

# A quick guide to accessing your teletherapy appointment

The Family Institute at Northwestern University uses a confidential, HIPAA-compliant version of Zoom for **teletherapy**. As long as you have a computer, phone or tablet with a camera and a reliable internet connection, you can participate in secure teletherapy sessions with your therapist.

## Before your first session

Download Zoom by visiting [zoom.us/support/download](https://zoom.us/support/download) and install it on your computer or find it in your mobile or tablet app store.

You will receive an email invitation from your therapist prior to your appointment. The email will include:

- the start time of your session;
- a link for an audio/video connection (“Join Zoom Meeting”);
- a Meeting ID;
- and phone numbers, in case you prefer dialing in by phone or your computer does not have a microphone or speakers

You do not need to create a Zoom account to join Zoom sessions with your therapist, you only need the link your therapist provides or the meeting ID.

## Starting your session

Prepare for your session 5-10 minutes prior to the start time:

- Choose a confidential, quiet space with a reliable internet connection
- Click on the “Join Zoom Meeting” link provided by your therapist
- If you already downloaded the Zoom application, select “Open in App”; if you’re joining from your computer, you can also click on “join from your browser”
- Select if you will be joining audio from your computer/device or if you are calling into the session (you can also test your speaker and microphone from this screen; if you are calling in, use the number provided on your screen or in your email invitation to dial in)
- Double check to make sure your microphone and camera are turned on (no red slash through the icons)

Your session will begin when your therapist logs in on their end.

For more information on joining a meeting, watch [this video](#). If you have questions prior to your session, please contact our Client Care Team at **847-733-4300, option 2**



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INSTITUTE  
at Northwestern University