

OWL Video Troubleshooting

The issue:

“My client is not receiving emails with the link to the client portal”

Troubleshooting:

1. Check that their client portal is created on their owl client file (for a guideline on how to do that see ‘how to create a client file on owl’ document which can be found on our website under the counsellor orientation tab→ ‘intake process’ section).
2. Check that their account is set up to allow appointment confirmations (for a guideline on how to do that see ‘how to create a client file on owl’ document which can be found on our website under the counsellor orientation tab→ ‘intake process’ section).
3. If these are not the issue, ask the client to check their spam folder.
4. If non of those are the issue, please contact meirav.r.mffs@gmail.com

The issue:

“My client is unable to login to the client portal”

Troubleshooting:

1. Make sure the client portal was set up according to the instructions in the above referred documents.
 - a. The only way a client receives the link to the client portal is through an email confirmation sent to them by the owl system after you schedule the session on owl and as an appointment reminder if they are set up to receive reminder. If you sent them a link to a client portal, please review the document ‘how to create a client file on owl’ for guidance.
2. Make sure the client has the correct user name (email) and password to access the client portal.

The issue (*review this for any audio or video issues):

“My client and I are having audio/video issues during our sessions”

Troubleshooting:

1. Wireless earbuds: If you or the client are using wireless ear buds (or wired), disconnect them and then retest the audio.
2. As much as possible make sure you are using the chrome browser for owl video sessions.
3. Make sure both the client and you gave permission both for audio and video (this is done before every session and comes up as a prompt from owl once you click ‘join session’ and before you enter the counselling session).
4. Make sure your browser is up to date. To do that:
 - a. For Mac: Hover over the top of your screen to see the menu bar. Click on ‘chrome’→ about google chrome→ a new window will open→ in the centre of the screen you should have information about whether you need to update your browser or not. if it needs an update there will be a button beside the text to “relaunch” or “update”.

- b. For PC: Click on the three vertical dots at the top right of your screen→ click ‘update google chrome’ (if you can’t see this option, your browser is likely up to date)→ if the button is there click “update” or “relaunch”
5. Another issue that may be causing these difficulties is internet connection.
 - a. Internet connection changes every day and fluctuates throughout the day.
 - b. Even if you have the best internet package, your internet may still have issues during certain times of the day.
 - c. The internet issue may be coming from the client’s connectivity as well
 - d. If you notice that you never have any connectivity issues with any client but one, the issue might be with their browser or their internet connection. If you think your client is able to, guide them on the steps to update their browser.
6. Please note that if Owl is experiencing technical difficulties, we will be aware of it and you will receive an email about it.
7. You can always switch to phone or doxi if you are having issues with owl video (although if the issue is internet, using doxi might be glitchy too).

If you have any other questions, please contact Meirav at meirav.r.mffs@gmail.com for further support.