

Getting Started

This checklist will ensure you have everything you need to start seeing your clients online using the TeleCBT app.

- ✓ Ensure your mobile iOS or Android device, desktop or laptop computer has a reliable internet connection.
- ✓ Download the desktop app for your computer or mobile app for your phone/tablet. You will receive an email that will prompt you to download and install the app.
- ✓ Test your webcam, microphone, and speakers by clicking "Test your webcam and microphone" in the top right hand corner underneath your name in your TeleCBT account (desktop or laptop computer only).
- ✓ Up to 10 minutes prior to your scheduled appointment, please click on Join Call to automatically launch the app.

If you prefer to join the online video call via your web browser:

- ✓ Ensure your mobile iOS or Android device, desktop or laptop computer has a reliable internet connection
- ✓ Download or update to the most recent version of Google Chrome and remind your client to do the same. **Please note:** *Safari, Internet Explorer and mobile browsers are not compatible with TeleCBT.*
- ✓ Test your webcam, microphone, and speakers by clicking "Test your webcam and microphone" in the top right hand corner underneath your name in your TeleCBT account (desktop or laptop computer only).
- ✓ Up to 10 minutes prior to your scheduled appointment, please click on Join Call to automatically launch the app.