

Creating an Account for the Owl Client Portal

WHAT IS THE OWL CLIENT PORTAL?

We use Owl Practice, a web-based practice management system that securely stores and manages client records and offers video capability. With the online Client Portal, clients can: (1) Schedule sessions, (2) Send and receive secure messages, (3) Access their account, and (4) Join secure, virtual video sessions.

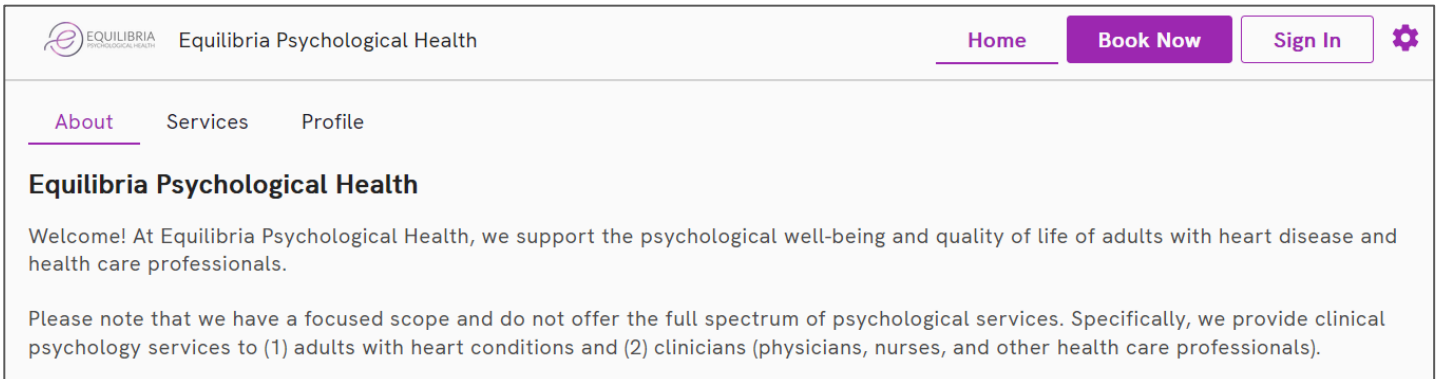
HOW DO I CREATE MY OWL CLIENT PORTAL ACCOUNT?

We make the Owl Client Portal available to people who are ready to schedule an assessment. We send a log-in name and temporary password via email (using Hushmail, because it is secure). You can then use this information to log into your Client Portal account.

AFTER YOU SEND ME MY LOG-IN NAME AND TEMPORARY PASSWORD, WHAT STEPS DO I TAKE?

- 1 Visit the webpage: <https://oab.owlpractice.ca/equilibriapsych>

It will look like the image shown below. Click on the **Sign in** button on the top right.



Equilibria Psychological Health

Home Book Now Sign In

About Services Profile

Equilibria Psychological Health

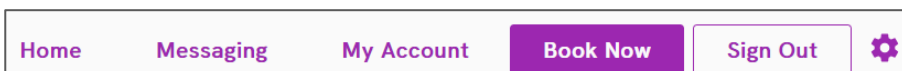
Welcome! At Equilibria Psychological Health, we support the psychological well-being and quality of life of adults with heart disease and health care professionals.

Please note that we have a focused scope and do not offer the full spectrum of psychological services. Specifically, we provide clinical psychology services to (1) adults with heart conditions and (2) clinicians (physicians, nurses, and other health care professionals).

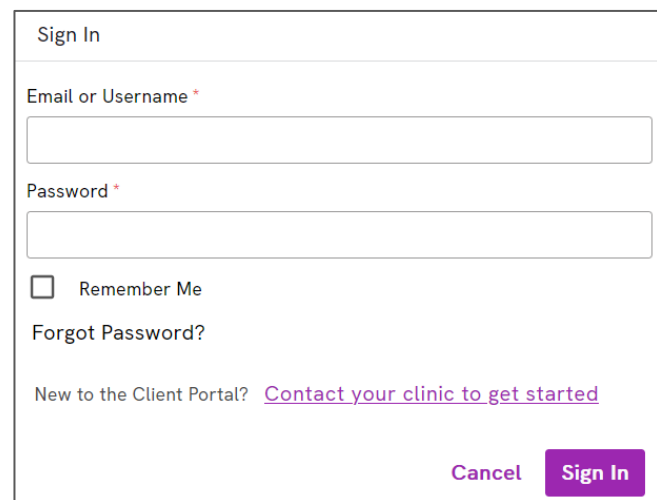
- 2 The pop-up box (shown on the right) will then appear. Enter your email address and the temporary password that we sent you via Hushmail.

Click the **Sign in** button on the bottom right and you will be able to access your account!

- 3 You will see tabs at the top of the website, shown below. (see next page for how to use each tab)



Home Messaging My Account Book Now Sign Out



Sign In

Email or Username *

Password *

Remember Me

[Forgot Password?](#)

New to the Client Portal? [Contact your clinic to get started](#)

Cancel Sign In

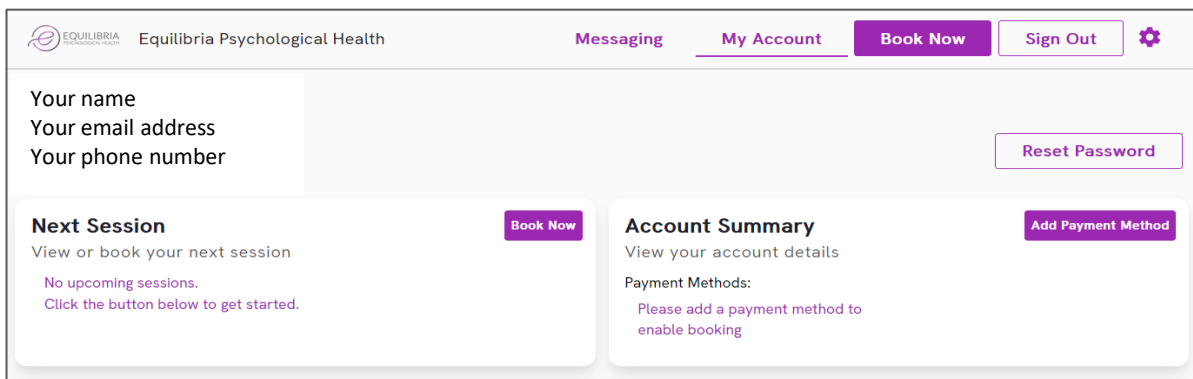
Using the Owl Client Portal

MY ACCOUNT

After clicking on the My Account tab, **reset your password** by clicking on the Reset Password button.

You can also view details about **your next session** and view your **financial account summary**.

You must **add a payment method before sessions can be booked**. Click on the Add Payment Method button and enter your credit card details, which are stored using encryption. Equilibria Psychological Health does *not* have access to credit card details. We use Stripe automatic credit card processing.



BOOK NOW

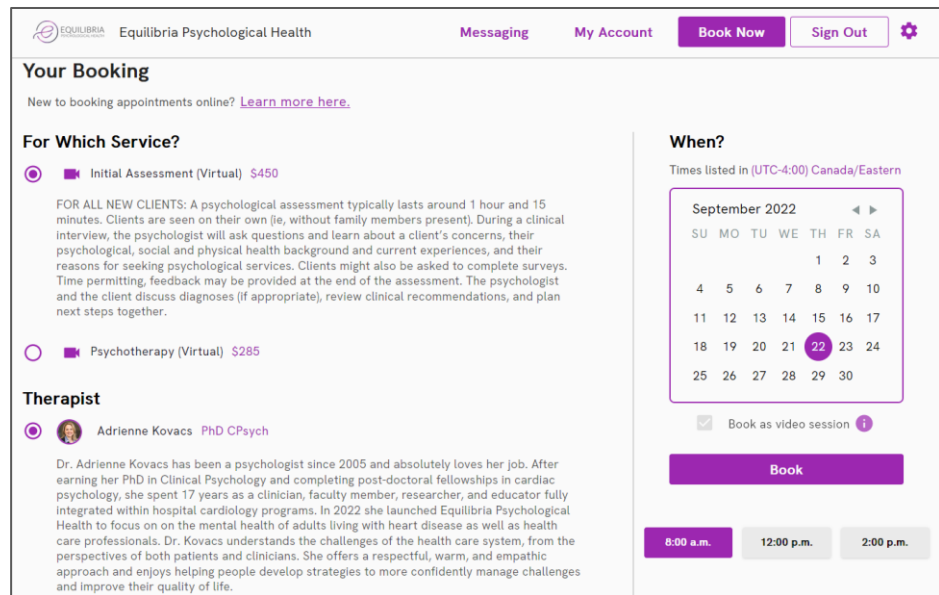
If you click on the Book Now tab, you will be taken to the page on the right.

New client: Select Initial Assessment.

Returning clients: Select Psychotherapy.

You can then click through the calendar on the right to choose the day and time that work best for your schedule – click **Book** to complete the booking.

As explained above, you must enter a payment method before booking.



MESSAGING

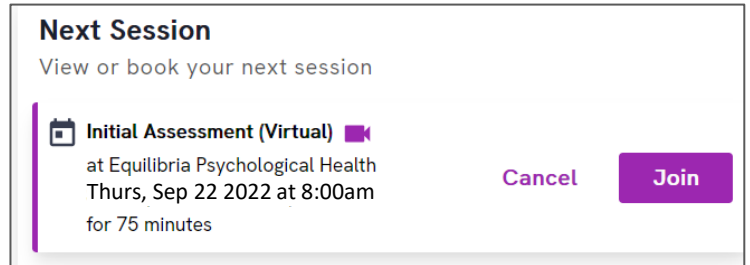


In this tab, you can read messages or click on the **Plus Circle** (shown above) to start a new conversation (choose Adrienne Kovacs as the therapist). The Client Portal is for simple questions (eg, scheduling) rather than clinical issues that are best discussed during sessions. Unless on vacation, we usually respond within 2 business days. The Client Portal should not be used for urgent concerns. In a mental health emergency, call 911 or go to your nearest hospital emergency department for immediate assistance.

Joining Video Sessions using the Owl Client Portal

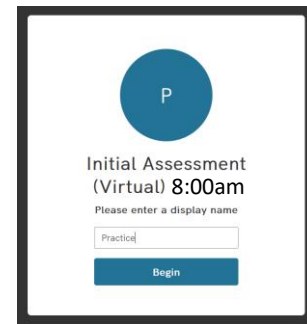
GETTING STARTED

When it is time to join your video session, log into the Owl Client Portal and click the **My Account** tab. Then click on the **Join button** next to your booking (see *right*). This button becomes active 30 minutes before the start time of your session.



JOINING A SESSION

After clicking the Join button, **the secure video session will open in a new browser tab** on your computer or mobile device (see *right*). After confirming your display name, click **Begin** to enter the session.



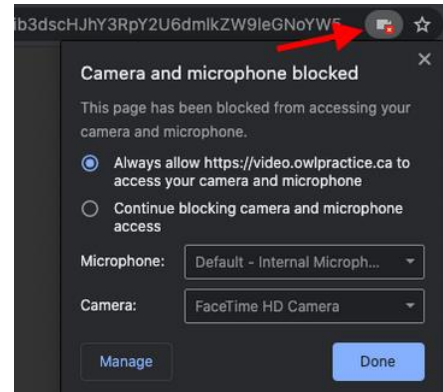
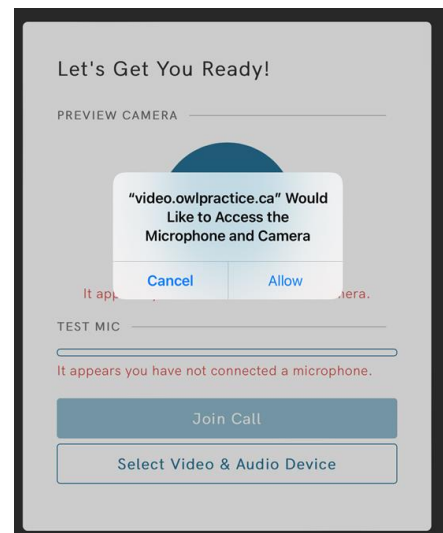
ALLOWING ACCESS TO YOUR CAMERA & MICROPHONE

Your first time using Video Therapy, your browser will most likely prompt you to grant access to your camera and microphone (see *right*, although it might look different on different computers or mobile devices). You will need to allow both for virtual sessions.

If your browser does not prompt you, or you have already blocked access, you should see an icon in the top-right of your screen with a red "x" (see *bottom right*). Click this icon, allow access, and press done. You might need to refresh your browser.

Your camera and microphone settings should automatically save for future sessions.

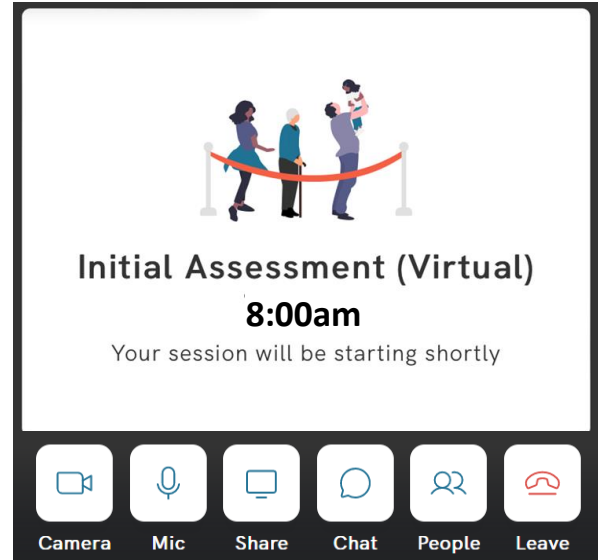
To start the session, click the **Join Call** button.



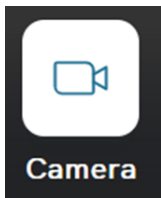
Joining Video Sessions using the Owl Client Portal

THE VIRTUAL WAITING ROOM

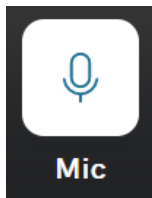
After joining the session, you will enter a virtual waiting room (*see right*). You will be admitted to the video session by your psychologist when they are ready to begin.



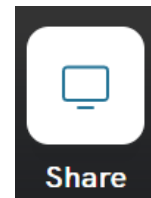
ACTIONS YOU CAN TAKE DURING THE SESSION



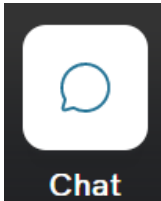
Turn your webcam on/off



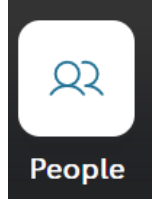
Mute/unmute your microphone



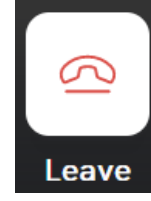
Turn screen sharing on/off



Chat with the psychologist (helpful if the sound isn't working!)



See who has signed into the session



Leave the session

TIPS FOR VIDEO SESSIONS

- If possible, it is better to use a desktop or laptop computer rather than a mobile device (like your cell phone). That's because incoming phone calls sometimes disrupt video sessions. Also, screen sharing is not available if people are using mobile devices. However, don't worry if you don't have access to a computer, don't worry – we can still make it work using a mobile device!
- We recommend finding a comfortable and private space where you feel comfortable sharing private information with the psychologist.