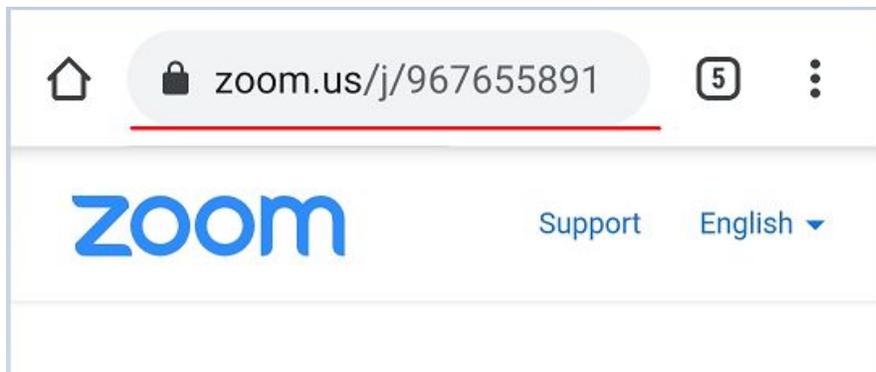


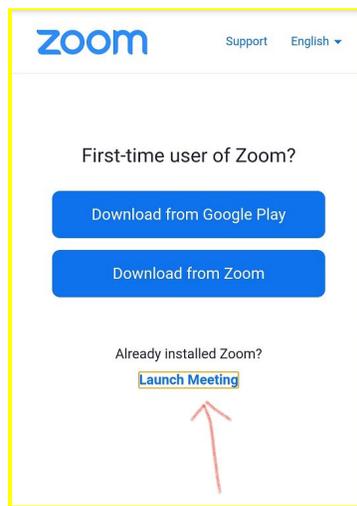
Client Portal FAQ

Where can I find my Zoom Link?

- Your Zoom link can be found in the Registration Email for your 1st Session.
 - For Computer:
 - Save it in your Computer Internet Browser as a bookmark for future reference, such as by following [these steps](#).
- For SmartPhone:
 1. Go to your the internet browser of your choice on your mobile device
 2. Type your therapist's meeting link into your browser.
 3. Your mobile browser will redirect you to another link with this format: zoom.us/j/ followed by a series of numbers.



4. Follow the instructions on these videos depending on you mobile device to save THIS NEW link to your home screen:
 - a. iOS: https://www.youtube.com/watch?v=ZqllCn7_fWk
 - b. Android: <https://www.youtube.com/watch?v=TBiCzYGe6L0>
5. When you press the newly created button on your home screen, you will see this page. Please click "Launch Meeting" to join the meeting



6. Now you will be able to access the Zoom meeting link from your mobile device at the press of a button.



Where can I find my Session Fee?

- *Your session fee is emailed to you once in the Registration Email. Please remember it. If you forget it, you can always email or call our front desk.*

What if I want Recurring Weekly Sessions?

- *Please tell our Support Staff if you want recurring sessions. Then we will record that in our system and we will take care of that for you. You will have weekly (or bi-weekly) sessions scheduled in our systems, and you will NOT need to schedule with us each week. We'll take care of all that for you!*

Where can I find the Client Portal Login Link?

- **On your Computer:** you can find the login portal by going to our [Client Resource page](#).
- <https://seoulcounseling.com/client-resources>

Theranest Client Portal Resources

- [How to Create your Client Portal Account and Complete Intake Forms](#)
- [Completing and Submitting Intake Forms In the Client Portal](#)
- [Creating an Appointment in the Client Portal](#)
- [Send Therapist an Attachment via Secure Message](#)
- [Client Portal Log-in \(Sinsa / Seoul Center\): Messaging & Scheduling](#)
- [Client Portal Log-in \(Pyeongtaek Center\): Messaging & Scheduling](#)

If you have any further questions, please do not hesitate to contact us.

Helpful Documents

- [Change of Therapist Request Form](#)
- [Zoom Instructions](#)
- [Emergency Resource List](#)
- [Green Climate Fund \(GCF\) Cigna-Coverage: How To Document](#)

- **On your SmartPhone:** Simply click on the Menu button, and you'll see the Client Portal links there: