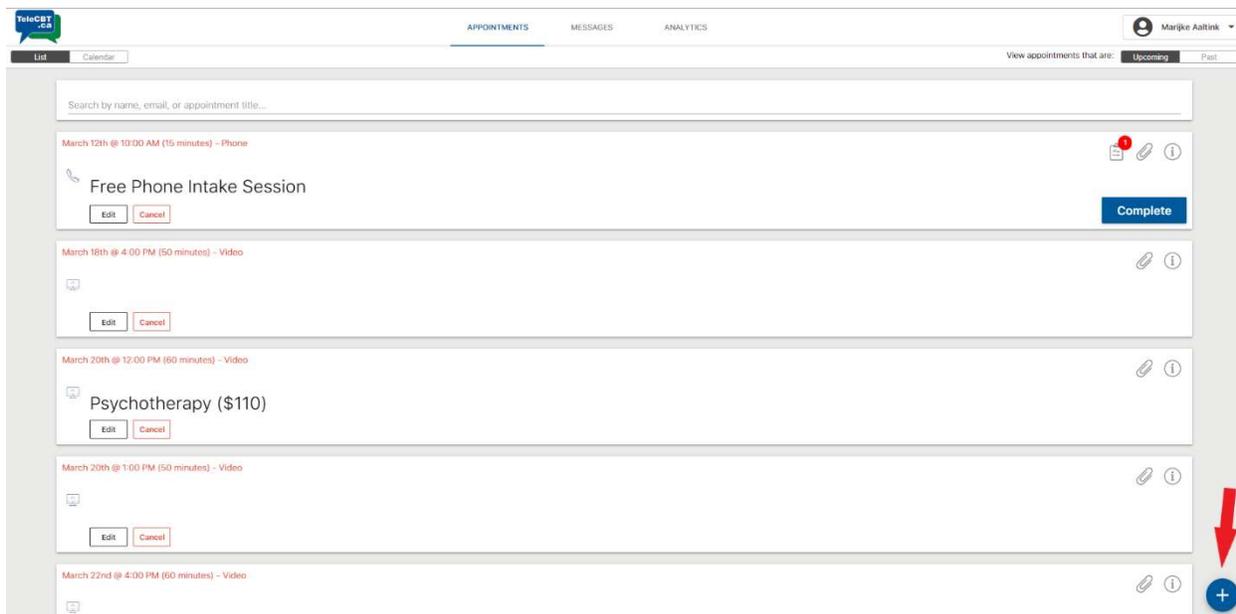


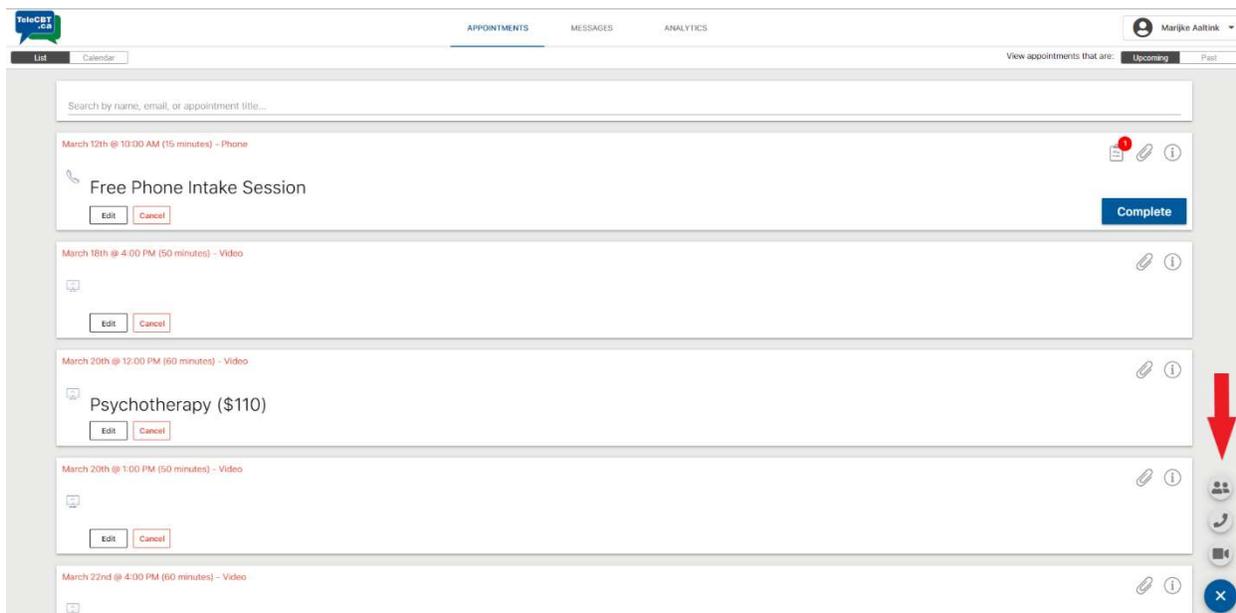
# Creating an Online Video Appointment

After logging into your TeleCBT account, please follow the steps below to create your online video appointment.

## 1. Get started by clicking the big blue plus sign.



## 2. Choose your appointment type.



3. Complete each field in the new online appointment window. You MUST enter a valid email address for the client.

**New video appointment**

Provider  
Christine Uchida, MSW, RSW, RP

Appointment title  
XX Psychotherapy

03/18/2020 5:30 PM Duration (min)  
60

Recurring

Participant name	Participant email	Fee
Marijke Aaltink	info@teleCBT.ca	110.00

[Add participant](#)

**Create Appointment**

**What happens after I click 'Create appointment'**

**Emails**  
An email invitation including the date of the appointment and the URL to login is immediately sent to the participant(s).

**Device testing**  
Upon logging in for a video session, the participant is automatically walked through some quick steps to get set up for their appointment.

**Consent forms**  
First-time participants using this system are required to agree to the Privacy Policy, [Informed Consent](#).

**Timely reminders**  
Automatic email reminders are sent to the participant 24 hours and 1 hour ahead of the appointment.

**Automatic fee collection**  
If there is a fee for the appointment, payment information is collected up front. Billing is automatically handled after you mark the appointment as 'complete' or 'no show'.

4. Click 'Create Appointment'

5. Your client will receive an e-mail invitation as well as several e-mail reminders prompting them to "Visit your Account."

7. If you have not already, it is recommended that you download the TeleCBT desktop app to continue. Your browser may request permission for you to open the Secure Video Client. Please click 'Open' or 'Allow' depending on your browser.

**Please note:**

- If you are using the video appointment via browser, you will be brought to a new window with your webcam view immediately. Please allow any permissions for webcam and microphone.
- Prior to your appointment, it is recommended you log into your account and click "test my webcam and microphone" in the top right corner of your screen. Follow the steps onscreen to ensure you are ready to get started!

6. Up to 10 minutes before your scheduled appointment, you and your client will be prompted to click "Join Video Session". You will also be able to confirm whether the client has successfully entered payment information leading up to the appointment by looking for the green dollar sign.

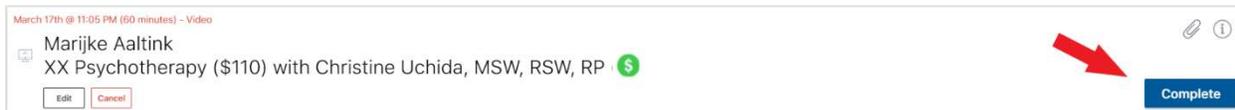
March 17th @ 11:05 PM (60 minutes) - Video

Marijke Aaltink  
XX Psychotherapy (\$110) with Christine Uchida, MSW, RSW, RP 

[Edit](#) [Cancel](#) [Join video session](#)

8. Proceed with your appointment as scheduled.

9. When ready, hang up the call and be sure to click on 'Complete' to complete the appointment before exiting. The Client will be charged and will receive a receipt once you click 'Complete'.



**Please note:**

- It is the Therapists' responsibility to ensure payment was collected successfully. If the payment does not go through you will see a grey box beside the appointment title.



- The Therapist should follow up with the client to advise them to update payment information in their account, or reach out to [intake1@telecbt.ca](mailto:intake1@telecbt.ca) for additional support.