

Accessing Online Telehealth Systems



The Shepherd Centre's Online Telehealth Systems uses Lifesize to conduct our sessions. You will need a device (computer or tablet) with a working camera, microphone and speaker. We ask that you set up your device in a suitable space and have any materials discussed with your clinician ready a few minutes before your session begins. This may be having your child's favourite toy or book to show the clinician, having specific toys ready in bags, or being ready to prepare breakfast in your session. This may also be setting your child with alternative activity for you to have a discussion with your team. Whether you are joining for individual or group sessions, the process to set up is easy. Simply follow these directions to get started.

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Step One

Your clinician will provide you with a link via email. It is recommended you open the link using Google Chrome. Please allow any request from Google Chrome to access your device and microphone.

Note: You will be provided with separate links for your family sessions and different groups you may attend.

Dear John Citizen,

In our commitment to ensure the safety of you and your families, we have made the decision to adopt proactive measures to limit the impact of novel coronavirus (COVID-19) within our communities. You do not need to come into the centre to continue accessing your services at The Shepherd Centre.

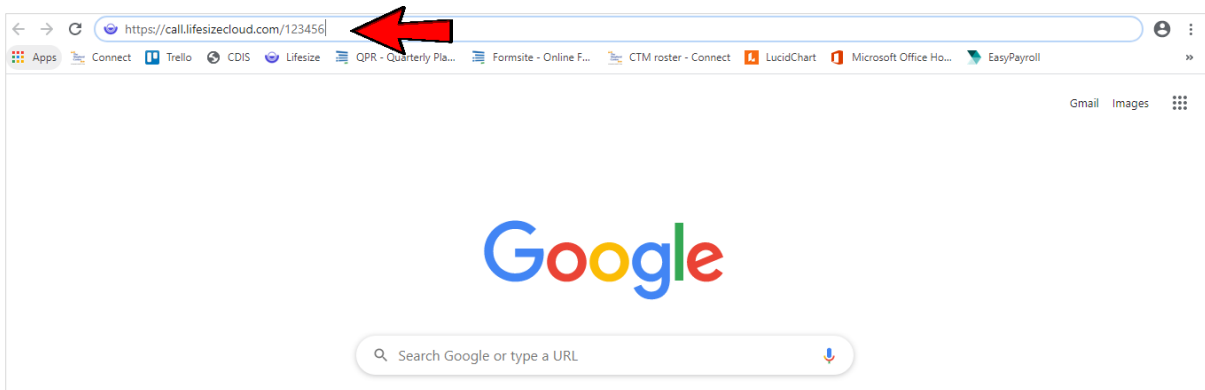
We are committed to ensuring your child receives their ongoing services and programs during this time. We know that the outcomes of our online programs are just as effective as face-to-face sessions.

The upcoming sessions with your clinician will be delivered, using our online services. If you are joining a TSC group, an different weblink will be provided to join with your clinicians and other families.

You are invited to call CTM on Lifesize (recommended to use the web browser "Chrome")

Join the meeting: <https://call.lifesizecloud.com/123456>

Other ways to call: <https://call.lifesize.com/otherways/123456>

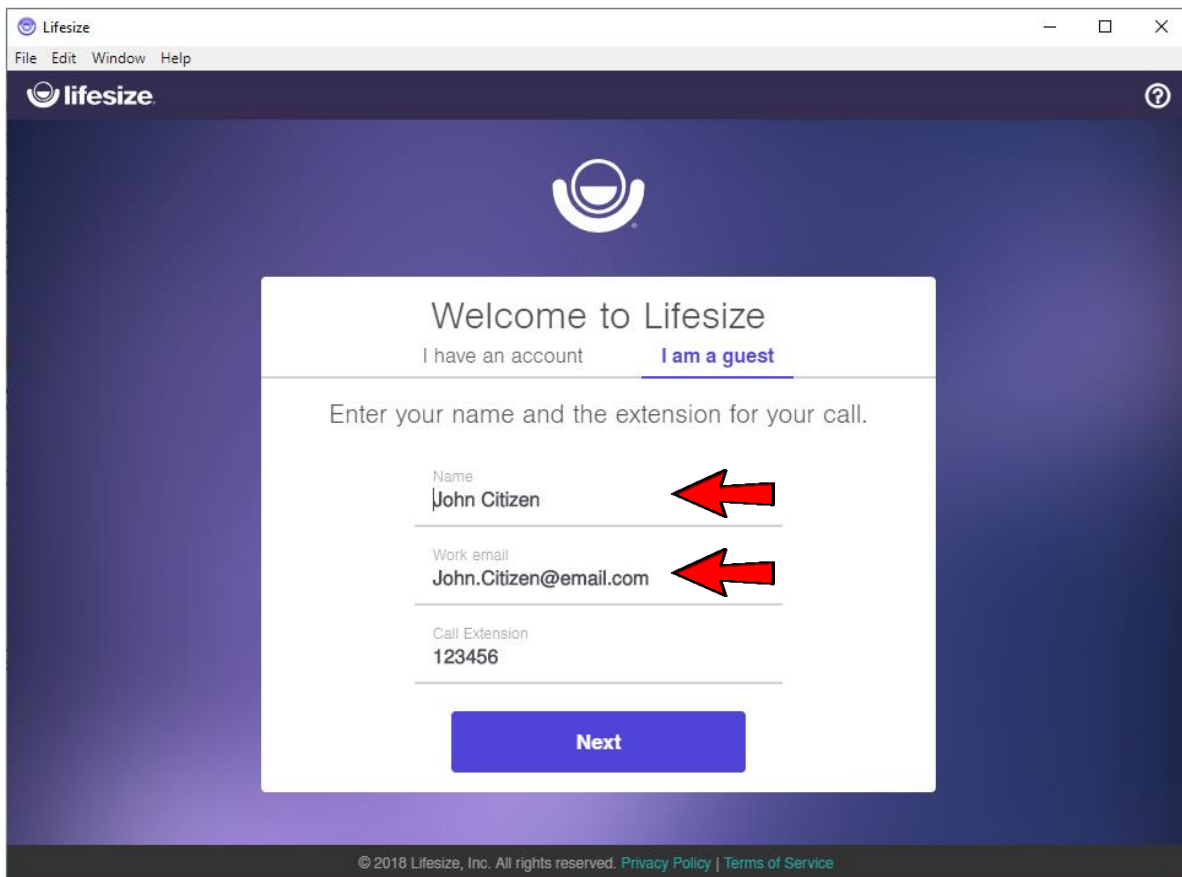


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Step Two

A pop up window will appear and will take you to the page below. Enter your name and email address and click next.



The screenshot shows a web browser window titled "Lifesize" with a menu bar containing "File", "Edit", "Window", and "Help". The page features the Lifesize logo at the top center. Below the logo, there is a white form box with the following content:

Welcome to Lifesize
I have an account [I am a guest](#)

Enter your name and the extension for your call.

Name
John Citizen

Work email
John.Citizen@email.com

Call Extension
123456

Next

At the bottom of the page, there is a copyright notice: © 2018 Lifesize, Inc. All rights reserved. [Privacy Policy](#) | [Terms of Service](#)

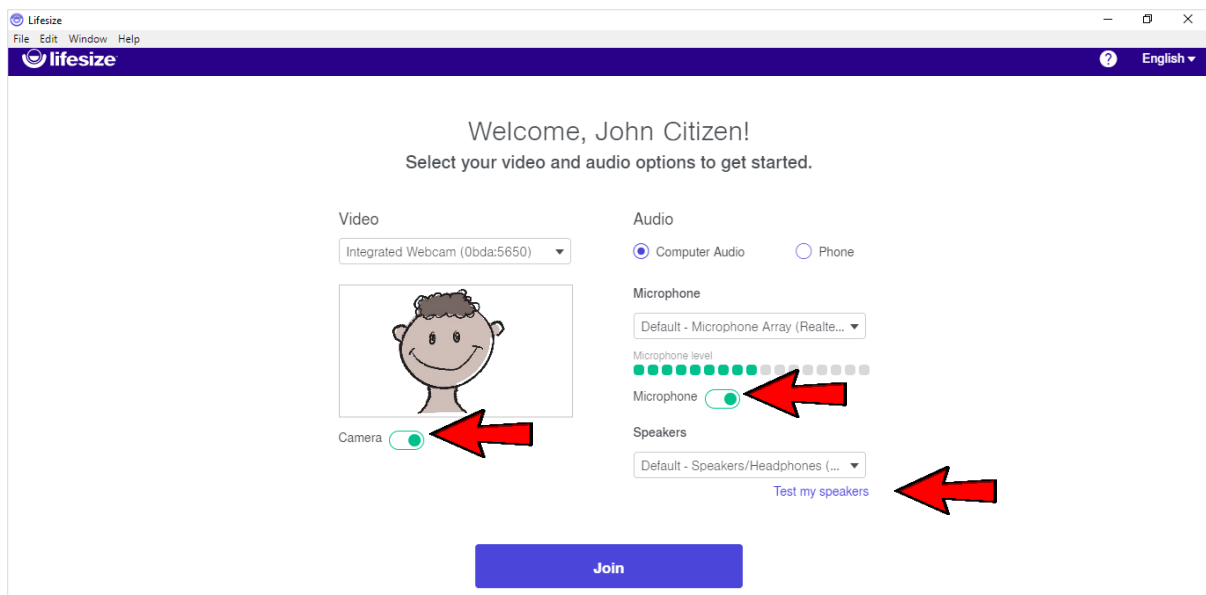
Red arrows point to the "Name" and "Work email" fields in the form.

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Step Three

The below screen will appear. Click on the toggle switch so it appears green to allow the camera and speaker to be turned on. You will notice your image on the screen and the microphone bar move depending on the amount of sound there is in your surroundings. This indicates they are working well. Click on 'Test my speakers' to ensure it is working. Once everything is confirmed working, click Join.

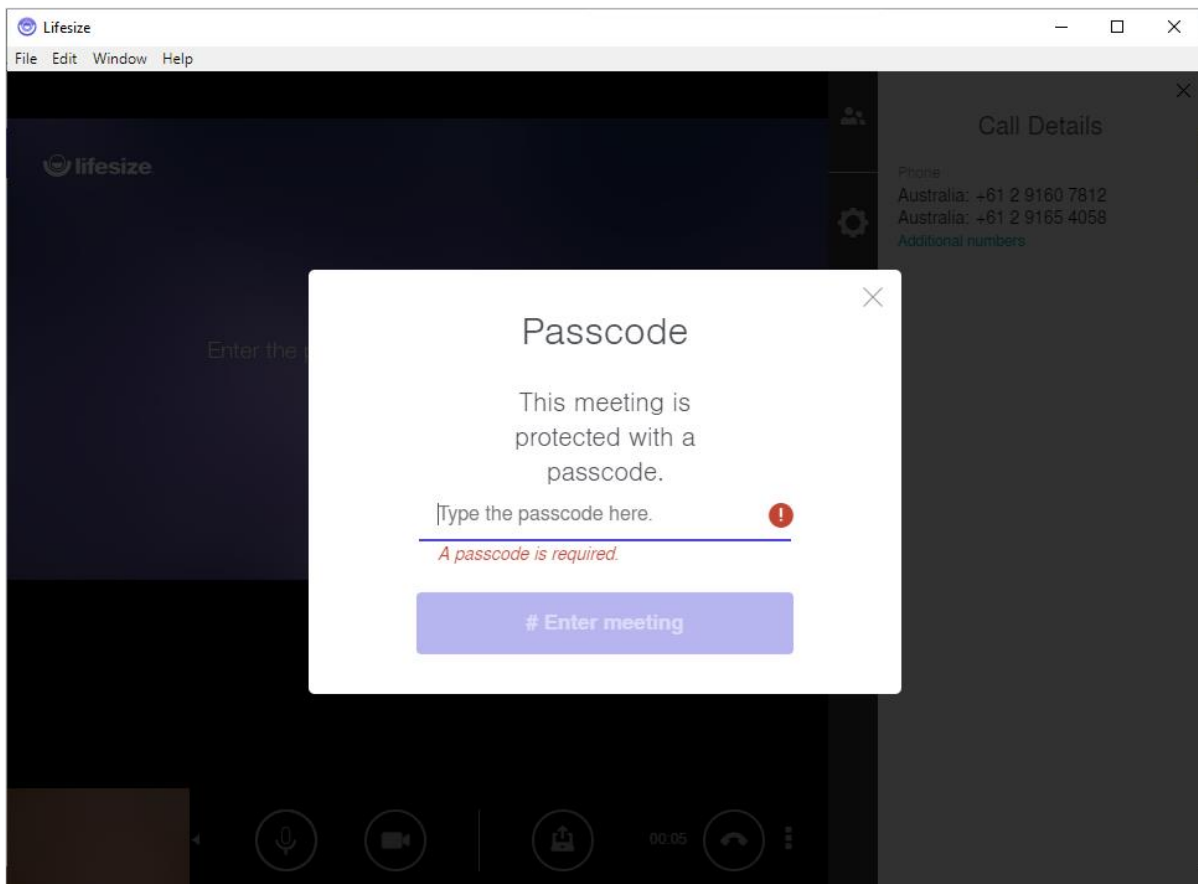


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Step Four

If you have been provided with a passcode, please enter it here and click Enter meeting to start your session.

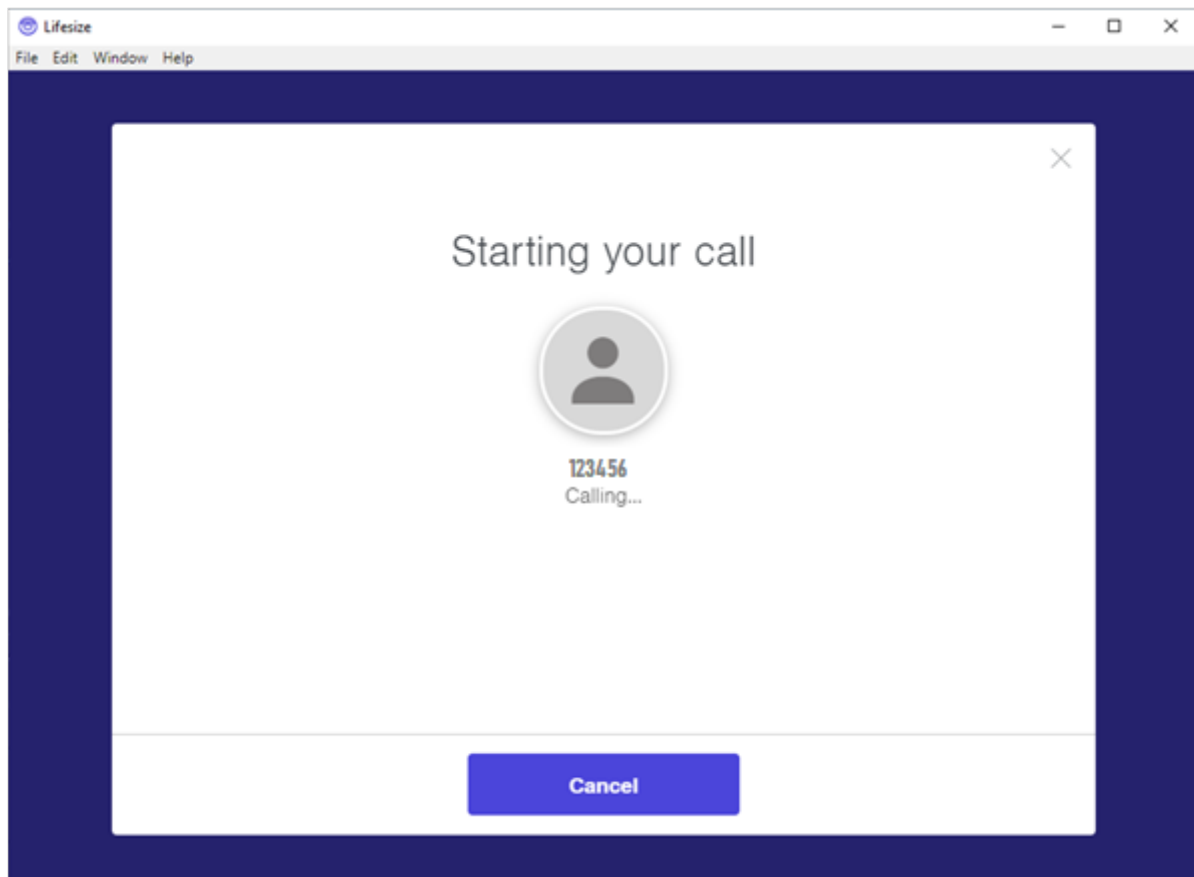


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Step Five

The below screen will confirm your call is dialing.



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If you are the first to arrive in your session, you will see the below screen. There is nothing else you will need to do. Once someone else dials in, your session is ready to start.

