



Prism Therapy Online – Client Trouble Shooting

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1. Check Your Tech

This is a short document to assist with trouble shooting on Prism Therapy Online's (PTO) platform. Before you use Prism Therapy Online, please take note of the best conditions for the service to run smoothly;

- Open using Google Chrome or Safari (Mac)
- Please ensure that you have no other browser tabs open while using PTO
- Please ensure that your camera and microphone permissions are turned on in your control panel
- Please ensure you are not running any other programmes or CPU intensive functions (like Spotify, Powerpoint or Outlook) when you are using PTO, it can affect the quality of the video and audio.
- Please ensure that you do not have camera and microphone permissions open on and active on another programme at the same time you are using PTO.
- If you are using a headset, please ensure it is connected and tested 10 mins in advance of your session
- Bluetooth devices in the vicinity of the device using PTO can link and hijack your audio – please be aware of any of these devices you own and the potential for this crossover, if you are experiencing difficulty with audio.
- If you experience an echo or loss of picture quality during an appointment, please click “leave session” – close your browser, re-open your browser and login again, to “join session” .

Log into Prism

Please input your email!

Please input your password!

Log In

[Forgot your password?](#)

[Not already a member? Register an account](#)

2. Typical difficulties logging in:

- Ensure login and password are correct
- Ensure no spaces at end of login or password
- Use “Forgot your password” to create a new password.
- Make sure autofill is not populating with incorrect details

3. Auto Mail Link Issue:

- If clicking the link to your session opens a blank admin panel, this means you are not logged in.
- Click “logout” on bottom left corner and enter login details to access your admin panel
- Alternatively, go to www.prismtherapyonline.com to login for each session.

Your session with Louize is coming up in 24 hours.

To access your session, just log on to your profile page on PRISM Therapy Online <https://prismtherapyonline.com/panel/sessions> and click on the JOIN SESSION card in your upcoming appointments.

Have a good session.

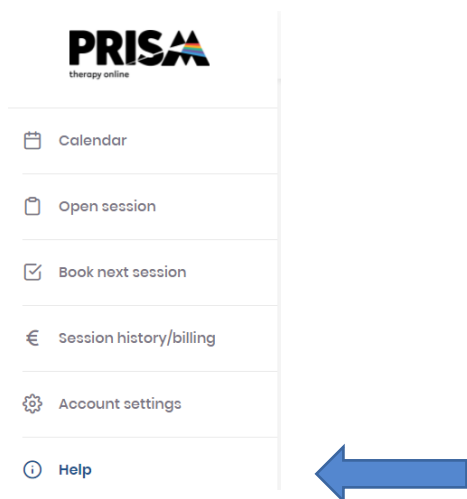
The PRISM Therapy Online Team.

Please Note: Don't forget to book your follow up sessions with your therapist to avoid disappointment.

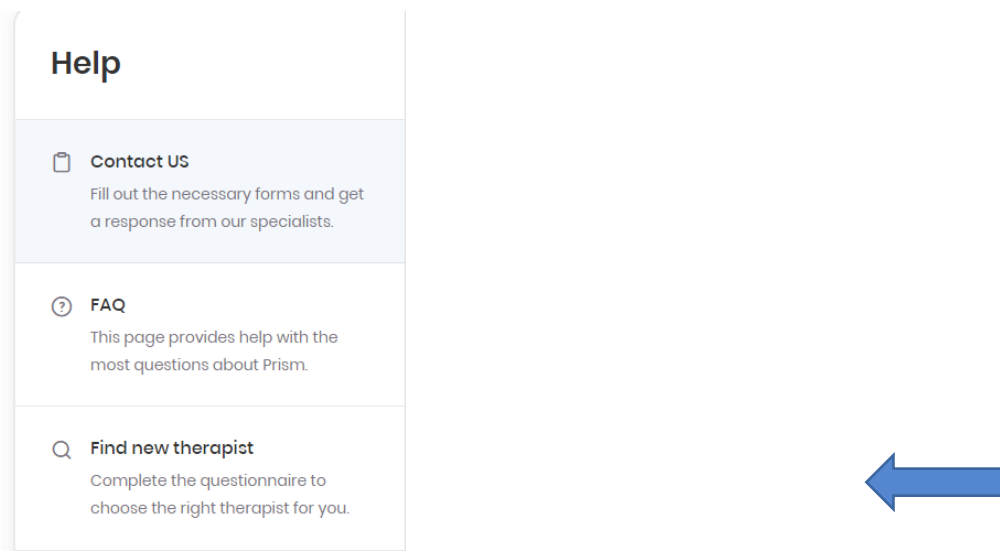
4. Not Matched with a Therapist yet or want to change therapist?

If you have registered with us, **but have not yet matched to or booked with a therapist**, please do the following to get started:

1. Click Help on the admin panel



2. Click Find new therapist



3. Click “Change therapist” or “Choose Therapist”
4. Complete the intake assessment
5. “Choose therapist”
6. Book in.

If you need help with any of this, contact info@prismtherapyonline.com or use the contact form in the “Help” tab.

5. How to book ongoing sessions with your therapist:

The professional you are matched with will manage ongoing therapy with you from session to session. They can send you an invitation to book sessions, with a payment link – or you can book in, in an ad-hoc manner subject to the availability visible on your therapist’s calendar.

You can see your therapist’s availability by clicking on the “book next session” tab:

Availability is marked by the green dot - • Available , this will be present above any dates with available slots.

The screenshot shows the PRISM therapy online interface. On the left is a navigation menu with the following items: Calendar, Open session, Book next session (highlighted with a blue circle), Session history/billing, Account settings, and Help. The main content area is titled 'Book next session' and features a legend with a green dot and the text 'Available'. Below the legend is a calendar for December 2021. The calendar shows dates from 29 to 09. The date 07 is highlighted with a blue circle, indicating it is available. A blue button labeled 'Book session' is located at the bottom of the calendar area.

December 2021						
MO	TU	WE	TH	FR	SA	SU
29	30	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	01	02
03	04	05	06	07	08	09

6. Accessing booked sessions:

- To access your upcoming booked sessions, click on the “open session” tab
- Session cards are visible from Mon – Sun, for the current week
- Click on “Join Session” at the bottom of the card, to join your booking.

7. Cancelling & Re-scheduling:

- Cancellations must be requested 48 hours in advance of the booking time.
- Click on the pencil icon, on the top right hand corner and click “contact admin” to place a cancellation request.
- Clicking on “Request Reschedule” will allow you to move the session to an available slot, on your therapist platform. If none are available, we encourage you to reach out to us, or directly to your therapist.