

## Primary Support Person Roles and Responsibilities

The Primary Support Person role is integral to the student's success with teletherapy. You are the connection between the student, clinician, teacher and school. In this role, the student and clinician are counting on you to perform the following tasks for every therapy session:

1. Walk student to and from the therapy session.
2. Sign the student into the Therapy room via the PresenceLearning platform.
3. Inform the clinician of absences or missed sessions as soon as possible.
4. Serve as the liaison between the teacher and clinician for scheduling and paperwork.
5. Ensure the therapy computer is ready for sessions: equipment is in place, plugged in and working.
6. Observe the therapy session and assist the student if the clinician needs assistance.

### Tips for Success

PresenceLearning is committed to supporting the Primary Support Person to ensure the student has a successful therapy session. Please take a moment and complete the following contact information for your reference.

Student's First Name: \_\_\_\_\_

Clinician's Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Therapy Room Address: [plwith.me/](https://plwith.me/) \_\_\_\_\_

Student's First Name: \_\_\_\_\_

Clinician's Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Therapy Room Address: [plwith.me/](https://plwith.me/) \_\_\_\_\_

### Need Help? We're here for you!

Contact Client Support Services | Monday - Friday, 5am - 5pm Pacific Time

**Chat:** Click **Tech Support Chat** from the Menu in the therapy room.

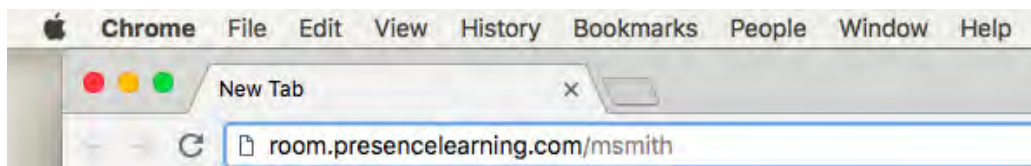
**Phone:** Call us toll free: 844.415.4592

**Email:** For non-urgent issues, please email [asksupport@presencelearning.com](mailto:asksupport@presencelearning.com)

## Online Therapy Room: Primary Support Person Quick Start Guide

1. Verify the **headset** and **webcam** are plugged in.
2. Go to the therapy room. In the URL/address field of your Chrome or Firefox browser, type your clinician's web address:  
[room.presencelearning.com/<room name>](https://room.presencelearning.com/<room name>)
3. Enter the therapy room. Type the student's name and click "**Enter Room**". The clinician will admit you at the appointed time.
4. Start the camera. Click on the "**Start your video**" box in the upper left corner of the screen.

**Note:** Do not type **www** or **https** in front of the address.  
The **<room name>** is usually your clinician's first initial and last name.  
For example, Mary Smith's room address would be:



### Lost sound? Screen went blank? Accidentally unplugged a cable?

*Don't worry! These things happen and can usually be resolved with 3 easy steps:*

1. Log out of the therapy room.
2. Verify all equipment is plugged in.
3. Log back into the therapy room.

If you're still experiencing issues, please contact  
**Support Services.**

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#### Support Services

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## Connecting Two Headsets

### Required Equipment

Two Headsets | Two Splitters | One USB Sound Adapter

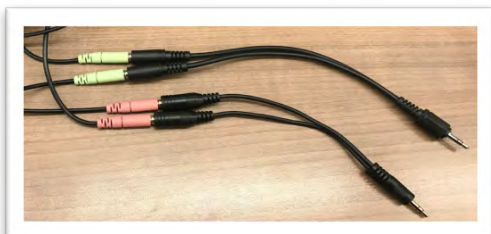


Each headset has a green and pink plug. Green is for hearing (headphone) and pink is for speaking (microphone). Look closely to see a headphone on the green plug and a microphone on the pink plug.



### To Install:

1. Take both **green** plugs and connect them to one splitter. Take both **pink** plugs and connect them to the second splitter.



2. Take the splitter with the two green plugs and plug it into the USB sound adapter, in the green headphone (SPK) hole.
3. Take the splitter with the two pink plugs and plug it into the USB sound adapter in the pink microphone (MIC) hole.



**Note:** Your adapter may have icons. Green = Headphone/Speaker; Pink = Microphone

4. Take the USB Sound Adapter and plug it into any available USB drive on the therapy machine.



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## Installing an External Web Cam

All PresenceLearning teletherapy services require at least one webcam.

If an external webcam is needed, follow the below instructions on how to install it.

Please reach out to Client Support Services if you need an external webcam.

### Required Equipment

One external webcam



### To Install:

1. Exit all web browser windows.
2. Remove the external webcam from its packaging.
3. Plug the USB portion into your computer.
4. Position the webcam onto the top of your monitor, taking care not to block the internal webcam, if applicable.



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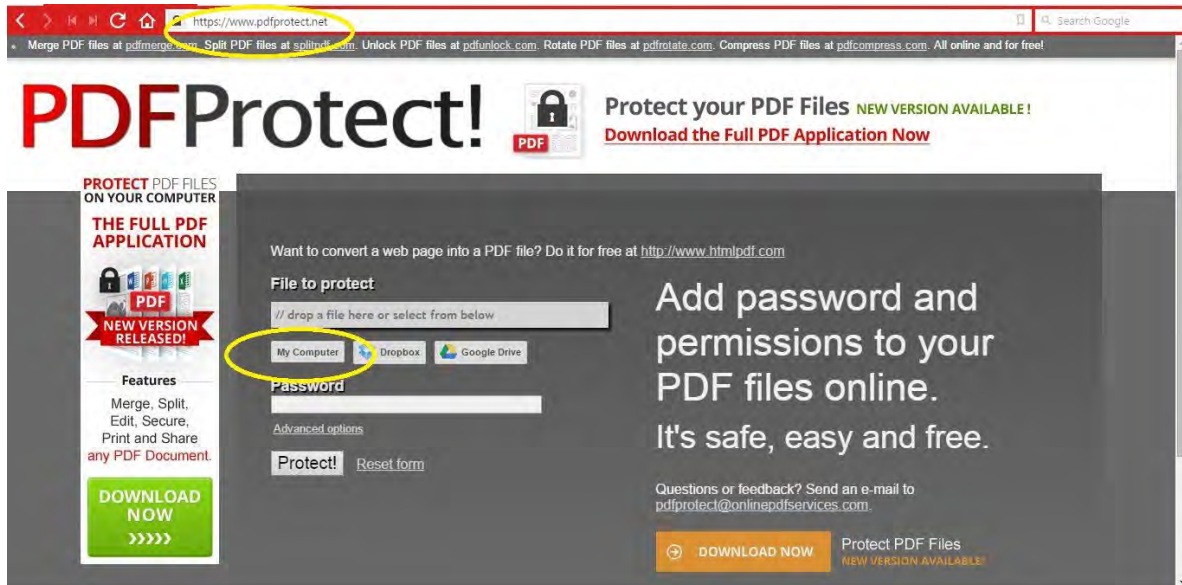
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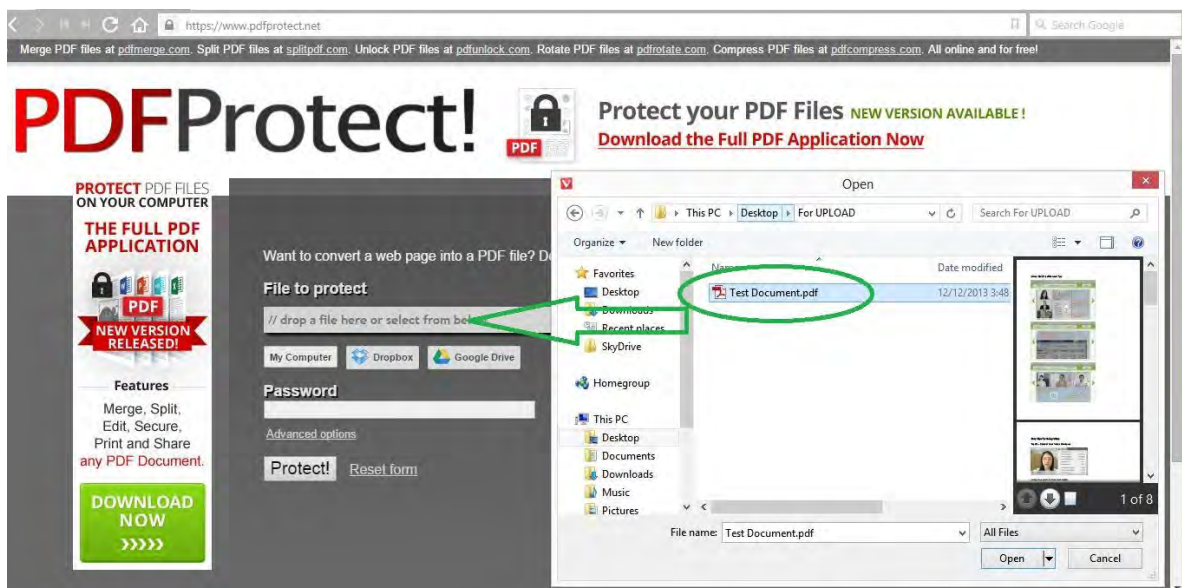


## How to Password Protect a PDF

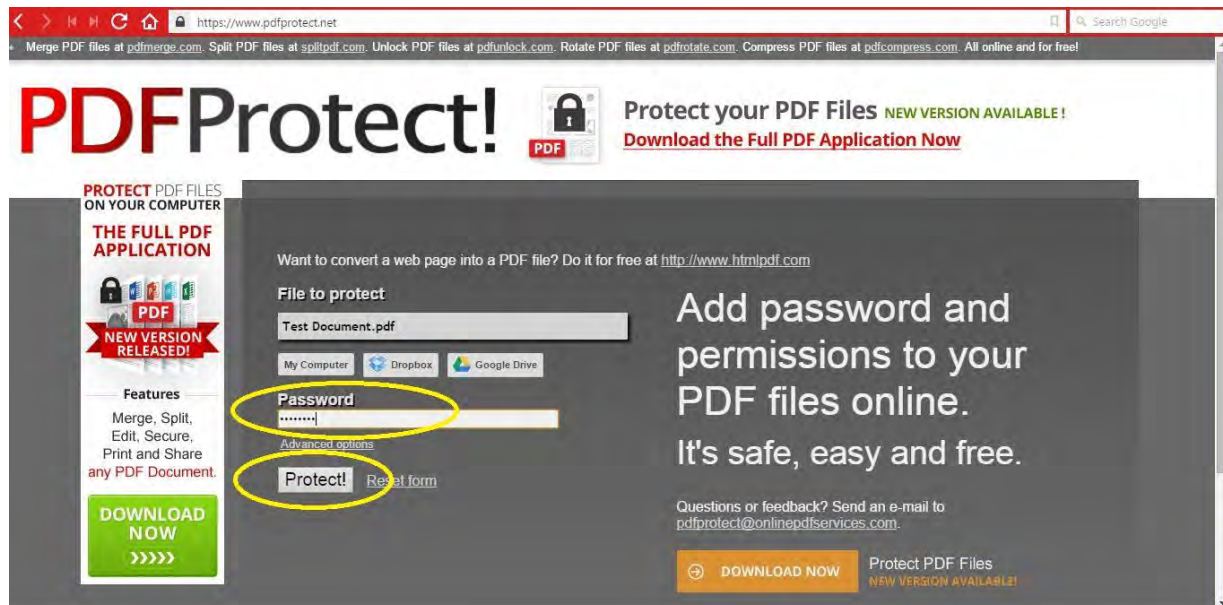
Please visit [PDFProtect.net](https://www.pdfprotect.net), then click My Computer:



Select the file you want to password-protect, or you can drag and drop the file into the 'File to protect' field:



Type the password you want and click the 'Protect!' button:



The PDF will be processed and downloaded (different browsers show different download pop-ups other than the one shown below), be sure to save it. And you're done!

