



# VTConnect Care App Client Quick Start Guide

Client's follow these easy steps to prepare and connect for Virtual Care Sessions:

## Step 1: Establish your VTC login credentials

**Option 1:** If you are a prospective client and attempt to send a message from the Virtual Therapy Connect website to a therapist listed in the Directory, you will be required to create your VTC login credentials to send the message.

**Option 2:** If you are an existing client of a VTC therapist, look for an email with the subject "VTConnect for <Provider Name> account established" and use the link to establish your VTC login credentials.

**Option 3:** If you are an existing client of a VTC therapist, your practitioner might instruct you to go to their VTConnect Office Portal and click "Register" to create your VTC login credentials.

**NOTE:** Your VTC login credentials will allow you to login to the Virtual Office Portal and the VTConnect Care App, and you use these same credentials to connect with practitioners in different organizations.

**Step 2: Install the FREE VTConnect Care App** by going to the VTConnect Office Portal or for Mac, iOS, or Android by going to your device's App store and searching VTConnect Care. Or click [HERE](#).

**Step 3: Review requirements to Optimize Audio and Video in VTConnect Care Sessions** posted [HERE](#). *Note: A headset or earphones are recommended to insure optimal audio during sessions.*

## Step 4: Connect for Virtual Care Sessions

**Launch the VTConnect Care App** from your device at your appointment time and login with your VTC login credentials.

**Test your Camera, Microphone, and Speakers** by clicking the "hamburger icon" in the upper left corner of the App, then click the test buttons and use the drop-down menus to switch devices if needed.

**Sign In** with your VTC account credentials. If you forget your password, click "Forgot your password?" and follow the instructions. If you forget your username, you must contact your provider for assistance.

**Click on your practitioner and click "Connect"** to enter the Waiting Room. [Please note, if you do not see the person listed with whom you have an appointment, please contact your practitioner so they can resolve this issue for you.]

**Click the "Enter" button** to enter the Care Room. Note: If your practitioner is not yet available, you will remain in the Waiting Room until you hear a ding and see the "Enter" button appear.

**Virtual care session starts** once you enter the Care Room and your practitioner begins the session. Click the "Chat" icon in the bottom left to send a chat message. You can pause the audio and/or video, or switch audio/video devices at any time during a session by clicking the hamburger icon in the upper left corner.

Visit the [VTConnect FAQ's](#) for answers to other common questions!