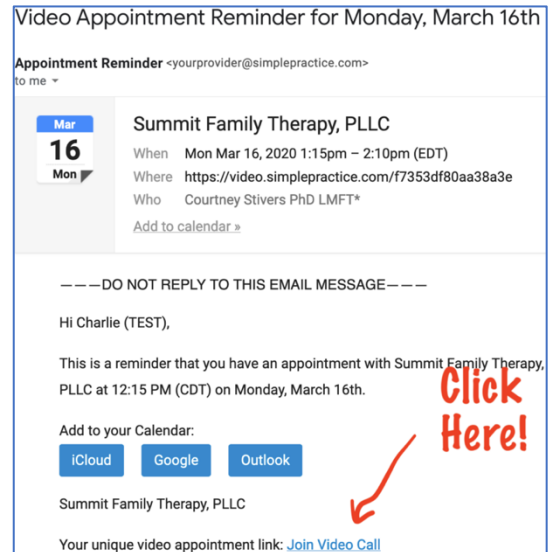
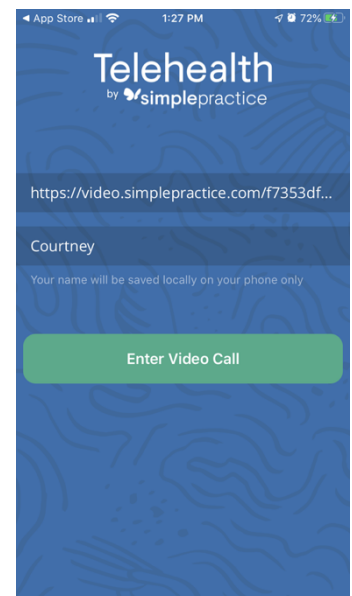
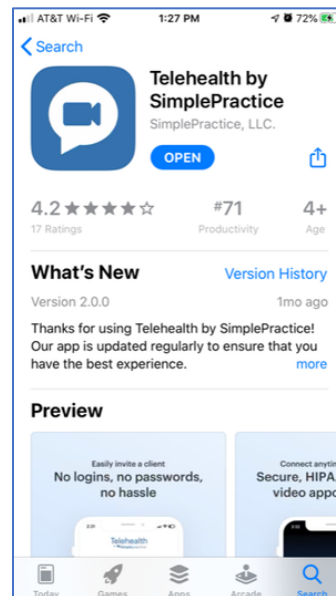


# Step by Step Quick Reference Guide

1. Call our office at (309) 713-1485 or email [info@summitfamily.net](mailto:info@summitfamily.net) to request a video appointment.
2. Confirm with our staff that your email reminders are turned on and that we have your current email address. You will get two separate reminder emails at 24 hours before and 10 minutes before your session.
3. Click the session reminder link named **Join Video Call** from your email (example pictured below). This will connect you directly to the waiting room or take you to the mobile app.



4. Download the app if on a mobile device, (*skip this step if on a computer*). Then go back and click the link again from your email reminder and it will load into the app.



5. After clicking the button to **join video call** (example pictured to the right), add your name so your therapist knows you are the right person. And you are ready for your session!
6. Contact our office at 309-713-1485 or [info@summitfamily.net](mailto:info@summitfamily.net) if you have any further questions!

