

Online Therapy Room: Primary Support Person Quick Start Guide

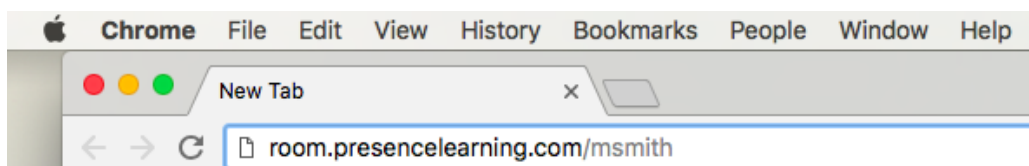
1. Verify the **headset** and **webcam** are plugged in.
2. Go to the therapy room. In the URL/address field of your Chrome or Firefox browser, type your clinician's web address:

room.presencelearning.com/<room name>
3. Enter the therapy room. Type the student's name and click "**Enter Room**". The clinician will admit you at the appointed time.
4. Start the camera. Click on the "**Start your video**" box in the upper left corner of the screen.

Note: Do not type **www** or **https** in front of the address.

The **<room name>** is usually your clinician's first initial and last name.

For example, Mary Smith's room address would be:



Lost sound? Screen went blank? Accidentally unplugged a cable?

Don't worry! These things happen and can usually be resolved with 3 easy steps:

1. Log out of the therapy room.
2. Verify all equipment is plugged in.
3. Log back into the therapy room.

If you're still experiencing issues, please contact
Support Services.

Need Help? We're here for you!

Support Services

Monday - Friday, 5:00 am – 5:00 pm
Pacific Time

Chat: Click **Tech Support Chat** from the Menu in the therapy room.

Phone: Call toll free at 844.415.4592

Email: asksupport@presencelearning.com