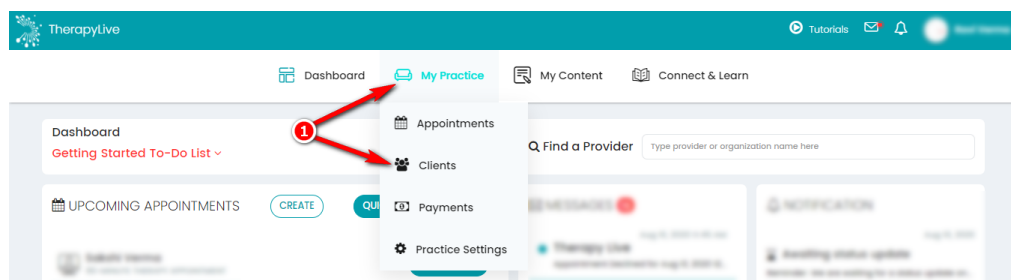


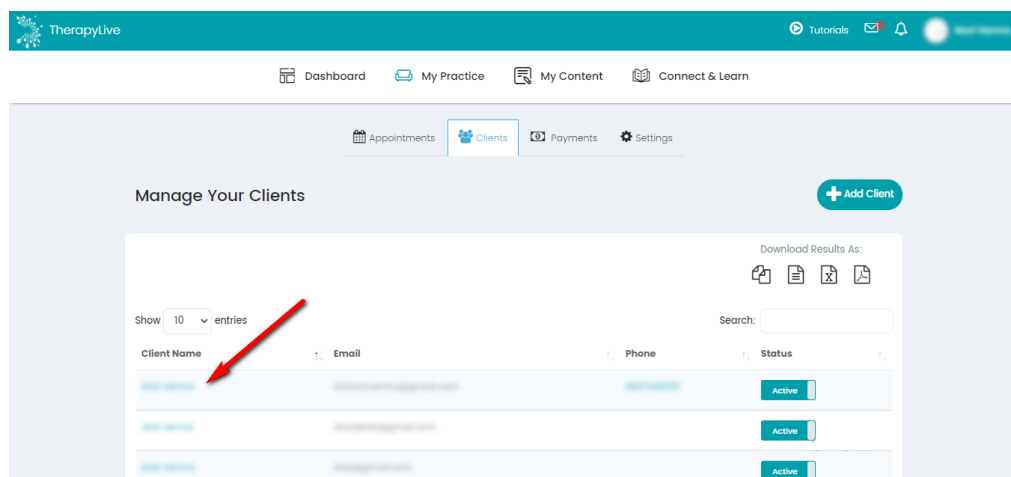
How do I download an access code to share with my clients?

Customer Success Liaison - 2021-02-19 - Secure Telehealth Sessions and Session Notes

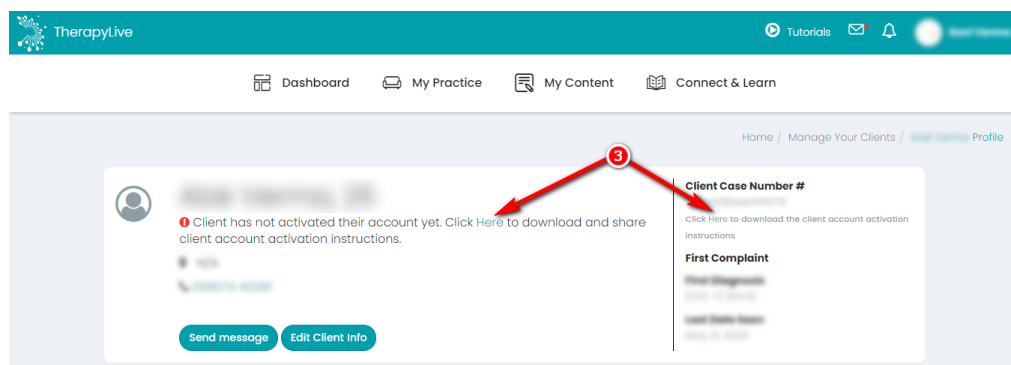
1. Click on “My Practice” and select “Clients” from the drop-down menu.



2. Click on your client's name.



3. Click on “Here” located under “Client Case Number #” or under the client's name. This will download a PDF file.



4. In the PDF, you will find the activation instructions for your specific client and an access code located at the bottom of the page.



1. Visit <https://www.therapylive.ca/>
2. Click on Sign Up and select I'm A Client
3. On the top of the client sign up form you will see:
Have you received an Access Code? [Click Here](#)
4. Follow the verification steps by entering your Access Code, your email and cellphone.
This is for verification for security and security purposes.
5. Create your own User Name and Password and accept the Terms of Service.
6. You will be redirected to the account wizard, follow the steps to complete your registration.
You will only have to do this one time.
7. Your private portal is now activated and you will be able to connect to your provider.



After downloading the PDF, you will want to pass along this access code to your client so that they could create a Therapy Live account.

If you would like to view the steps that your client takes to join Therapy Live with an access code: click [here](#).