

# PREPARING FOR YOUR INITIAL SESSION

It's always recommended that you use the most recent version of your preferred browser. Each browser update comes with improvements, new features, and performance fixes that keep your Internet browsing experience smooth and error-free, whether you are on SimplePractice (my practice software) or another site. To update your web browser:

## Update Google Chrome

- Open Chrome
- Click the 3 vertical dots on the top right.
- Click Update Google Chrome. (Note: If you don't see this button, you're on the latest version.)
- Click Relaunch

## Update Mozilla Firefox

- Open Firefox
- Click Firefox > About Firefox in the menu bar. Firefox will check for updates and download them automatically.
- Click Restart

## Update Safari

- Safari is updated automatically when you update your Mac's operating system. See the directions above to make sure you are running the latest version of Mac OS X.

## Things to Note:

- Chrome, Firefox, Safari, and Microsoft Edge are supported by my Simple Practice software, however, Internet Explorer is not because it does not meet the minimum requirements needed to run the Client Portal securely and successfully.
- For optimal results, a reliable, high-speed internet connection with a bandwidth above 10-15 mbps will minimize connection issues and provide the best quality. You can test your internet speed by going to <https://www.speedtest.net/>.
- To use a mobile device, your client must first download the **Telehealth by SimplePractice** app, available for **iOS** or **Android** in the app store.
- Please have a photo ID available as you begin your initial appointment for Mrs. Austin to be able to verify your ID.
- A secondary video platform that might be used in the event of issues with connectivity is [www.doxy.me>truechangecounseling.com](http://www.doxy.me>truechangecounseling.com)