



945 North Indian Creek Drive Clarkston, GA 30021
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Good Day!

I am now using thera-LINK, a secure video service for online sessions. I feel that it is important that during the times of social distancing it is important to have an option to meet online. I chose thera-LINK because it's very user friendly. That said, there are some very important things you'll need to know in order to avoid the potential frustration of not being able to connect at our scheduled appointment time.

Once you agree to online services I will add you as a client on thera-LINK. **The system automatically generates an email that contains a link that you MUST click on to accept the invitation and join thera-LINK.** When you click the link, you'll create your password and type in some other information. That first email might go to your junk/spam/clutter file, so go ahead and look for that at your earliest convenience.

As soon as you have your log in information, you can log into thera-LINK. The dashboard will list your appointment details after I schedule it with a **green join button** that is available 2 hours prior to your appointment. The portal also has a menu on the left called support, which can further answer any questions.

If you're using a PC, Mac, or Android device, please use Chrome, Firefox, or Safari version 12.2 or greater. If you are using an iPhone or iPad, use Safari 12.2 or higher.

Finally, keep in mind that when using thera-LINK, the more bandwidth you have available, the better your connection will be. Therefore, if you're planning on using a phone or tablet, connecting to Wi-Fi will vastly improve the session.

Disconnections may occur. If we get disconnected, I'll restart the session on my side. If you don't see me in a few minutes, go back to the Dashboard and click the green join button again. I will call you if more than 5 minutes have elapsed.

I'm looking forward to meeting you and giving you the opportunity to use this technology. If you have any questions, feel free to call me.

Sincerely,

A handwritten signature in cursive script that reads "Chanda Pilgrim, PhD". The signature is written in black ink and is positioned to the left of the typed name.

Dr. Chanda Pilgrim
Liscenced Psychologist
GA #003471