

Best Practices for New Users

These tips will guide you through your use of the TeleCBT platform, helping to set you and your clients up for success.

1. The 24 Hour Rule:

Create appointments at least **24 hours in advance** of the desired appointment time if your client will be accessing the system for the first time.

2. Early Setup + Early Login = Easy Call:

Encourage clients to login to their account no later than **one hour prior** to their first appointment time, giving them plenty of time to onboard.

3. Login = Email Address + Your Password:

Your login/username is your email address. Find a balance between choosing a password that is impossible to remember, and too easy to guess.

4. Forget it, and Reset it!

If you forget your password, don't worry; just reset it! **Password reset** is an option on the login screen.

5. Booking your Private Practice Clients – Remember the XX

When booking clients for your private practice, remember to include 'XX' at the beginning of the Appointment Title

6. There's Always Support

Send clients to support@telecbt.ca if they are having any difficulty using the platform!