Joining a Telehealth appointment from a smartphone or tablet

Before you join a Telehealth appointment from your mobile device, make sure to download the **Telehealth by SimplePractice** for iOS or Android.

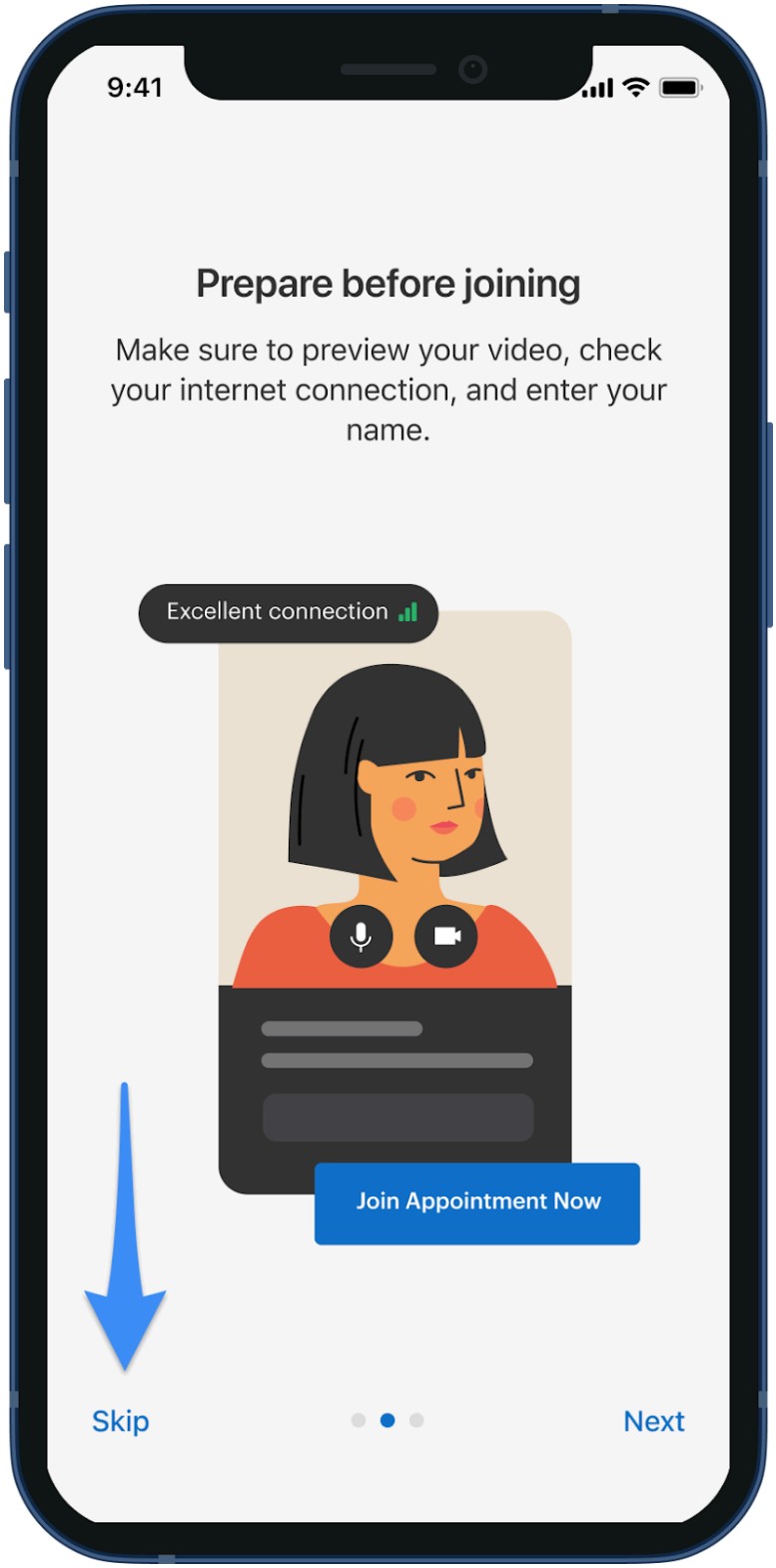
Note: If you're on a mobile device, you can also join a Telehealth appointment directly from the **SimplePractice Client Portal** app without a video appointment link. To learn more, see **Joining a Telehealth appointment** below.

To join a video call on your smartphone or tablet:

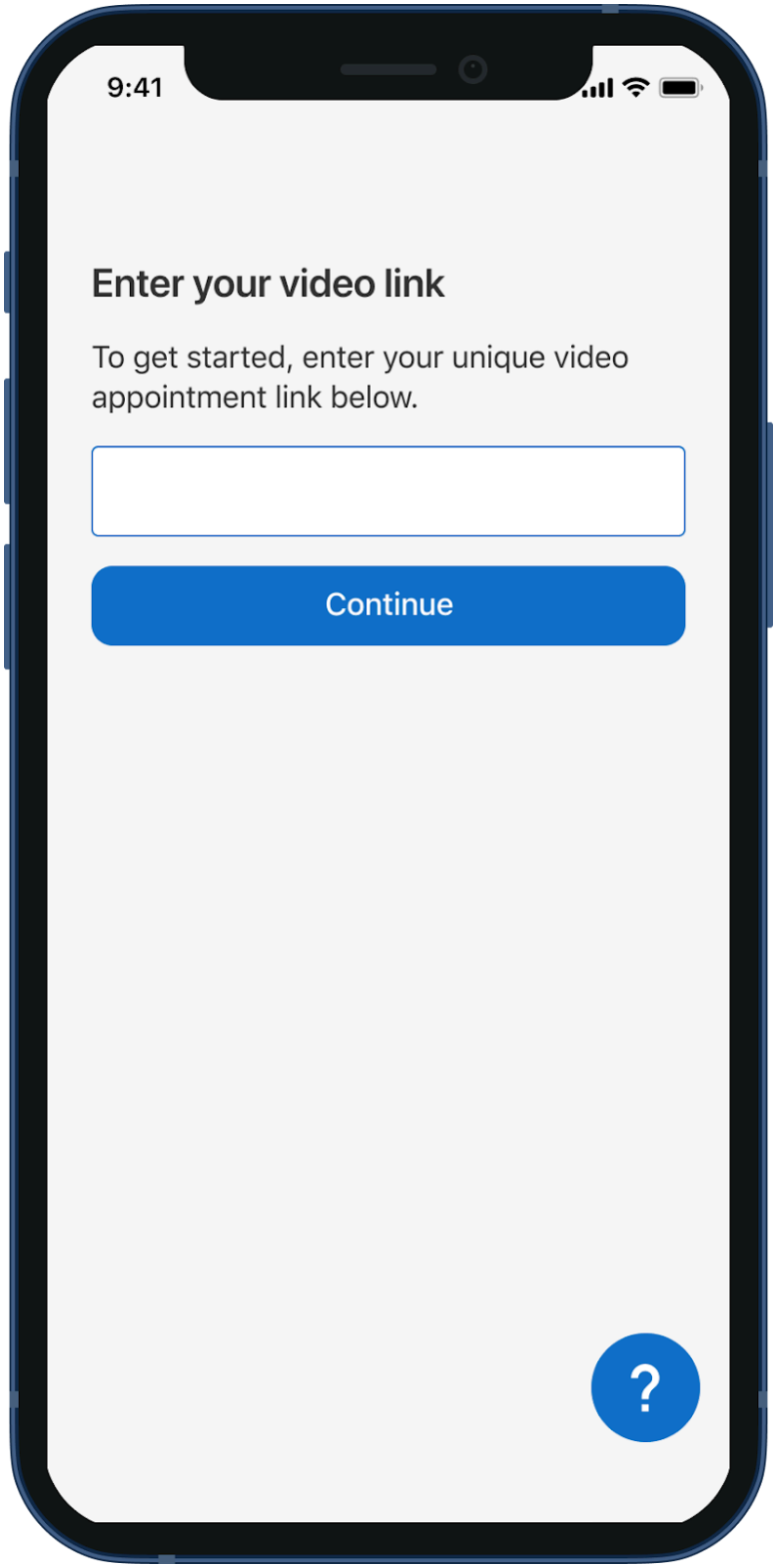
- Open your **email or text appointment reminder**
- Tap the unique video appointment link included in the reminder to open the Telehealth by SimplePractice app
    - If you’re on iOS, we recommend using Safari as your default browser to open the link
    - If you don't have the Telehealth by SimplePractice app on your mobile device, you’ll be prompted to download it

Note: We don't recommending copying and pasting the link in a browser, as this will result in an expired or invalid link message.

The first time you launch the Telehealth by SimplePractice app, you'll see a **Welcome** screen with tips for optimizing your Telehealth experience. You can review these tips by swiping or tapping **Next**, or skip these tips by tapping **Skip**.


9:41
Prepare before joining
Make sure to preview your video, check your internet connection, and enter your name.
Excellent connection
Join Appointment Now
Skip
Next

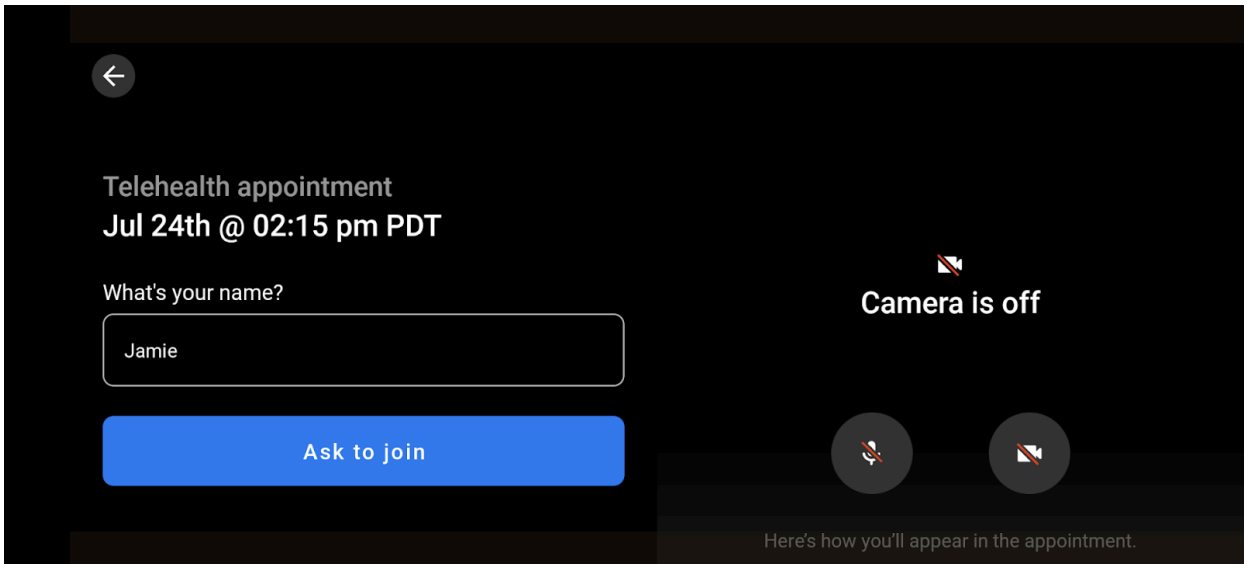
Enter the unique video appointment link from your appointment reminder and select **Continue**.


9:41
Enter your video link
To get started, enter your unique video appointment link below.
Continue
?

You'll see a preview where you can turn your video on or off, mute or unmute, and check your connection status.

Note: While you can hold Telehealth calls using mobile data, we recommend using WiFi instead since it provides a more reliable connection. To learn how to improve your connection, see **Troubleshooting Telehealth appointments**

Once you're finished with the preview, enter your name and tap **Ask to join**.



You can also enter your appointment in landscape mode by flipping your device.

Joining a Telehealth appointment

You can also join Telehealth appointments directly from the SimplePractice Client Portal app. To do this:

- Select the appointment
- Tap **Join Appointment**
    - **Note:** This option won't appear if an appointment is **Pending**

IN 1 HOUR • 3:00 PM — 3:50 PM (PST)

Claire W

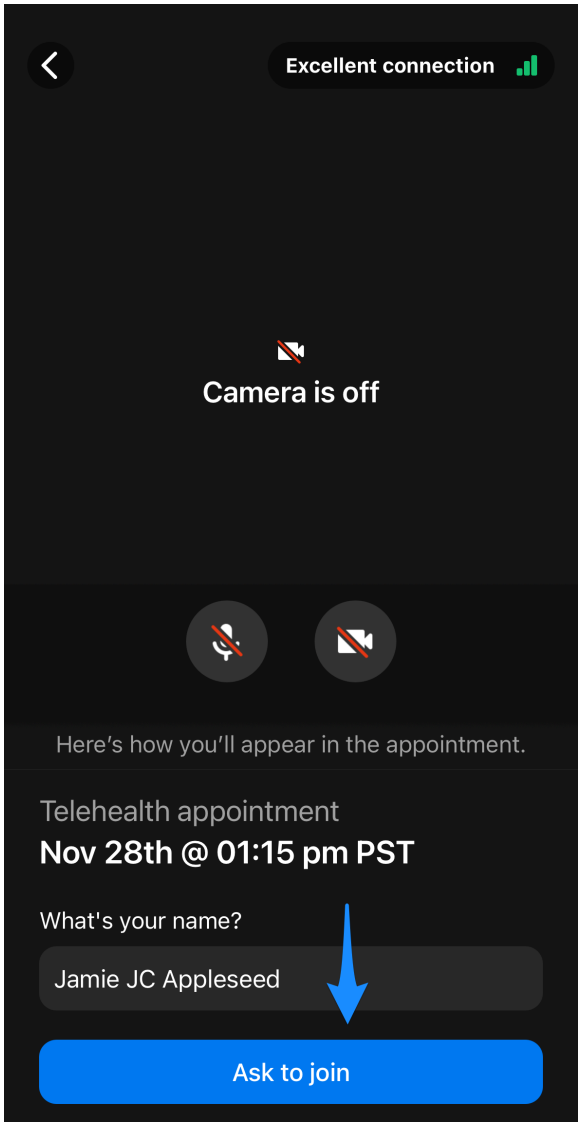
Telehealth Appointment

Add to calendar

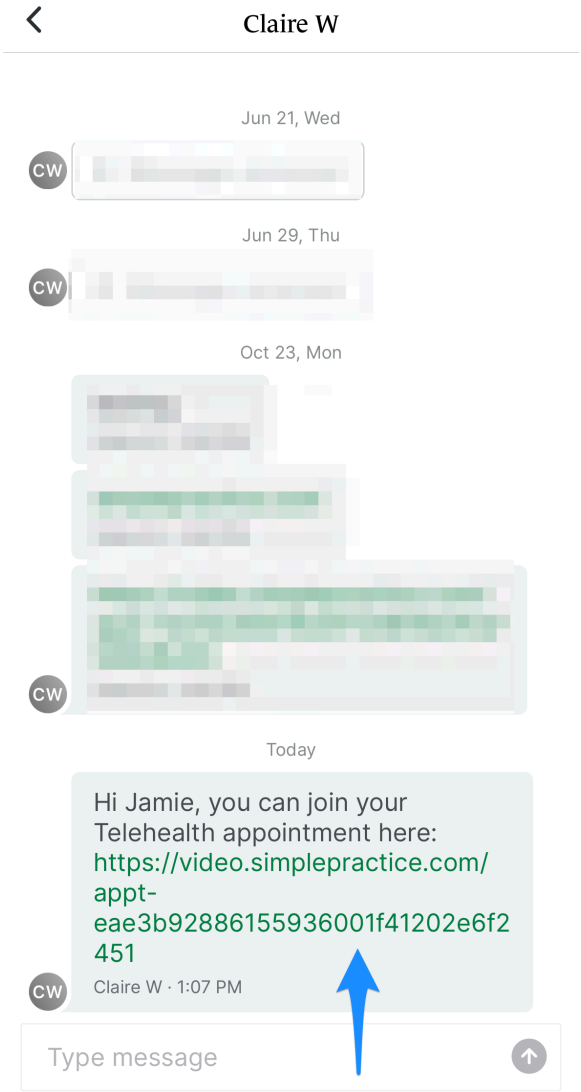
CANCEL APPOINTMENT

JOIN APPOINTMENT

- Allow the app to access the microphone and camera
- Enter your name
- Tap **Ask to join**



Alternatively, if your clinician sends you a link to join your Telehealth appointment via **secure messaging**, you can join by clicking the link directly.


Claire W
Jun 21, Wed
CW
Jun 29, Thu
CW
Oct 23, Mon
CW
Today
Hi Jamie, you can join your Telehealth appointment here: https://video.simplepractice.com/appt-eae3b9288615593600 1f41202e6f2451
CW
Claire W · 1:07 PM
Type message