-Fi. Close background apps like Instagram.
App crashed	Simply reopen the app and tap "Join" again. The session resumes instantly.
Disconnected	Refresh your browser or re-click the Join link from your dashboard.
They can't hear me	Check in-app mute status and browser address bar permissions.

BEST PRACTICES FOR CLIENTS

-  **Use Headphones:** This significantly reduces echo and ensures private, clear audio for your sensitive conversations.
-  **Power Up:** Video sessions consume high battery; keep your laptop or phone plugged in or fully charged.
-  **Stable Internet:** Sit close to your Wi-Fi router. A speed of at least 5Mbps is recommended for high-quality video.
-  **Join Early:** We recommend joining 5-10 minutes early to test your hardware and settle into a quiet space.