

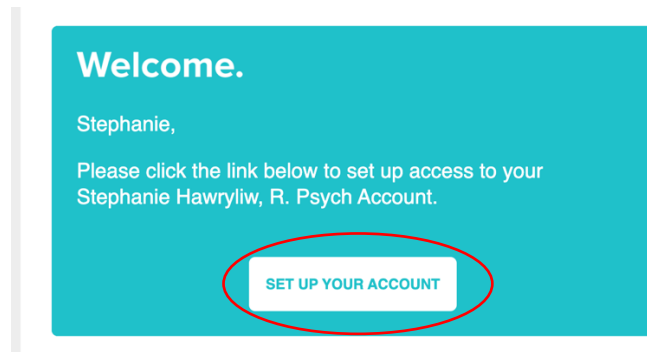
Jane App Cheatsheet

Notes:

* Re: emails from Jane - Please make sure you check your junk mail if it doesn't appear in your inbox. You can also mark the sender as safe or save it to your email contacts to try and prevent it from going to junk, although Hotmail/live/outlook are still notorious for sending it to junk.

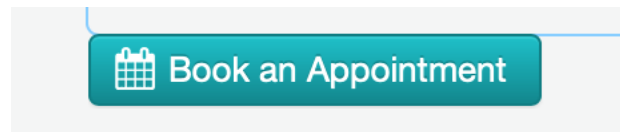
To create or sign in to your account

Option 1: Account set up from the Welcome Email, which looks as follows:

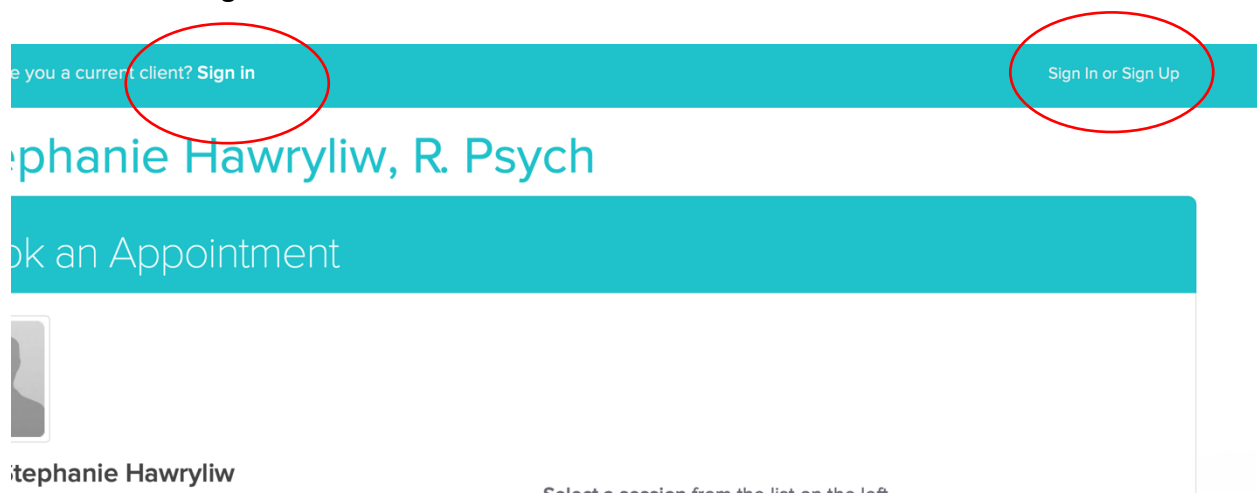


Option 2: From my website, click on the "Book an Appointment" button:

<https://www.nephellepsychology.com/current-clients>



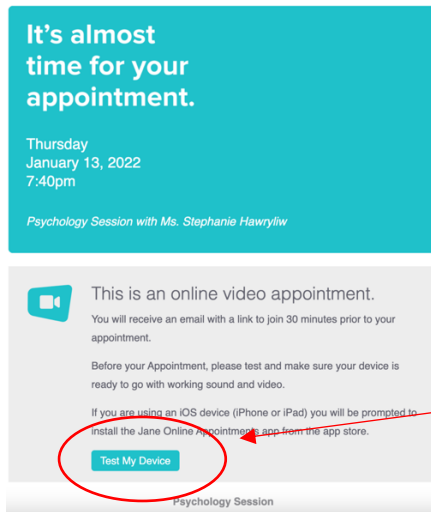
You will be brought here:



Appointment reminders and testing the platform:

Unless you disable reminders, you will receive an email 2 days prior to your appointment which looks as follows. **This email will also include a test my device link so you can make sure your video and audio are working before we meet.**

Example of appointment reminder email

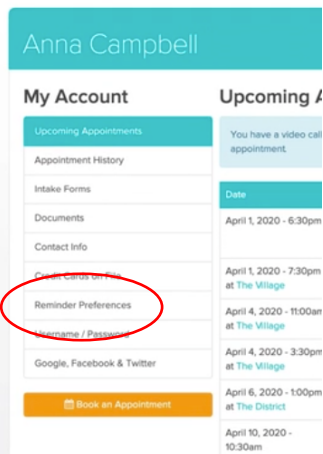


Test your device before the start of our session here.

You will also have the option to enable text reminders. If you do, you will receive a text reminder for our appointment 2 hours prior.

To enable or disable reminders:

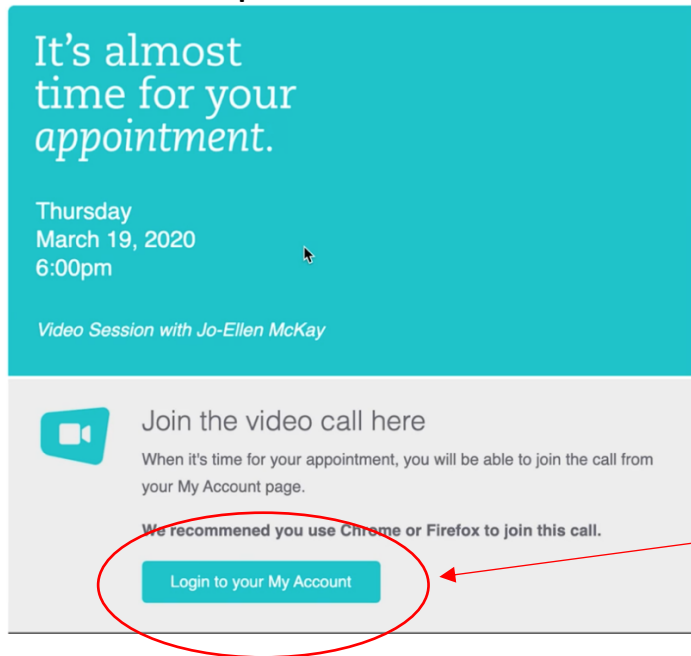
You can update your preferences any time by going signing into your account (using methods listed above).



Accessing your appointments:

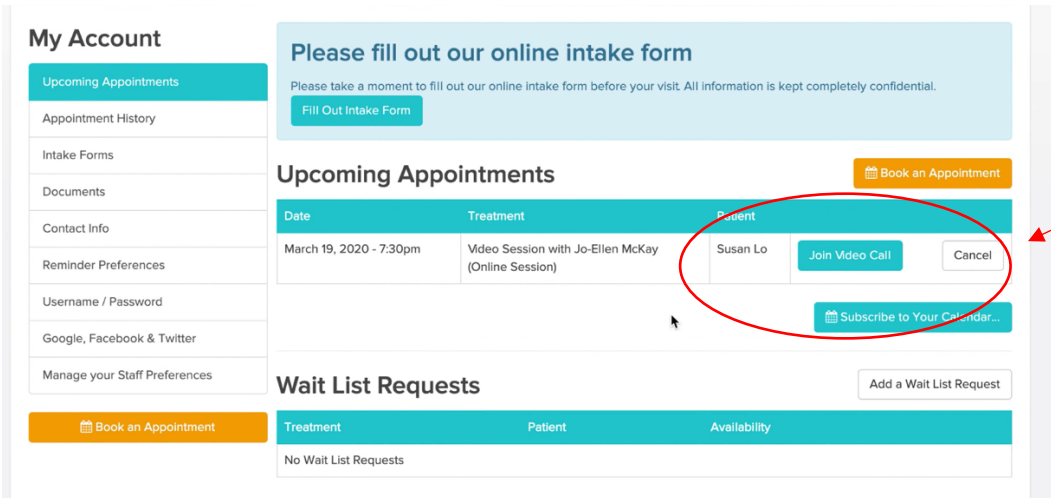
Here is a detailed video to walk you through it: <https://jane.app/guide/telehealth/how-to-join-your-online-appointment-for-patients>

Option 1: 30-minute prior to your appointment time, you will receive an email that contains a link to the virtual platform.



Login to your account to access our appointment.

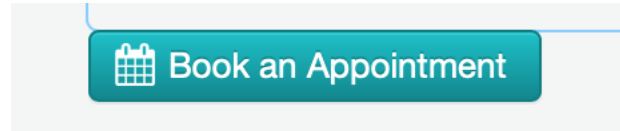
Example of appointment email



Join call from here.

Option 2: Login to your Jane account by clicking on the “Book an Appointment” button on my website and click join session located next to the appointment date and time.

<https://www.nephellepsychology.com/current-clients>

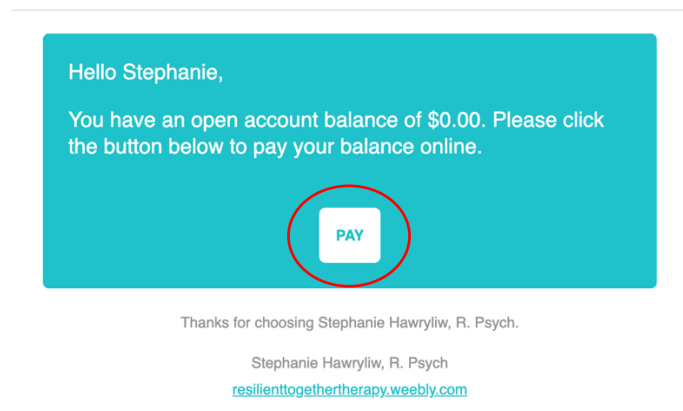


Payments in Jane:

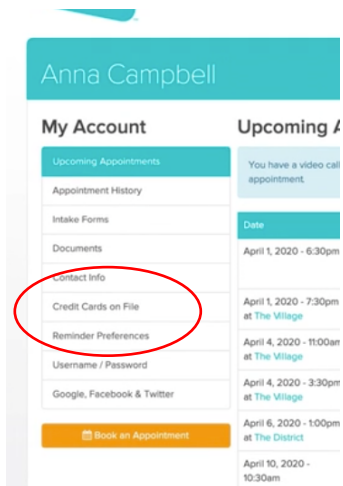
There are several options for payment with Jane:

- If you have been direct billing to an insurance company, that will continue and be reflected upon your receipt as per usual.
- E-transfer to my email address as per usual (stephanie@nephellepsychology.com)
- Credit:
 - o Store your credit card in Jane and I will automatically charge it for the session/any remaining amounts after direct billing
 - o Get a credit invoice just as you would've previously but through Jane (which uses Stripe instead of Square)

If you choose to receive a credit invoice to be paid ASAP just prior to or immediately following our session, you will receive an email that looks as follows and will walk you through payment:



If you choose to store a credit card, it will be stored securely with the rest of your data and only charged with your permission. You can update this any time by going signing into your account (using methods listed above):



Forms in Jane:

For all forms, including intake forms, direct billing forms, updates to information, release of information requests, etc. you will receive an email such as the following which will prompt you to complete and sign the form online.

