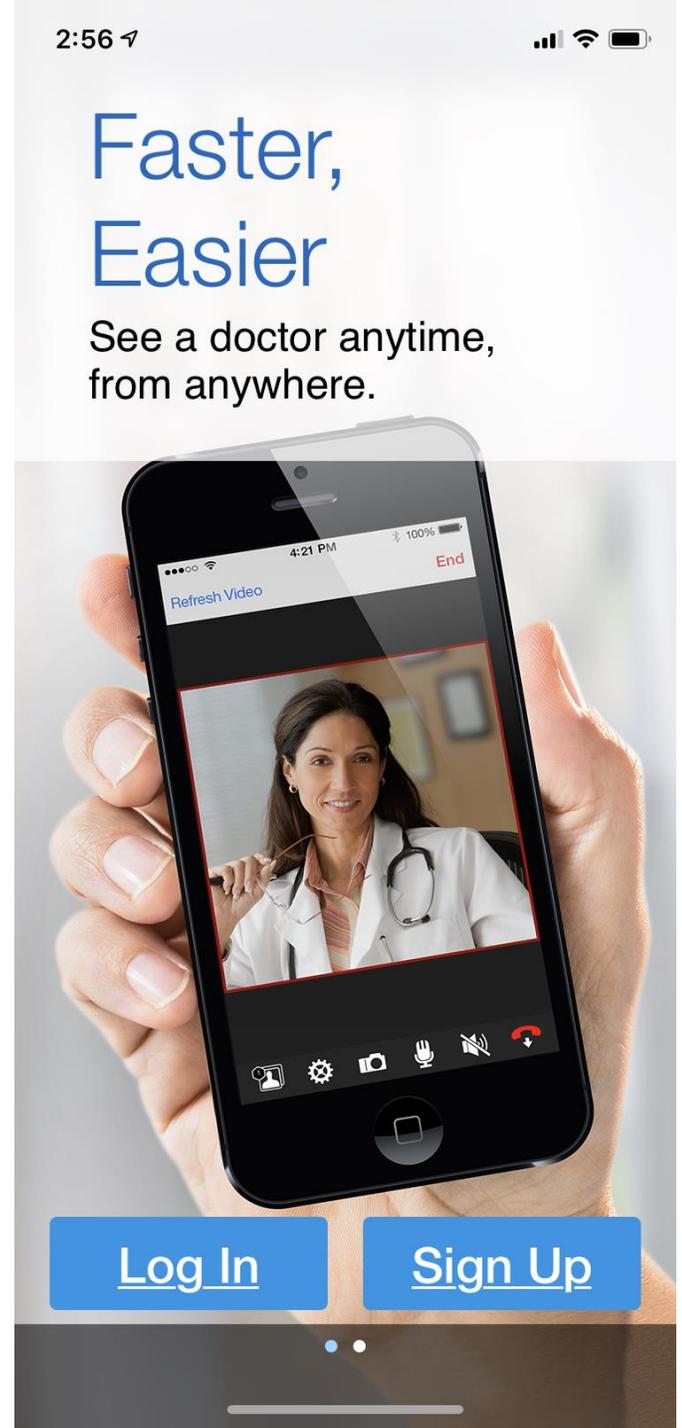


## Avatar Telehealth Client set up for iPhone



# Have the client download the Netsmart Telehealth App from the store

1. First time users will have to select sign up at this first screen.



3:00

About You

\*Indicates required field

Carrie

Mae

Smith

08/29/1978

Gender \*

What is your current location?

North Dakota

Please provide your home address

1234

Green Street

Bismarck

Continue

2. Fill in all of the client information, most of the fields are required to proceed.

3. Email addresses must match, this email does not have to be a real email address, Though if possible, we should help them create a real email address.

4. Service Key is **NDDHS (ALL CAPS)** (if this is skipped here, we will have to do it later)

3:02

About You

Bismarck

North Dakota

58501

carriemsmith@gmail.com

carriemamith@gmail.com

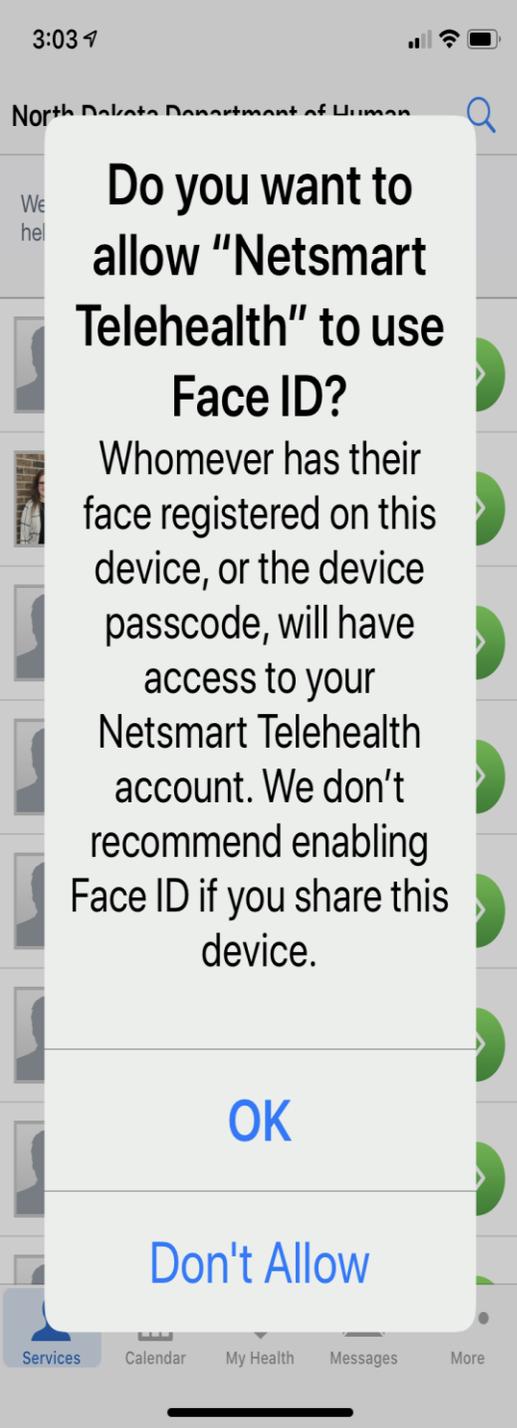
I agree to these Terms of Use  

Optional Information

NDDHS 

[Add another service key +](#)

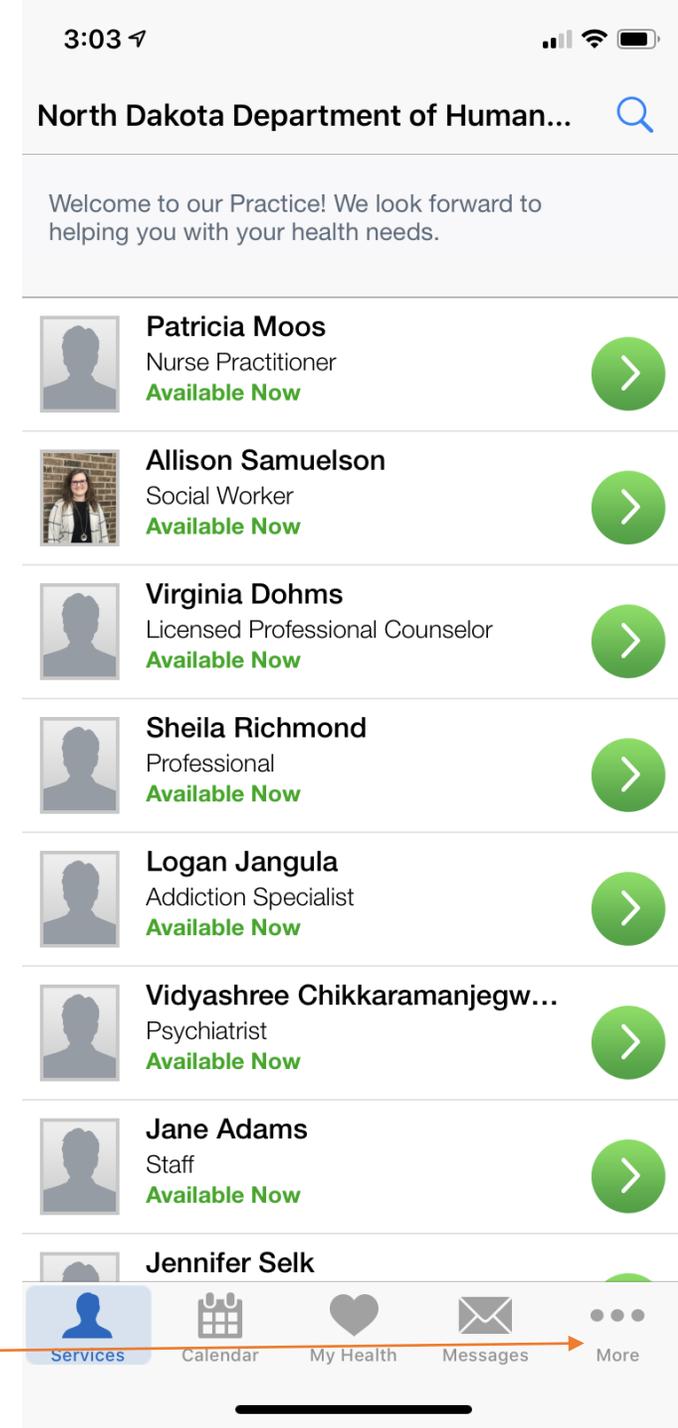
Continue

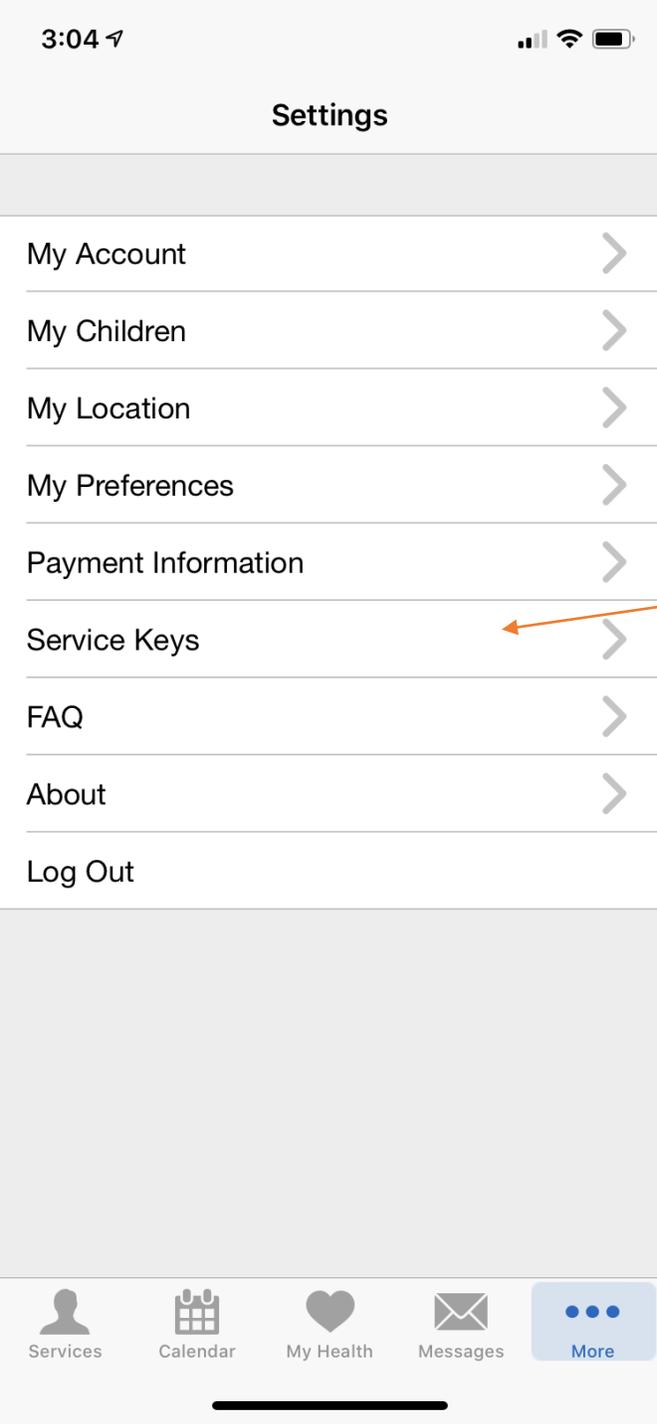


5. Client can select either option, which ever they prefer.

6. If the client see's this screen with providers listed, they should be good to go, and will only need to search for their provider at they scheduled appointment time. (Jump to step 12 if the providers are populating.)

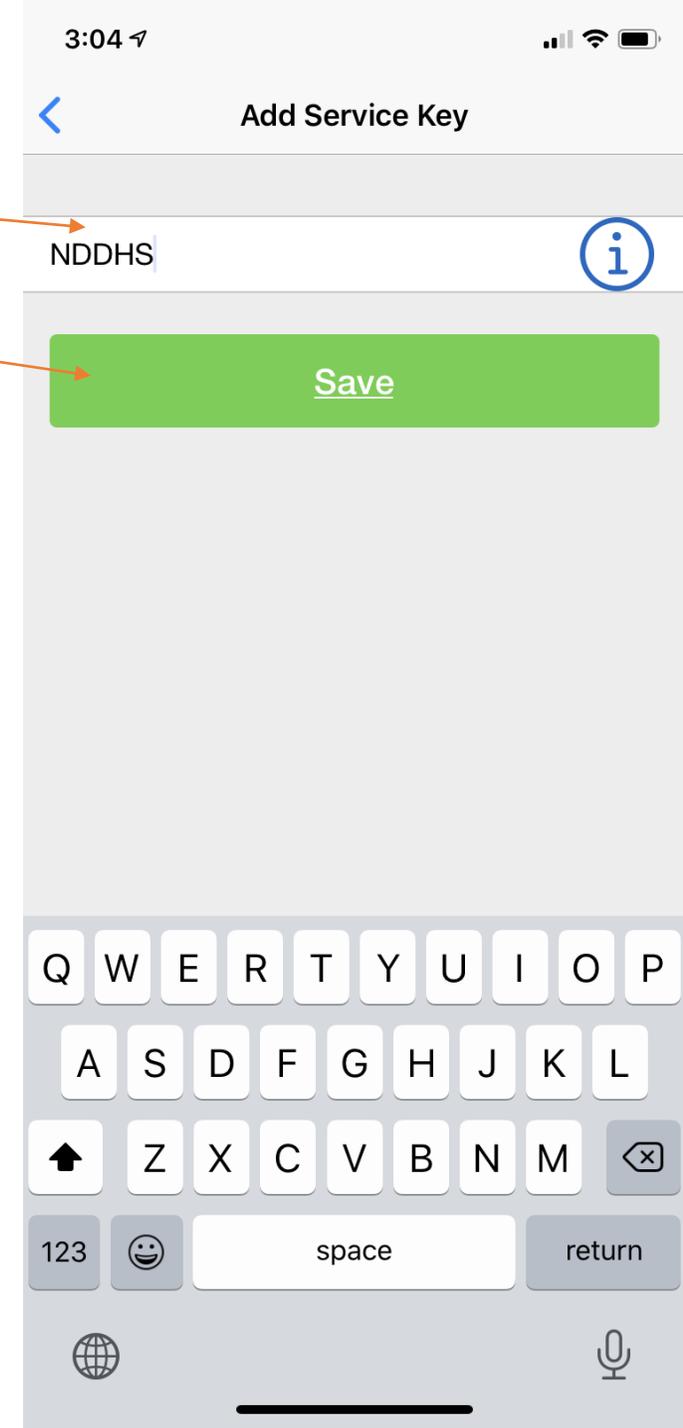
7. If this page is blank, select "more" at the bottom right





8. Select "Service Keys"

9. Type NDDHS (ALL CAPS), and save.



### Settings

- My Account >
- My Children >
- My Location >
- My Preferences >
- Payment Information >
- Service Keys >
- FAQ >
- About >
- Log Out

10. Select "My Location"



### My Location



- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota ✓
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Puerto Rico
- Rhode Island

11. Select "North Dakota"





12. From here the client can scroll to find their provider or select the search button, then select their provider.

Welcome to our Practice! We look forward to helping you with your health needs.

 **Patricia Moos**  
Nurse Practitioner  
Available Now 

 **Allison Samuelson**  
Social Worker  
Available Now 

 **Virginia Dohms**  
Licensed Professional Counselor  
Available Now 

 **Sheila Richmond**  
Professional  
Available Now 

 **Logan Jangula**  
Addiction Specialist  
Available Now 

 **Vidyashree Chikkaramanjegw...**  
Psychiatrist  
Available Now 

 **Jane Adams**  
Staff  
Available Now 

 **Jennifer Selk**



**Drew Rohrich**  
Addiction Specialist  
☆☆☆☆☆  
Available Now

Select Provider

13. Click "Select Provider"

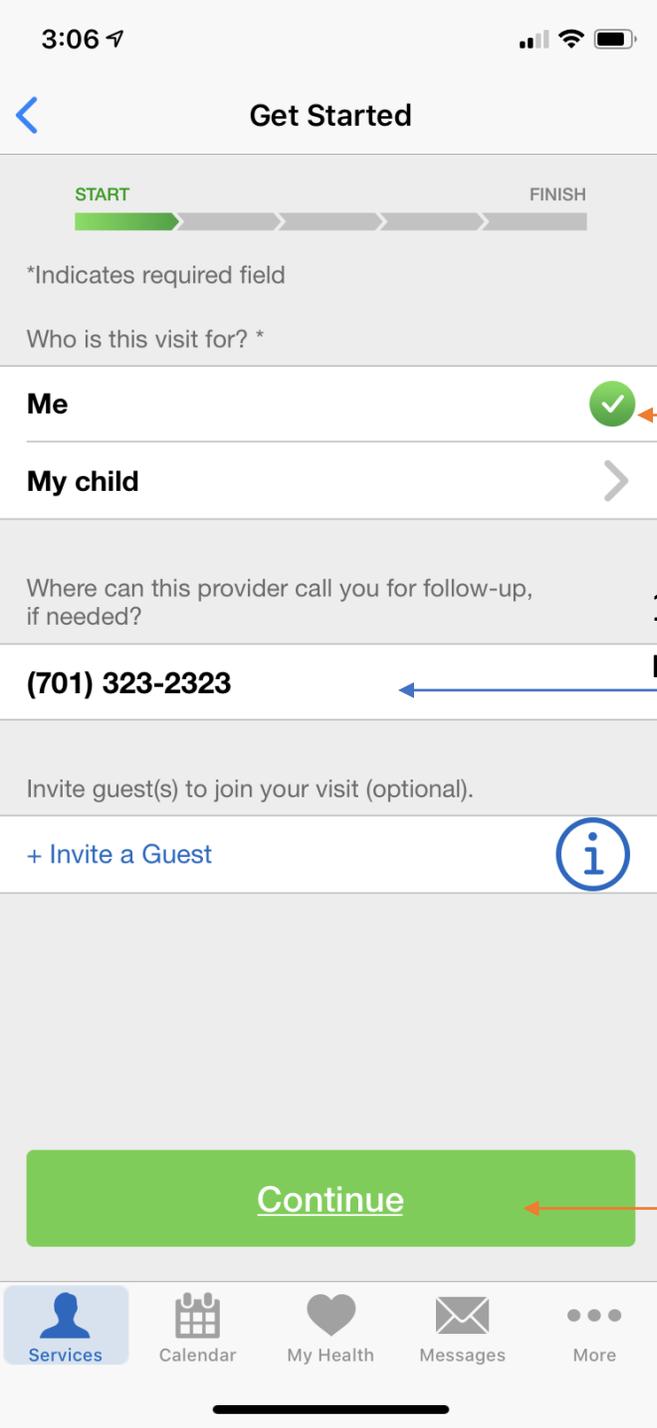
This provider cannot prescribe.

Hello!

Languages Spoken:  
English

Professional Education:  
University of Mary, 2014

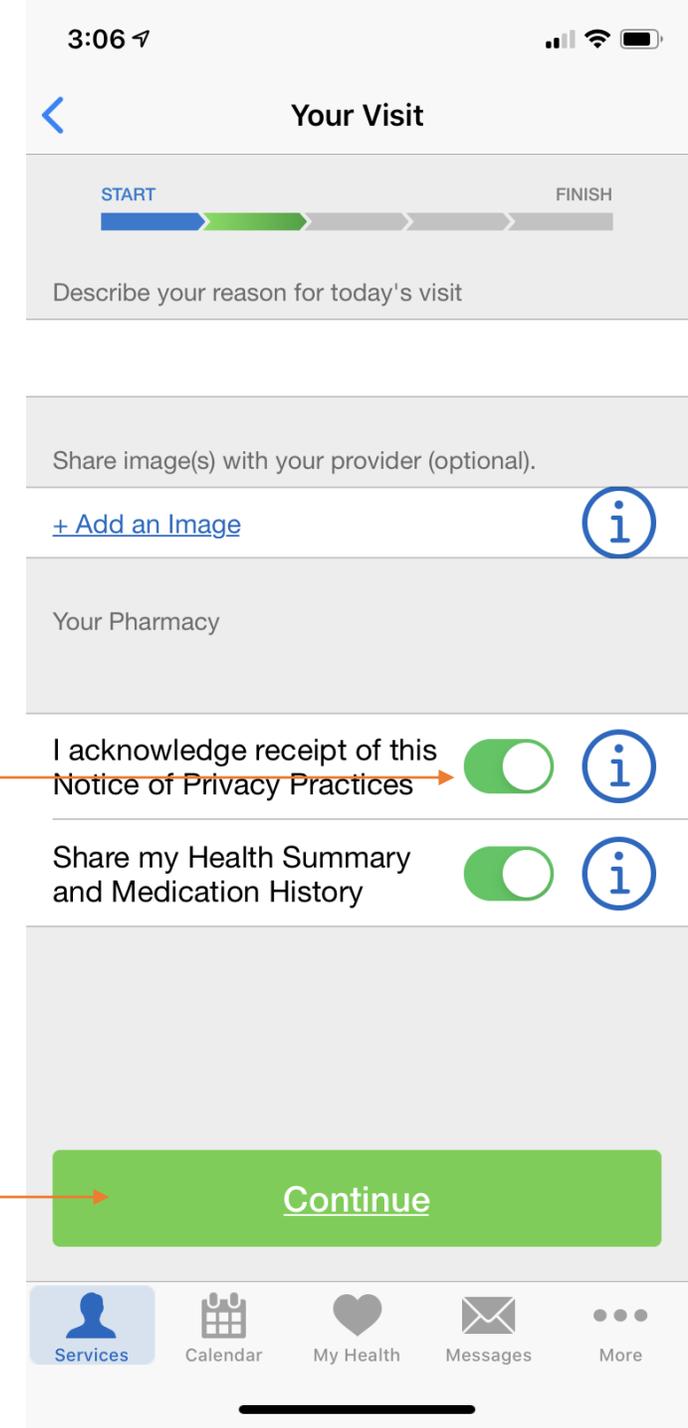
Years of Experience:  
6 years



14. Client's should ALWAYS select the appointment is for "Me", never my child.

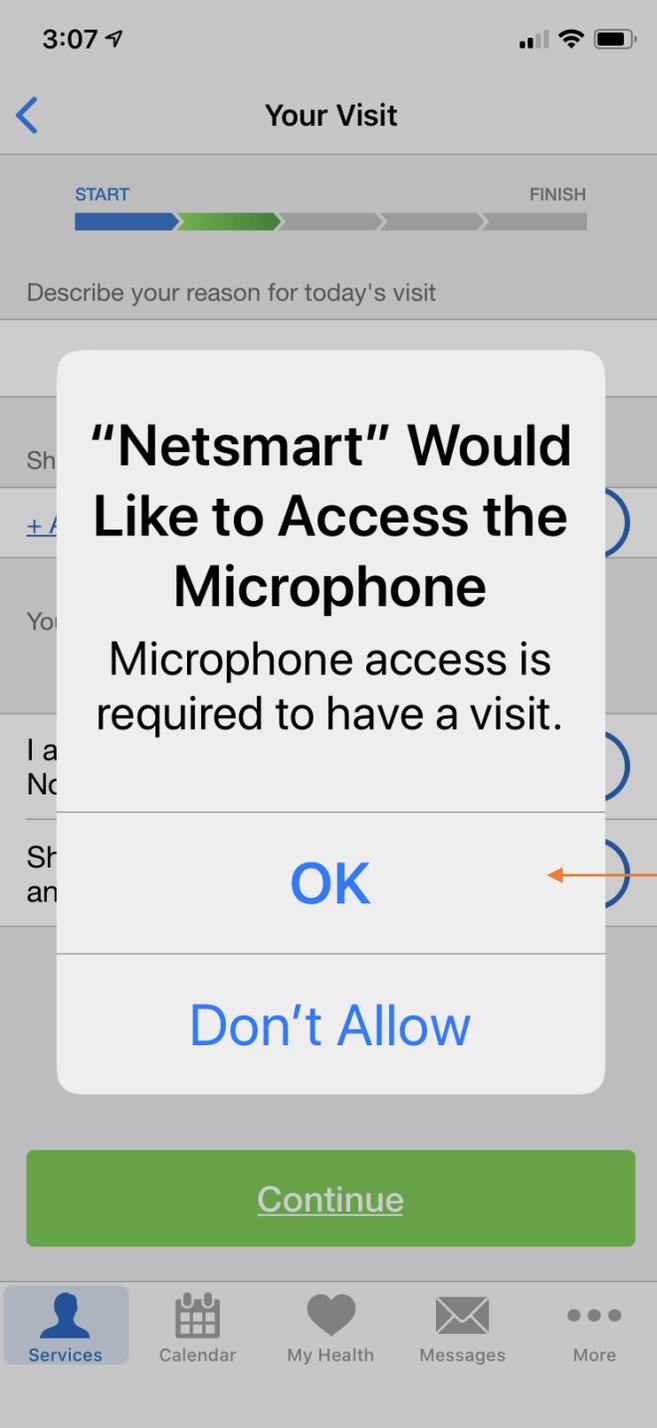
15. Ensure call back number is entered

16. Select "continue"



17. Check the acknowledgment

18. Select "Continue"



## "Netsmart" Would Like to Access the Microphone

Microphone access is required to have a visit.

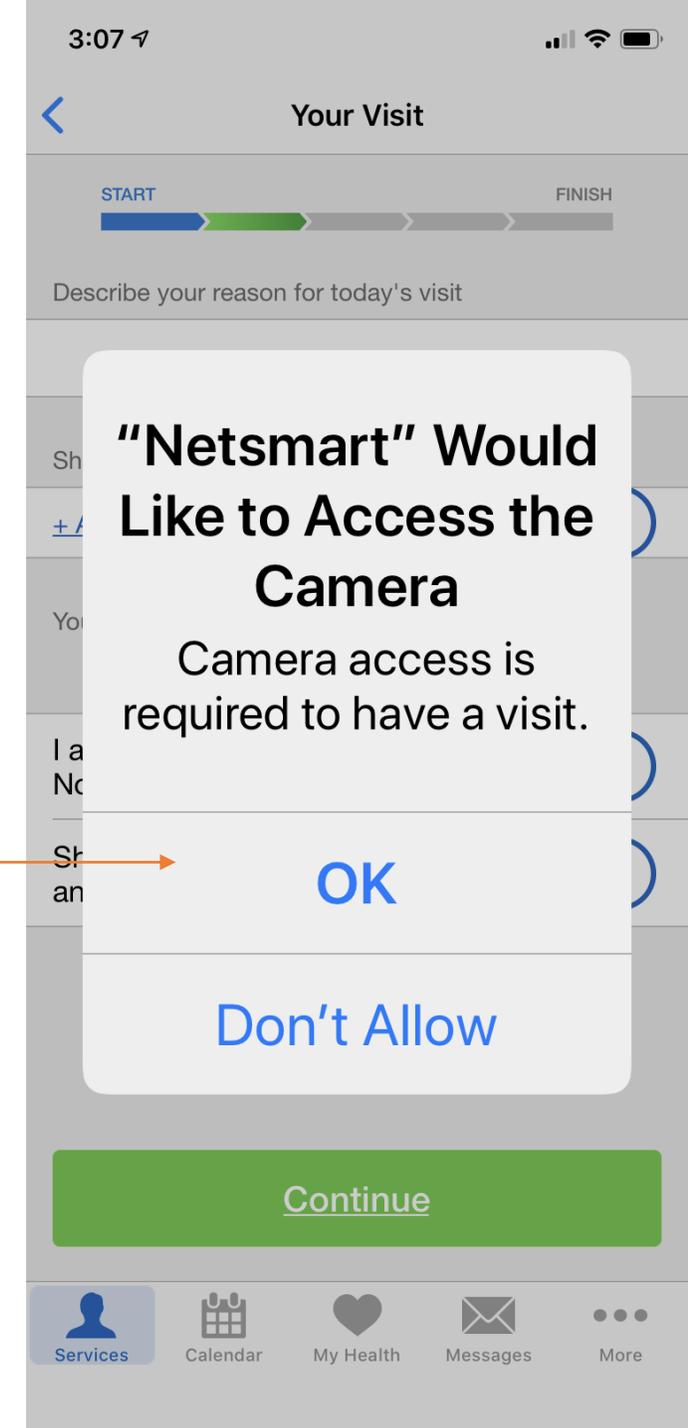
OK

Don't Allow

[Continue](#)

19. Select "ok" for both popups, allowing the app to use your microphone and camera.

20. The provider will be informed the client is ready and waiting and the session will start when the provider is ready.



## "Netsmart" Would Like to Access the Camera

Camera access is required to have a visit.

OK

Don't Allow

[Continue](#)