

# Allminds How-To-Use

Allminds 5:45 pm · Fri, Jul 10

The dashboard features a central 'Welcome to Allminds!' section with a 'Add a client' button and an illustration of a person working at a desk. To the left, a sidebar shows user profiles and navigation links. Below, two main sections display productivity data as stacked bars and hours data as a donut chart.

**Welcome to Allminds!**  
Add your first clients to get started  
[Add a client](#)

**Hello Juan!**  
juan@allminds.io

[Dashboard](#) [Search Clients](#)

[+ Add Client](#)

**Productivity**

Outreach (10.98 hrs)  
Individual Therapy (10.98 hrs)  
Family Therapy (10.98 hrs)  
Case Management (10.98 hrs)

**Hours**

6.54 (Total Hours)

Category	Hours
Outreach	0.83
Individual Therapy	1.75
Family Therapy	1.86

# 1. Create an Account

- Once you receive your invitation email, click on the registration link and complete all fields in form
- Choose a secure password (min 8 characters) and store it safely
- Press “Sign up” to continue

Allminds 6:09 pm · Fri, Jul 10

### Sign up for Allminds

First name

Last name

Email

Phone number

Medical license number

Password  

**Sign up**

## 2. Add your clients to Allminds

The screenshot shows the Allminds mobile application interface. At the top, it displays "Allminds 6:22 pm · Fri, Jul 10". On the left, there's a profile icon with a cartoon character and the text "Hello Jane!" followed by the email "jane@gmail.com". Below this are buttons for "Dashboard" (with a bar chart icon) and "Search Clients" (with a magnifying glass icon). A "Add Client" button with a plus sign is also visible. In the center, a large blue callout box contains the text "Welcome to Allminds! Add your first clients to get started" and a prominent blue "Add a client" button. To the right of this box is a dark overlay with the text "Click here to add your first client" and a small illustration of a person working at a desk. At the bottom of the screen, there are two circular progress indicators: one for "Hours" showing "0 hrs" and another for "ALL" showing "0 hrs". A large black speech bubble on the left side of the screen contains the text "Or here!".

Allminds 6:22 pm · Fri, Jul 10

Hello Jane!  
jane@gmail.com

Dashboard

Search Clients

+ Add Client

Or here!

Welcome to Allminds!  
Add your first clients to get started

Add a client

Click here to add  
your first client

0 hrs

Hours

0 hrs

ALL



5:45 pm · Thur, Aug 20



Fill out your  
client's  
information

Dashboard

Search Clients

+ Add Client

Shannon Finley

Anabel Cramton

Kiara Mendez

Gagan Mac

Productivity

## Add a new client

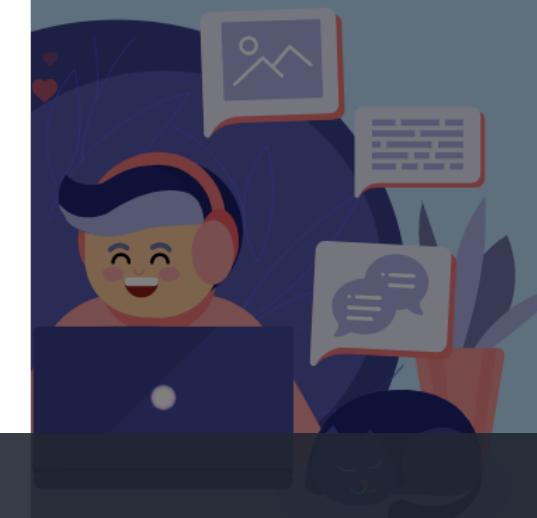
All client information is encrypted and only visible to you.

Enter client's name

First name

Last name

Add client



Press here to finish  
adding your client

10.98 hrs

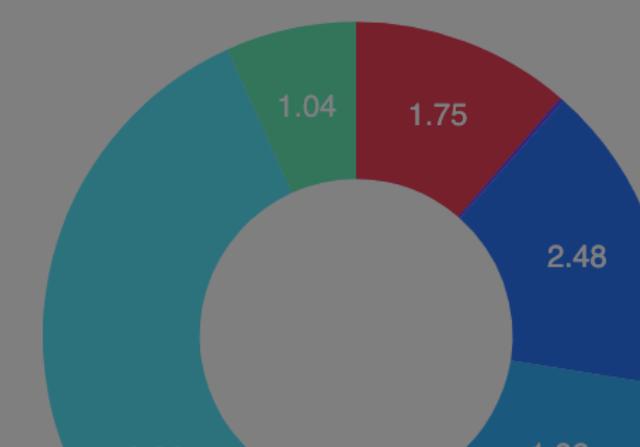
15.48 hrs

Outreach

Individual Therapy

Family Therapy

Case Management



### 3. Start a session with a client

Allminds 10:41 am · Mon, Jul 27

The screenshot shows the Allminds application interface. At the top, it displays the brand name "Allminds" and the current time and date "10:41 am · Mon, Jul 27". On the right side, there is a circular profile icon with a blue border.

In the center, there is a client profile card for "JDO". The card features a small circular profile picture of a person with glasses and a cat, followed by the name "JDO" and a pencil icon. Below this, the text "Hello Jane!" and the email address "jane@gmail.com" are displayed.

To the left of the client card, there is a sidebar with several navigation items:

- Dashboard** (represented by a bar chart icon)
- Search Clients** (represented by a magnifying glass icon)
- Add Client** (represented by a plus sign icon)
- JDO** (represented by a small circular icon with a blue border)

The main content area contains a large blue rectangular box with the text "Ready to see J?". Below this, it says "Their progress and feedback will appear here". A prominent blue button with a video camera icon and the text "Start session" is centered in this box. To the right of the button, there is a colorful illustration of two people working at a desk with laptops, surrounded by speech bubbles containing icons like a map and a keyboard, and a small black cat sitting nearby.

A dark gray callout box with white text is overlaid on the bottom left of the main content area. It contains the text "You're now on your client's page".

### 3. Start a session with a client

Allminds 10:41 am · Mon, Jul 27

The screenshot shows the Allminds application interface. At the top left is the brand name "Allminds". To its right are the current time "10:41 am" and date "Mon, Jul 27". On the far right is a circular profile icon with a blue border and a white interior containing a small icon.

On the left side of the screen, there's a sidebar with the following items:

- A circular profile picture of a person with short hair and a blue border.
- The text "Hello Jane!"
- The email address "jane@gmail.com"
- A "Dashboard" button with a bar chart icon.
- A "Search Clients" button with a magnifying glass icon.
- An "Add Client" button with a plus sign icon.

The main content area features a client profile for "JDO". The profile name "JDO" is displayed in large, bold, black letters, with a small edit pen icon to its right. A dark gray callout bubble with white text is positioned over the profile, containing the instruction "Click here to edit your client's information".

Below the profile, there's a light blue rectangular area containing the following elements:

- The text "Ready to see J?" in blue.
- The text "Their progress and feedback will appear here" in gray.
- A blue button with a video camera icon and the text "Start session".
- An illustration of a person wearing headphones and working on a laptop, surrounded by speech bubbles and a cat.

At the bottom left of the main content area is a white rounded rectangle containing a small blue profile icon and the text "JDO".

### 3. Start a session with a client

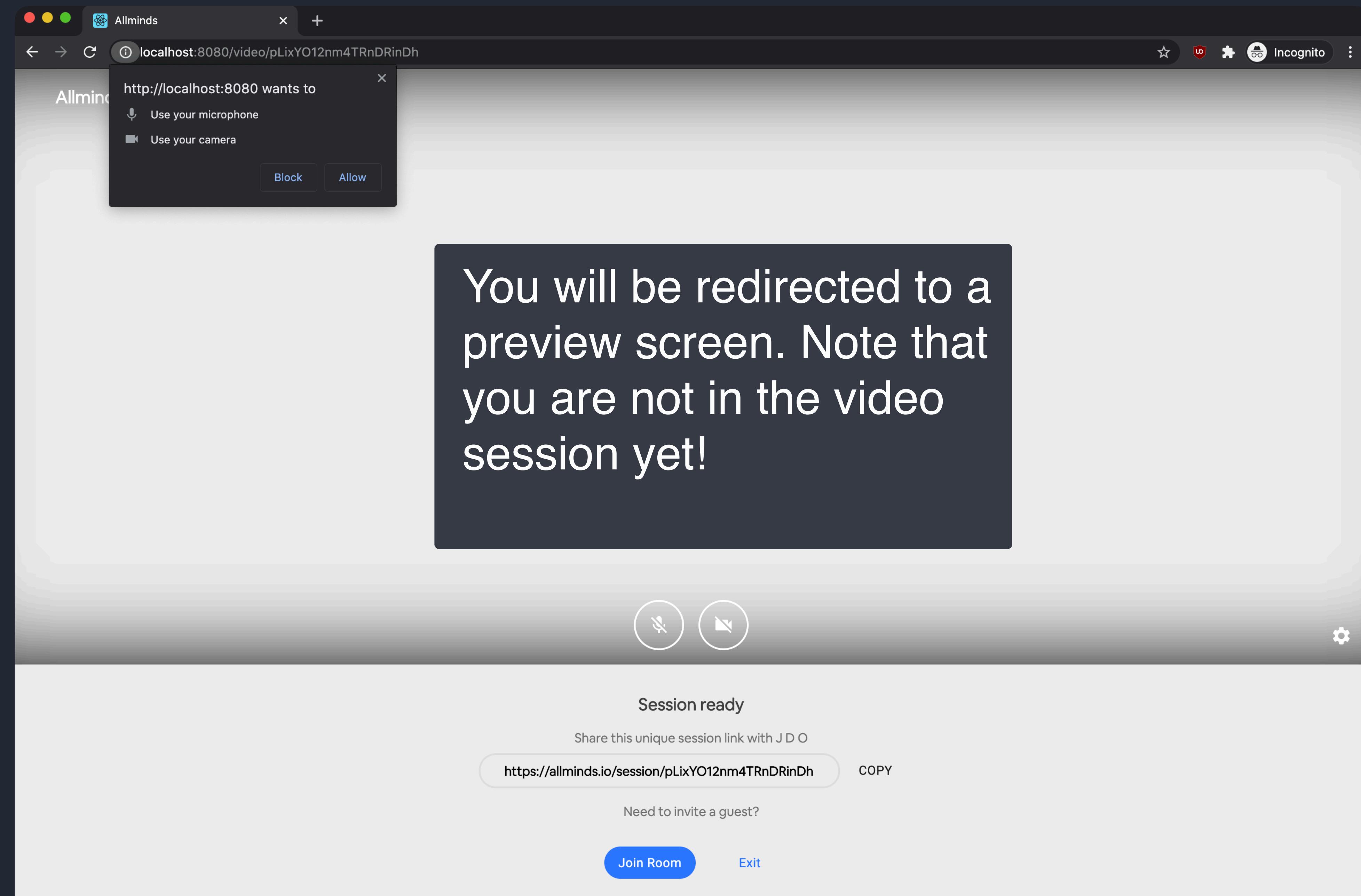
The screenshot shows the Allminds application interface. At the top left, it displays "Allminds" and the date and time "10:41 am · Mon, Jul 27". On the right side, there is a circular profile icon with a blue border.

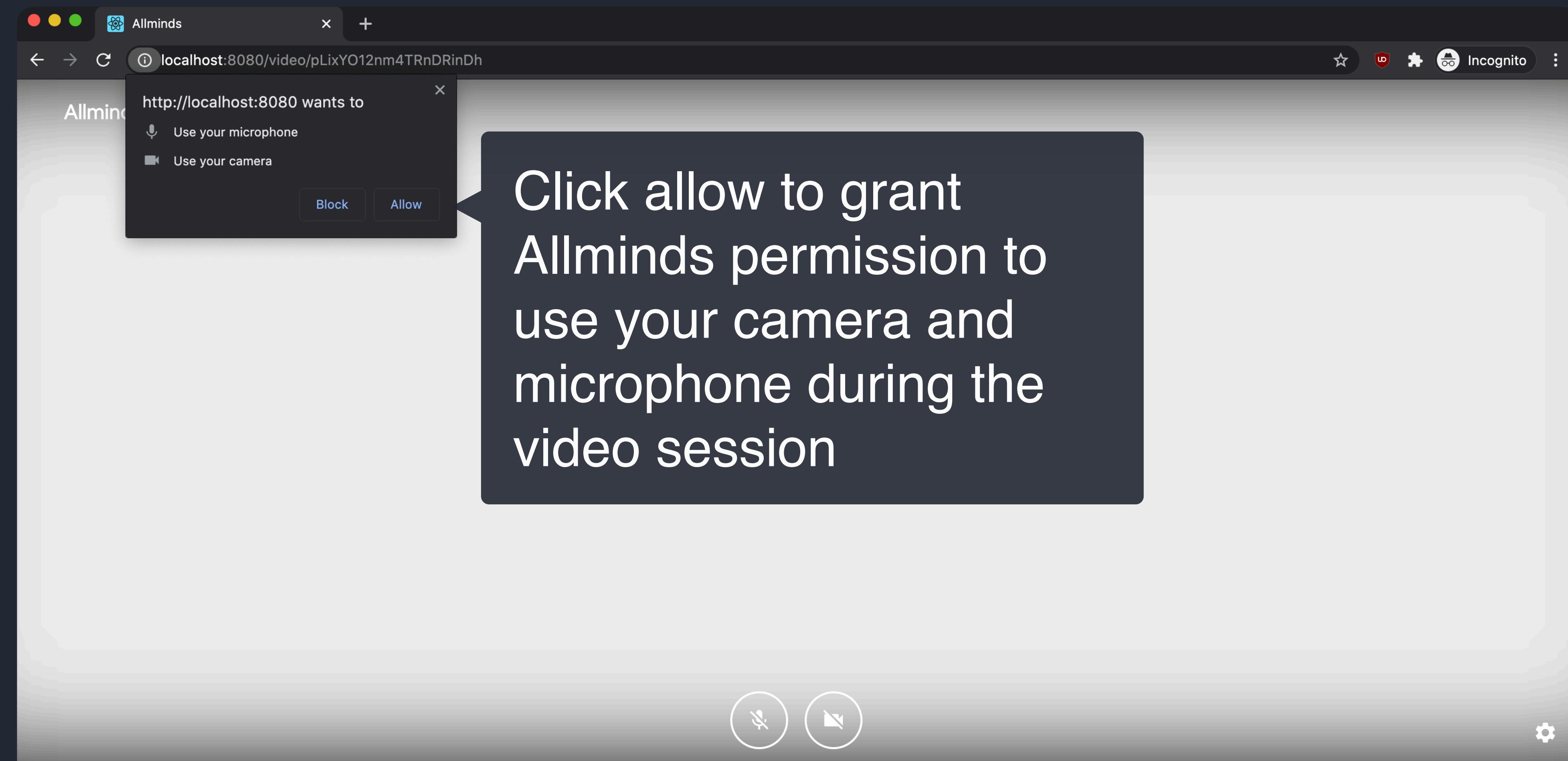
In the center, there is a client profile for "JDO" (Jane Doe), indicated by a pencil icon next to the name. The profile includes a small circular icon with a cartoon character, the name "Hello Jane!", and the email "jane@gmail.com".

On the left sidebar, there are several navigation options: "Dashboard" (with a bar chart icon), "Search Clients" (with a magnifying glass icon), and "Add Client" (with a plus sign icon). Below these is a button labeled "JDO" with a blue icon.

The main area features a large blue rectangular box containing the text "Ready to see J?" and "Their progress and feedback will appear here". Below this is a blue button with the text "Start session" and a video camera icon.

A dark callout box with a light blue border is overlaid on the right side of the main area. It contains the text "Click here to start your session with this client" in large white letters. In the background of this callout, there is a small illustration of two people sitting at a desk, one holding a laptop and the other holding a tablet.





Session ready

Share this unique session link with J D O

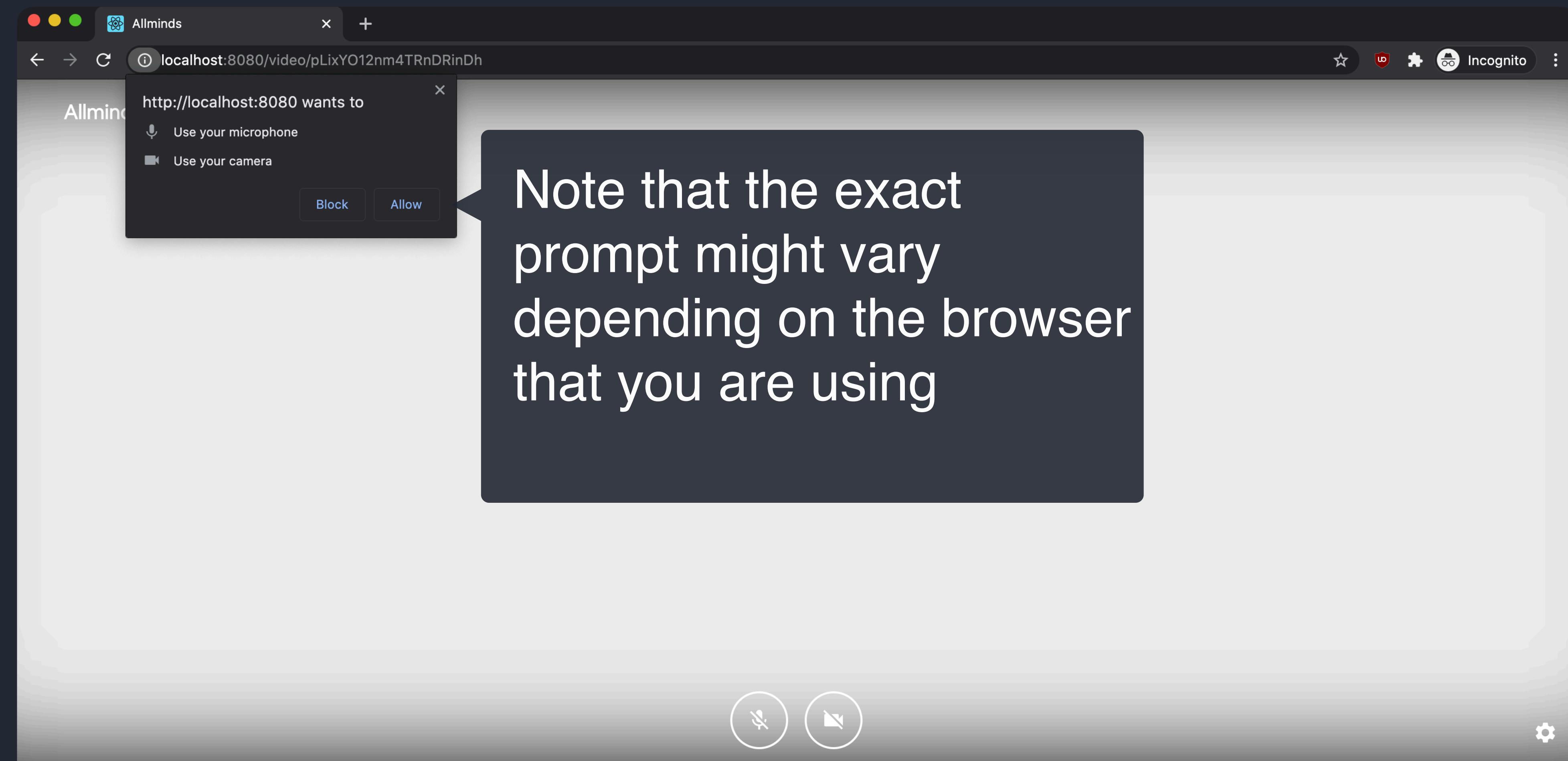
<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

COPY

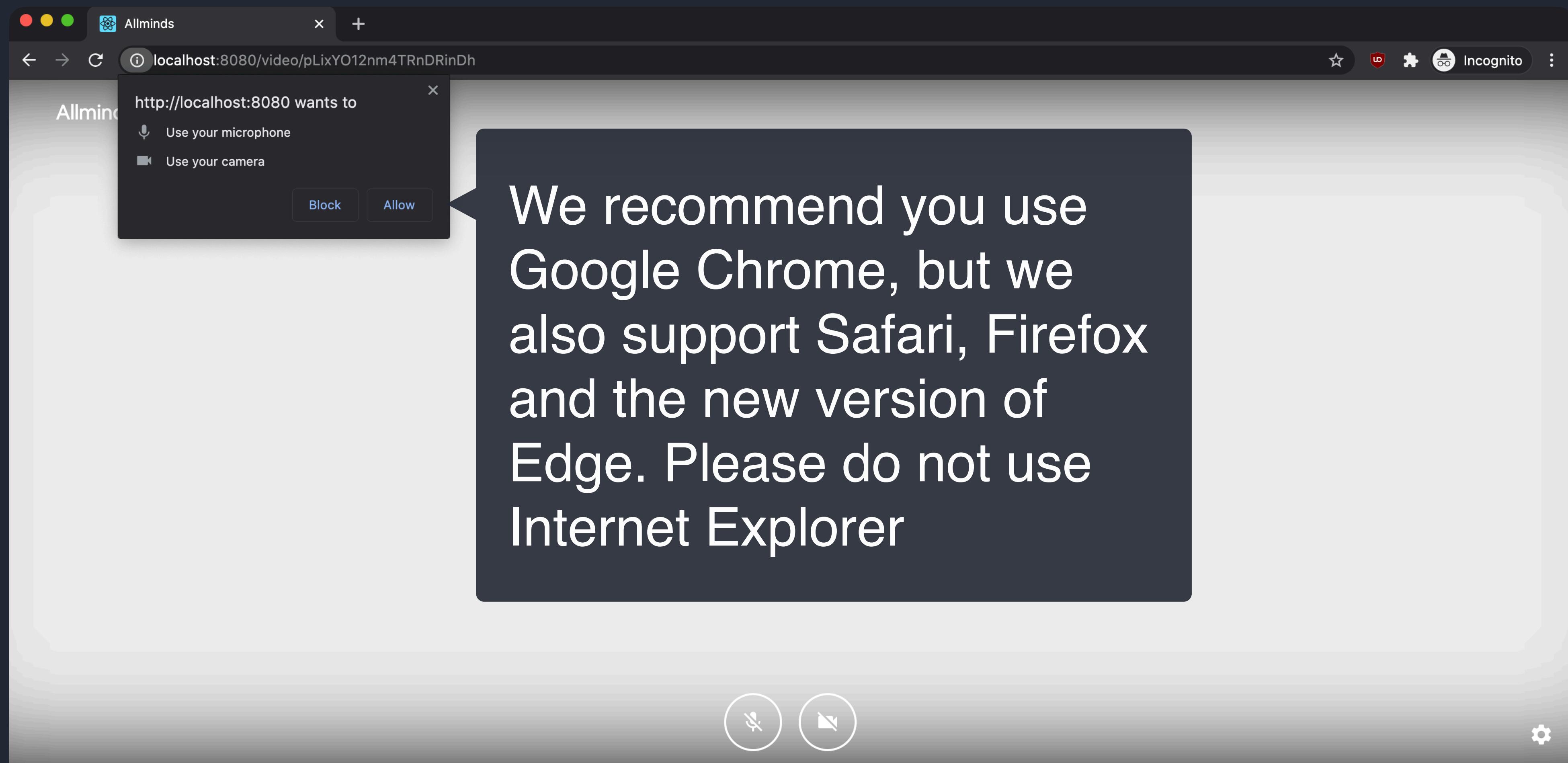
Need to invite a guest?

Join Room

Exit



Note that the exact  
prompt might vary  
depending on the browser  
that you are using



Session ready

Share this unique session link with J D O

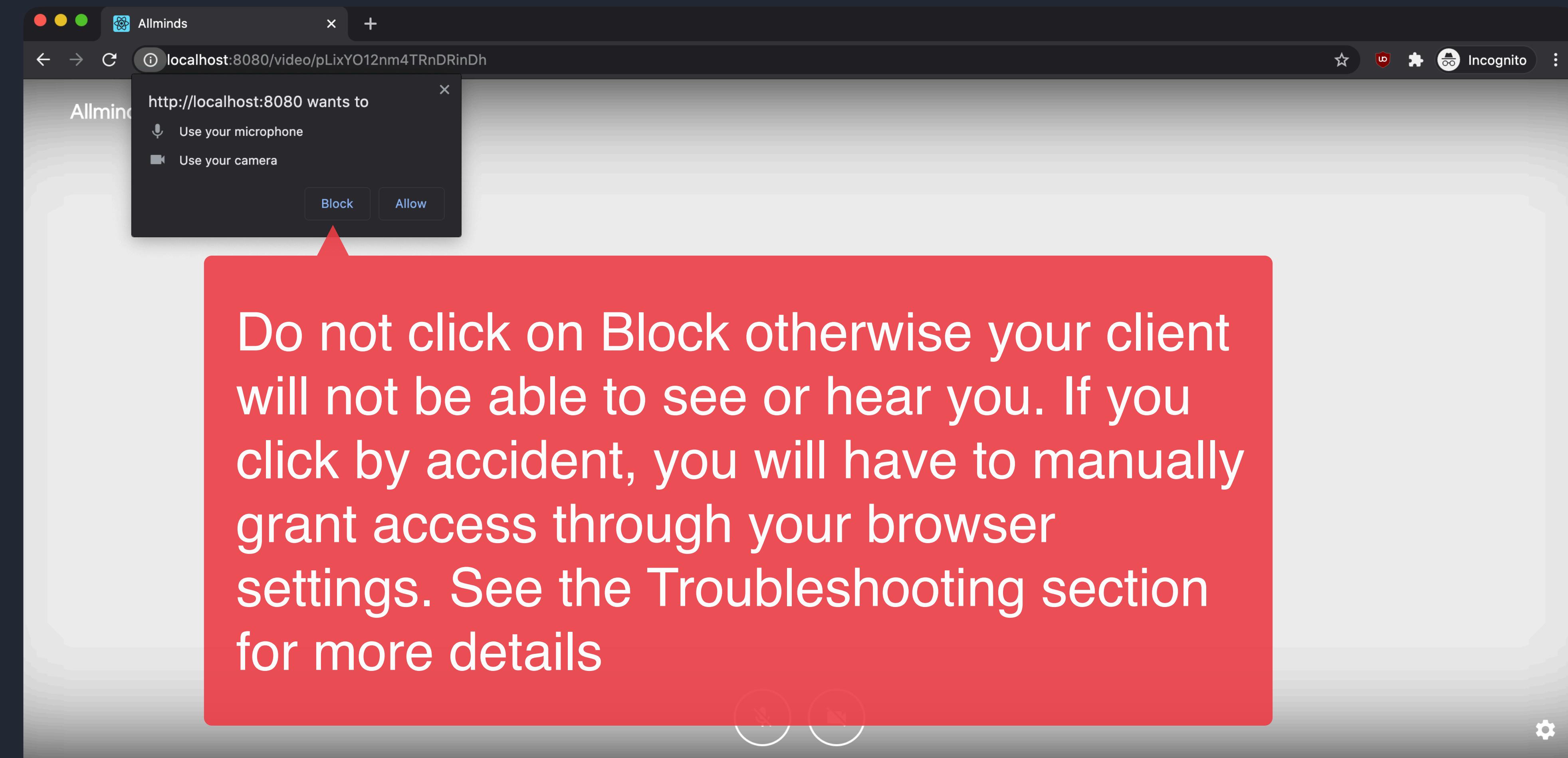
<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

COPY

Need to invite a guest?

Join Room

Exit



Session ready

Share this unique session link with J D O

<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

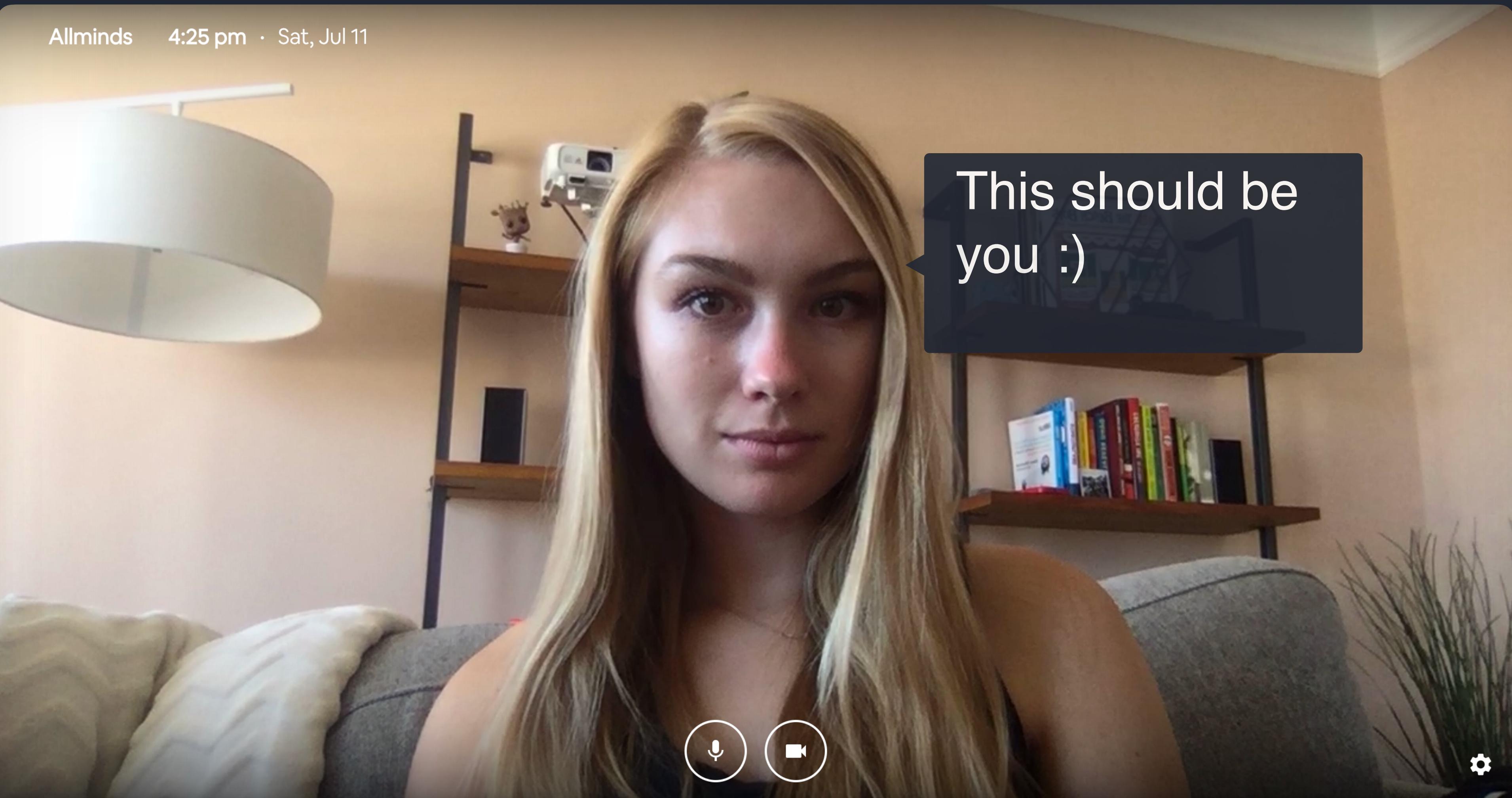
COPY

Need to invite a guest?

Join Room

Exit

Allminds 4:25 pm · Sat, Jul 11



Session ready

Share this unique session link with Bernie

<https://allminds.io/session/QQ3ym9EZmxmKtXnLAjoA>

COPY

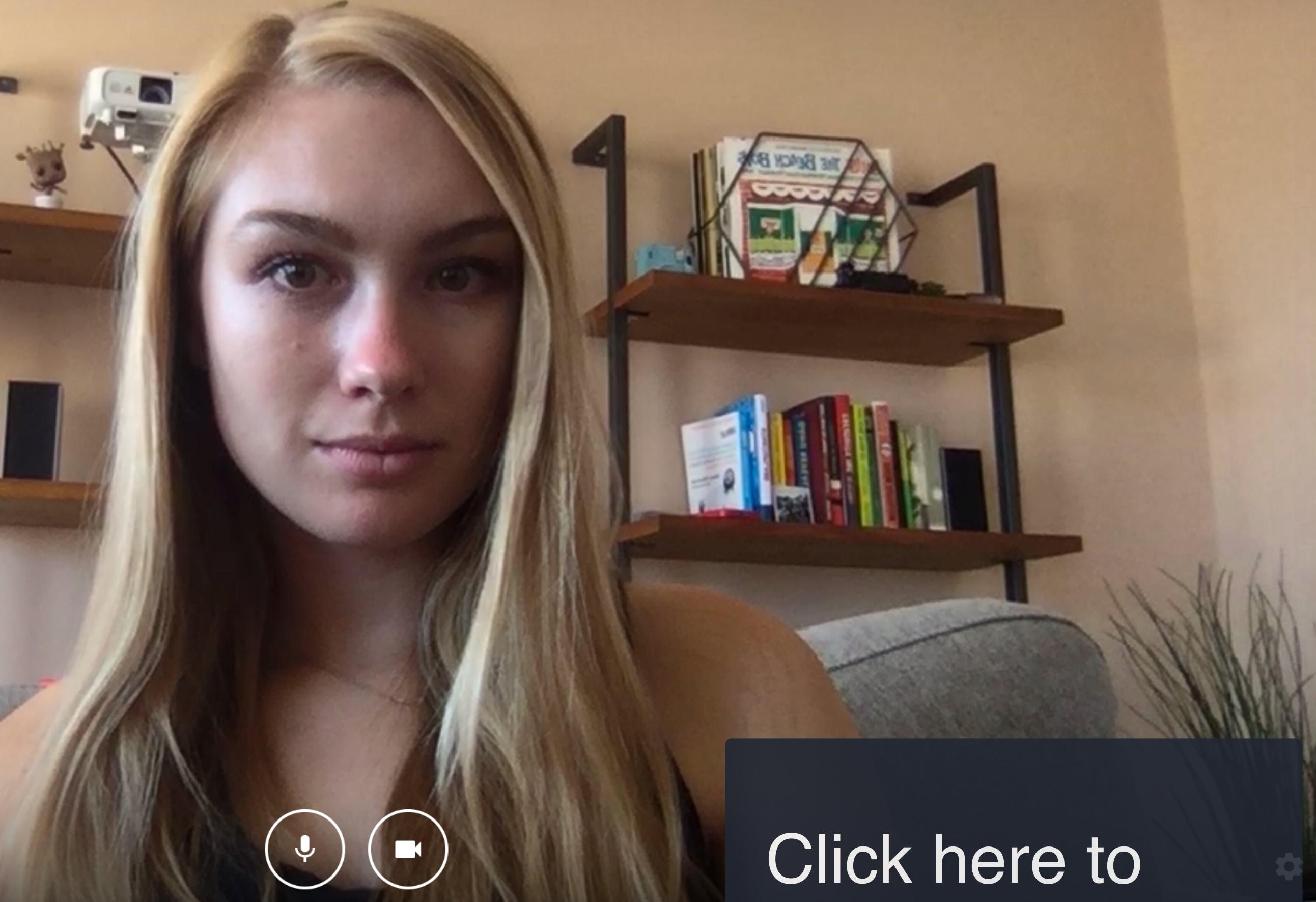
Need to invite a guest?

Join Room

Exit

Share this url  
with you client.  
It will connect  
them to your  
video session.

Each of your  
clients will have  
a unique link that  
they can  
bookmark and  
use every week.



Session ready

Share this unique session link with Bernie

<https://allminds.io/session/QQ3ym9EZmxmKtXnLAjoA>

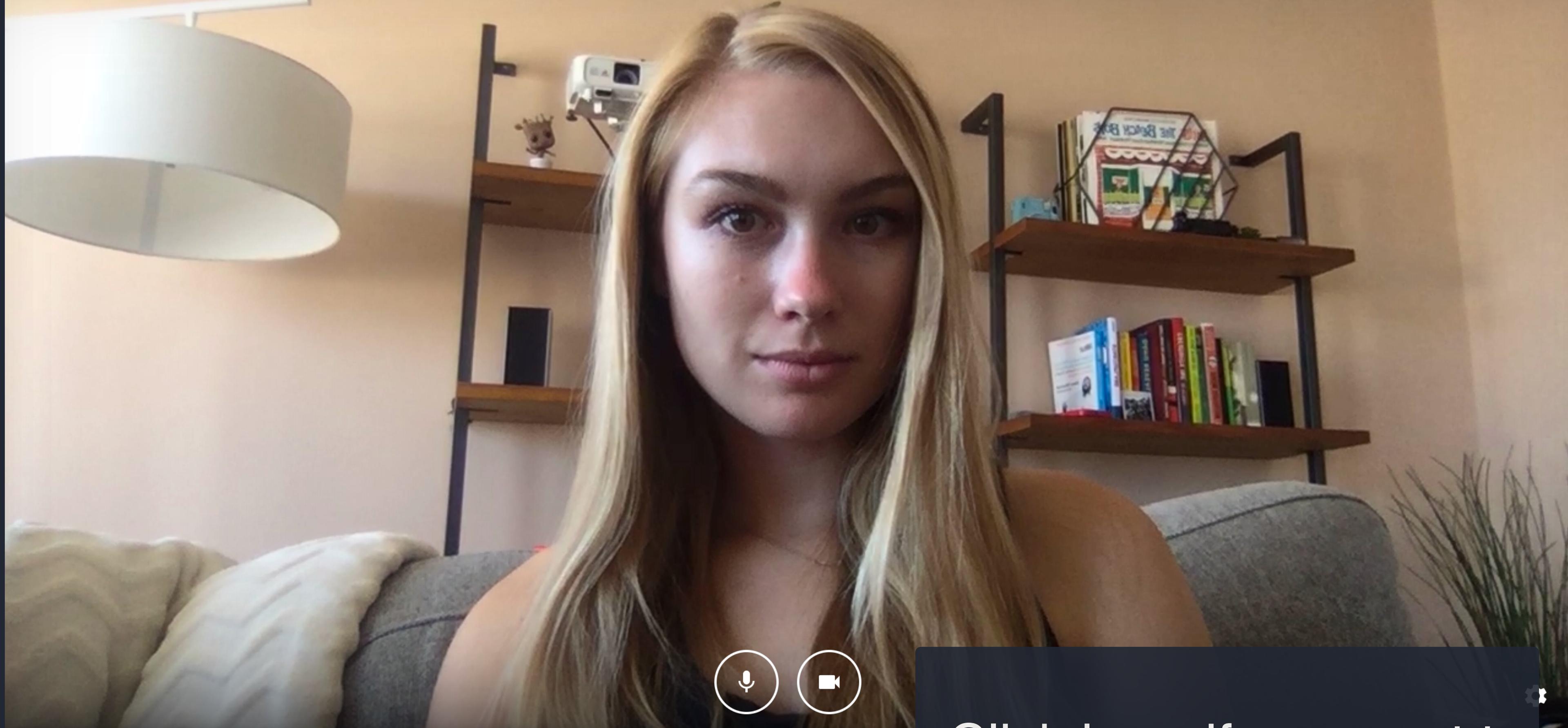
COPY

Need to invite a guest?

Join Room

Exit

Click here to  
quickly copy your  
client's URL



Session ready

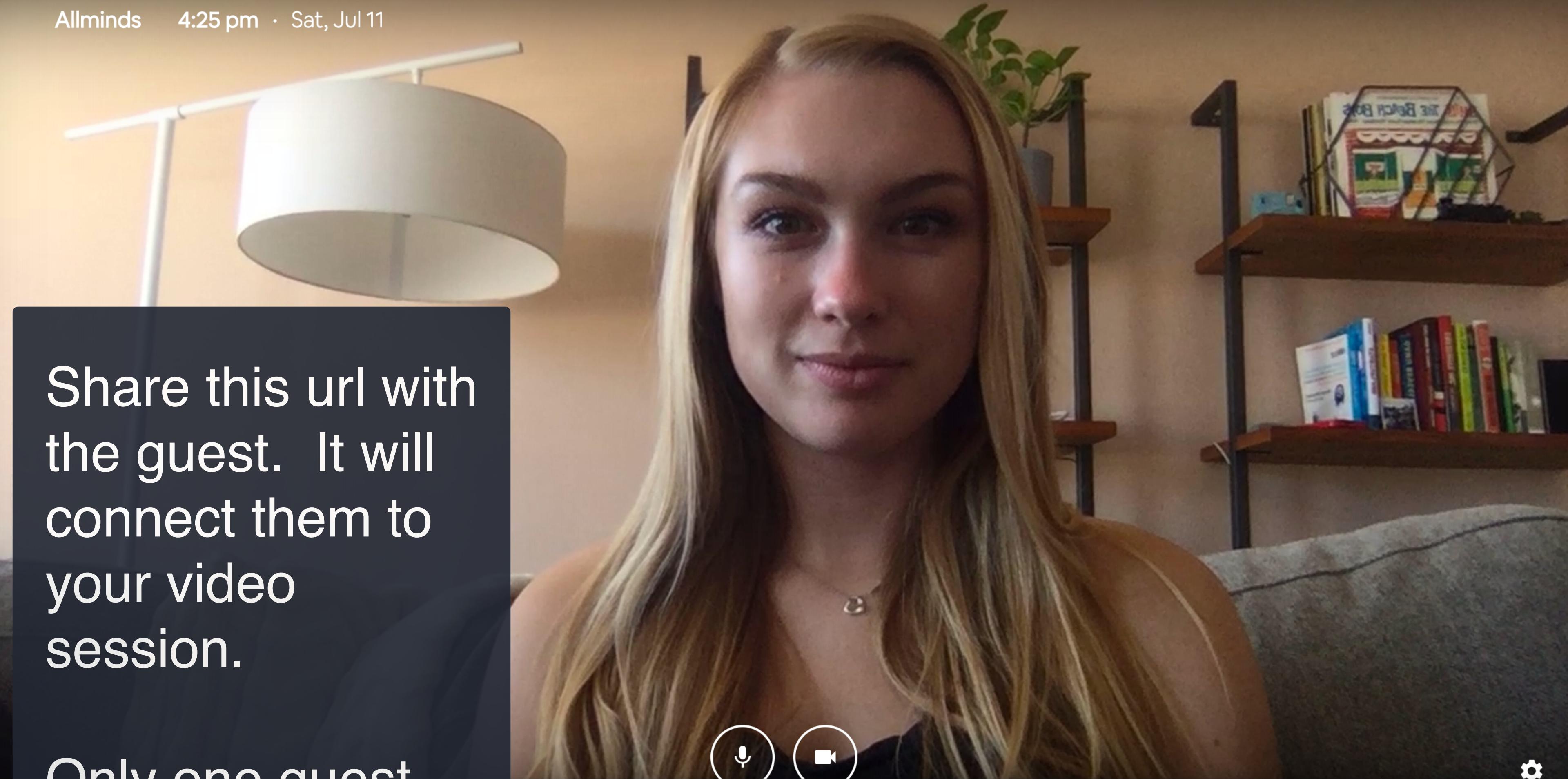
Share this unique session link with Bernie

<https://allminds.io/session/QQ3ym9EZmxmKtXnLAjoA>

Need to invite a guest?

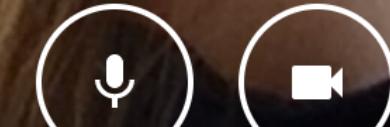
Join Room

Exit



Share this url with  
the guest. It will  
connect them to  
your video  
session.

Only one guest  
can connect to a  
session at a time



Session ready

Share this unique session link with Bernie

<https://allminds.io/session/QQ3ym9EZmxmKtXnLAjoA>

COPY

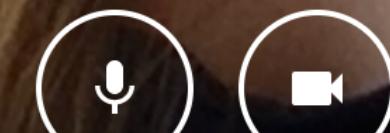
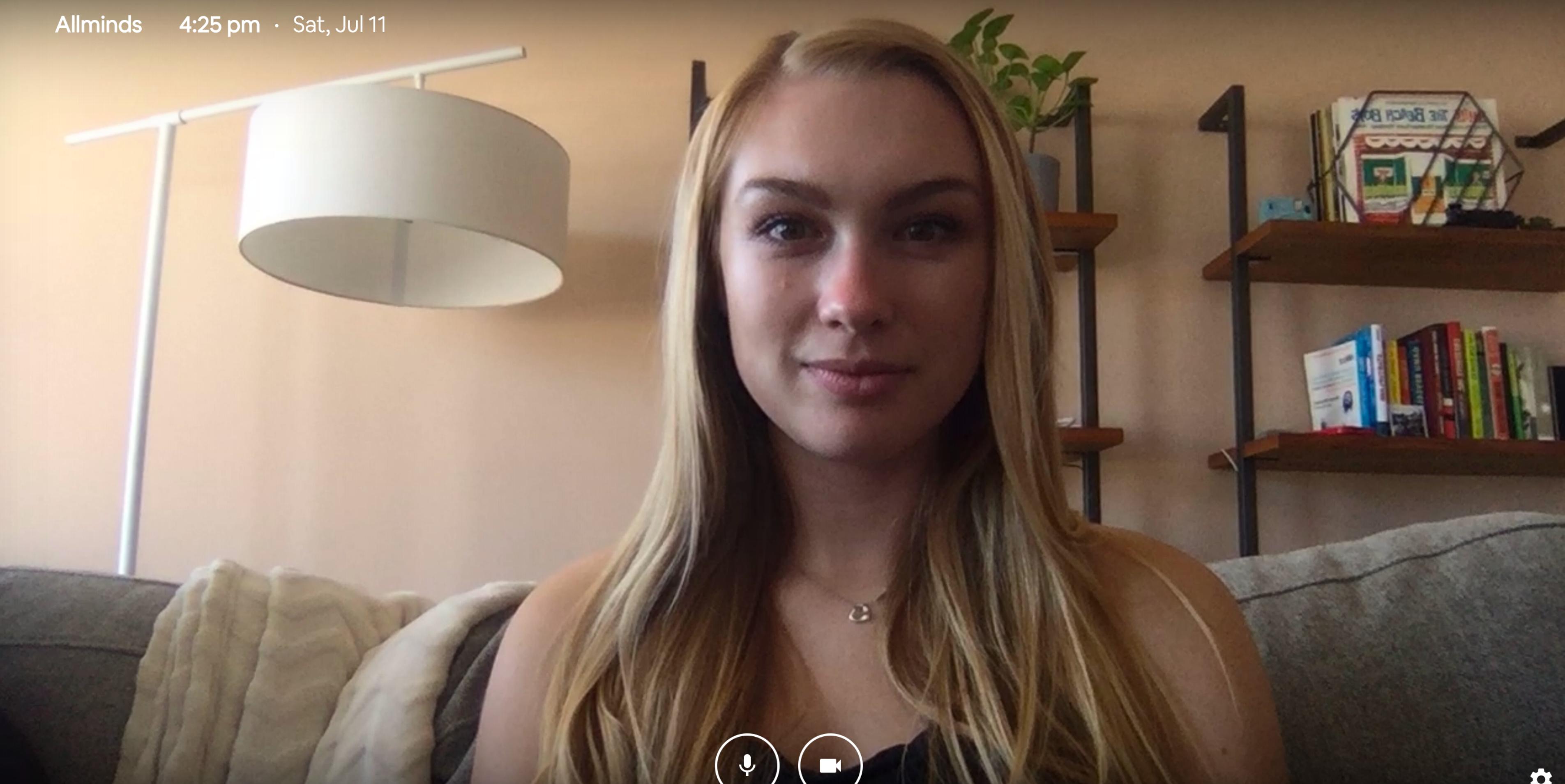
Share this link with one additional guest

<https://allminds.io/guest/QQ3ym9EZmxmKtXnLAjoA>

COPY

Join Room

Exit



Session ready

Share this unique session link with Bernie

<https://allminds.io/session/QQ3ym9EZmxmKtXnLAjoA>

COPY

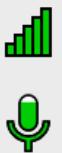
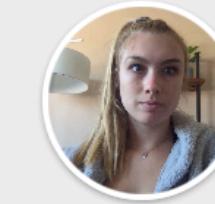
Share this link with one additional guest

<https://allminds.io/guest/QQ3ym9EZmxmKtXnLAjoA>

Join Room

Exit

Click here to join the  
video session



You will be redirected to the video call. At this point your client will be allowed to join the video session when they visit the URL you previously shared with them



## 4. Instructions for client joining video session

- Instruct your client to visit the URL that you shared with them
- The link can be opened on any device with internet access, including smart phones
- Instruct your client to grant permission to their webcam and microphone (same process that you followed)

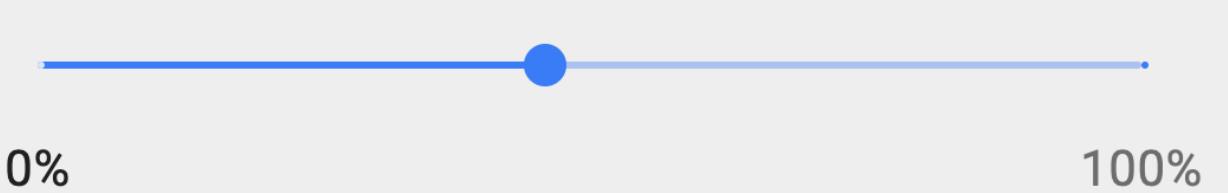
## 4. Instructions for client joining video session

Your client will be asked to complete a short well-being questionnaire before entering the video call

Hi Bernie! 🙌

To help Jane, please rate how you currently feel about:

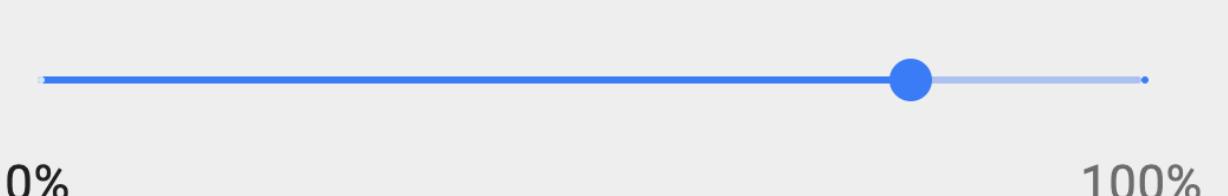
Your personal well-being



Your close relationships



Your social life



Your overall well-being



Join session

## 4. Instructions for client joining video session

Note that your client will not be allowed to enter the video session until you have joined. If they try to join before you, they will be instructed to try again later.

Hi Bernie! 🙌

**Nobody seems to be here yet** 

Jane hasn't joined the session yet. Please double check your scheduled meeting time or try again in a few minutes.

[Try again](#)

[Cancel](#)

## 5. Admit your client

When your client is trying to join the session, you will be alerted and shown their well-being scores

Your client is trying to join the session



JDO

Personal well-being:	8.4 /10
Close relationships:	5.9 /10
Social life:	8 /10
Overall well-being:	5.7 /10

[Admit](#)



# 5. Admit your client

The image shows a mobile application interface. At the top right is a circular icon with a white outline and a smaller circle inside. To its right are icons for signal strength, battery level, and a power button. Below this is a dark grey header bar with a white 'X' icon on the left and a three-dot menu icon on the right.

The main content area has a light grey background. At the top left, a small circular profile picture of a person with short hair is followed by the text "JDO".

Below the profile, there is a message: "Your client is trying to join the session".

On the right side of the message, there is a small blue "Admit" button.

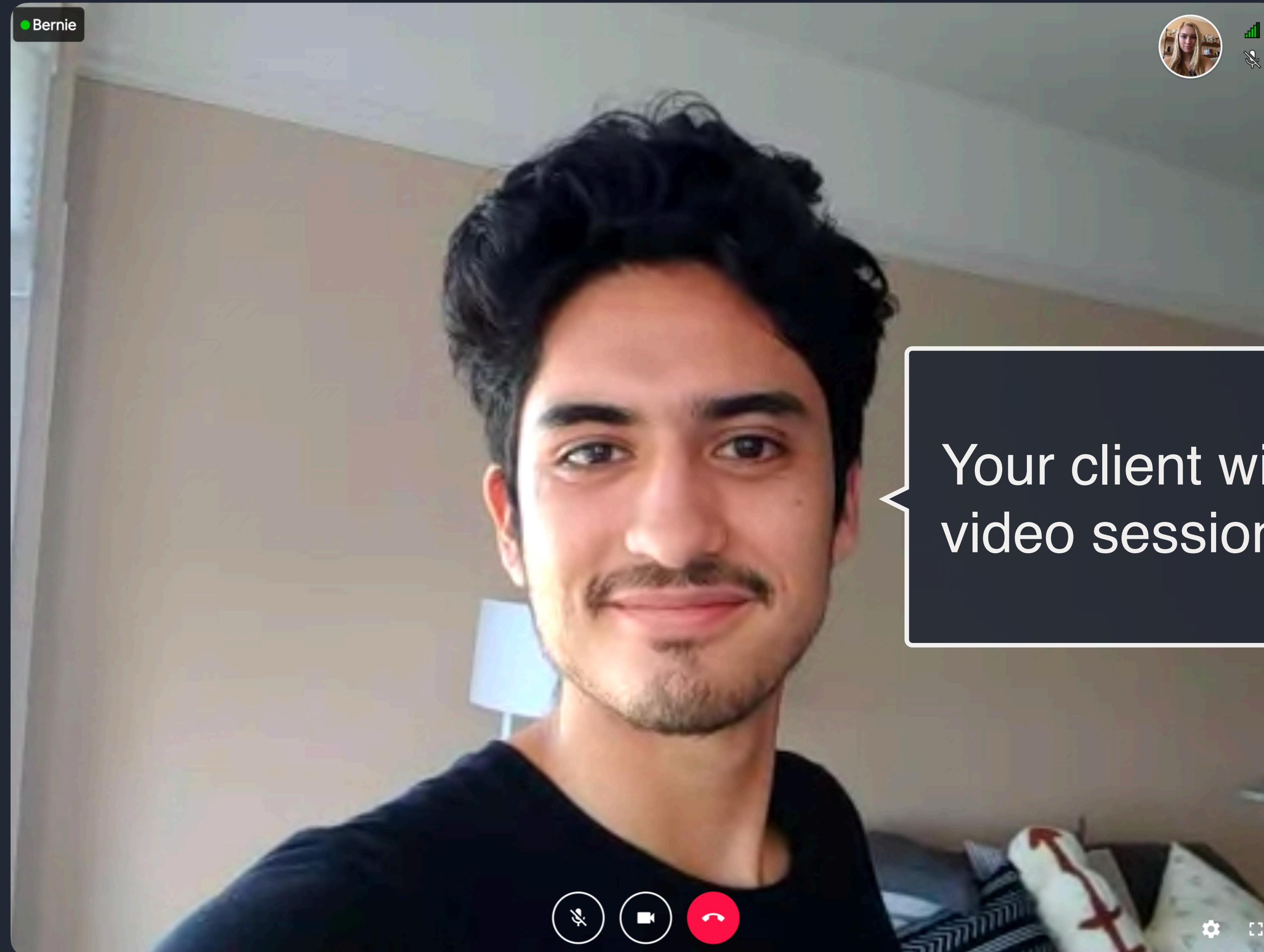
Under the message, there is a table with four rows of data:

Personal well-being:	8.4 /10
Close relationships:	5.9 /10
Social life:	8 /10
Overall well-being:	5.7 /10

A large, semi-transparent dark grey callout box is positioned on the right side of the screen, containing the text "Click ‘Admit’ to let them into the session" in white.

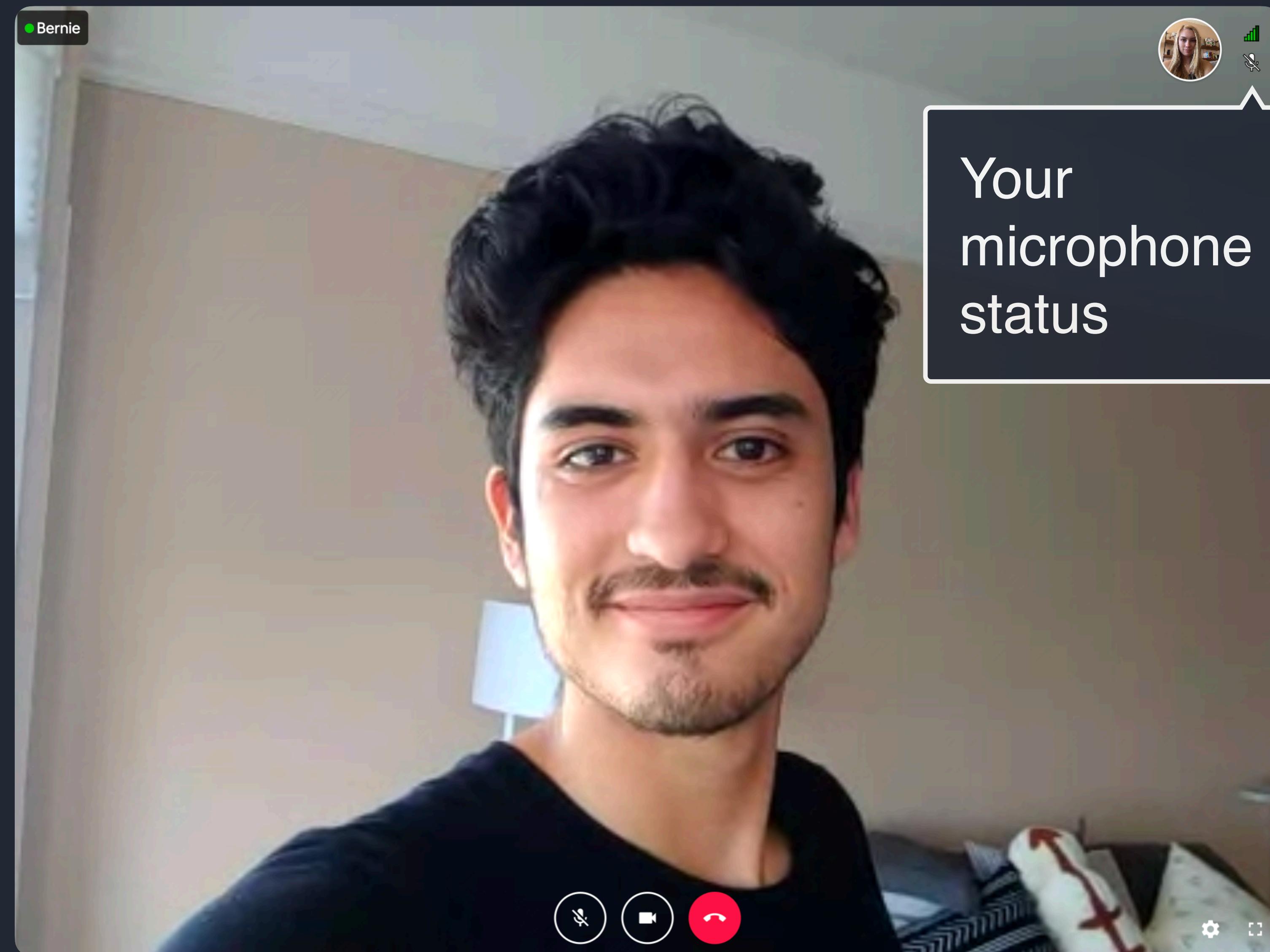
At the bottom of the screen, there is a navigation bar with three icons: a gear, a square, and a rectangle.

## 5. Have session with your client



Your client will join the  
video session

## 5. Have session with your client



Your network  
strength

Your  
microphone  
status

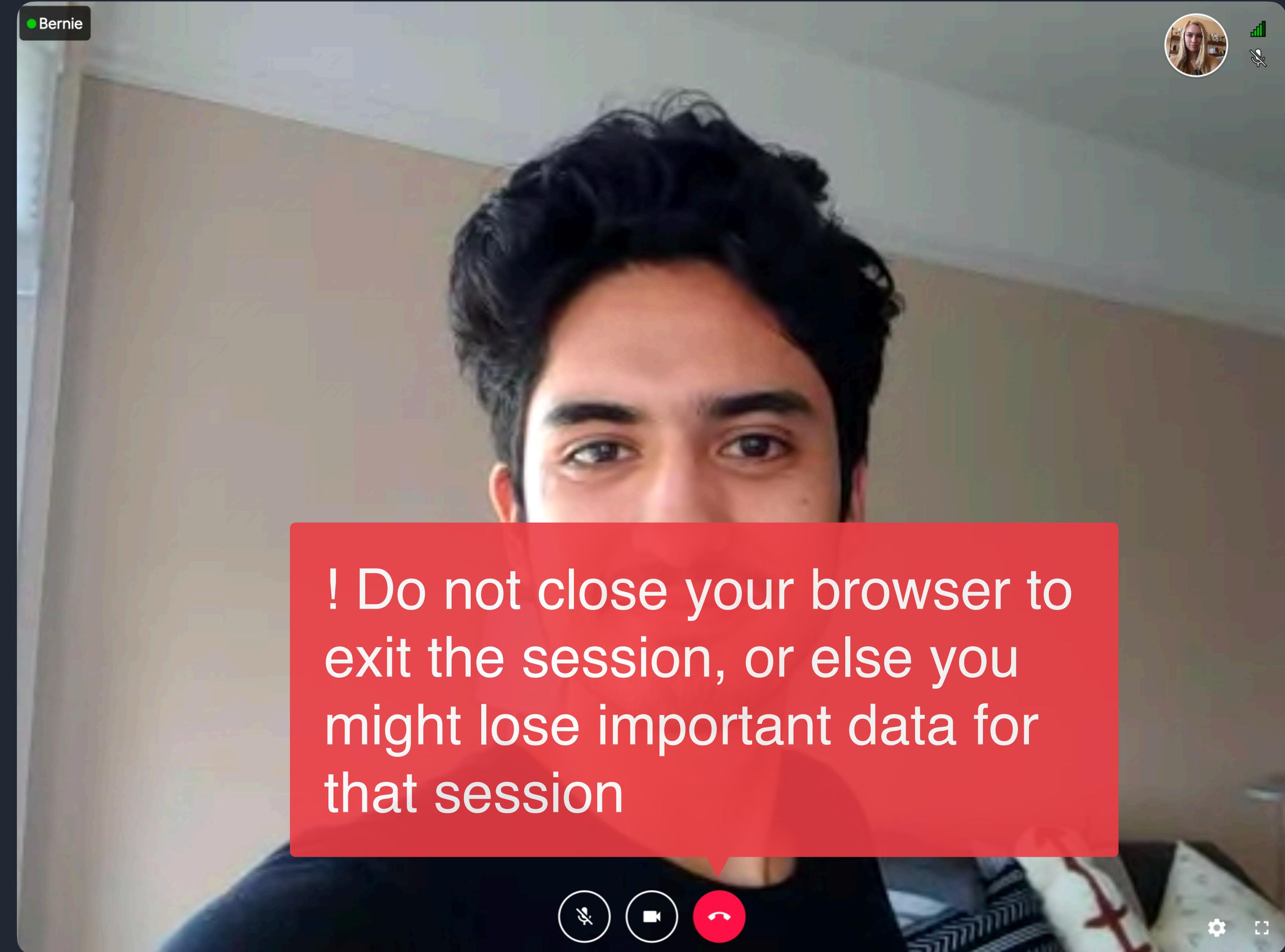




Click here to mute/  
unmute your video



Click here when  
you're ready to end  
the session

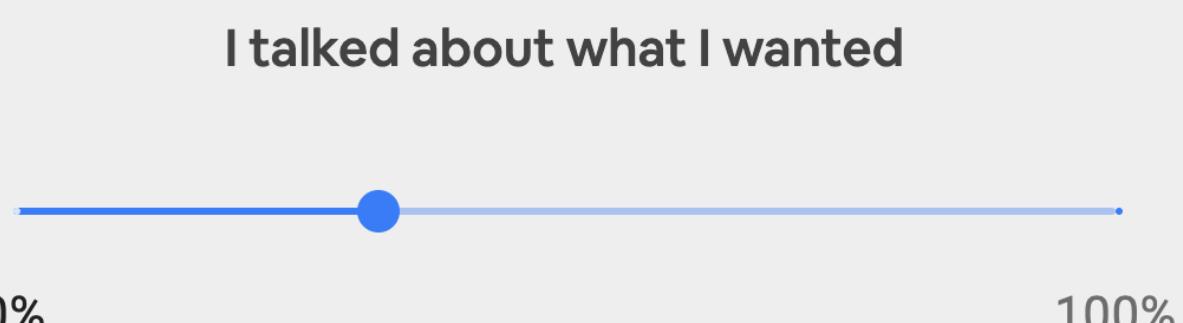
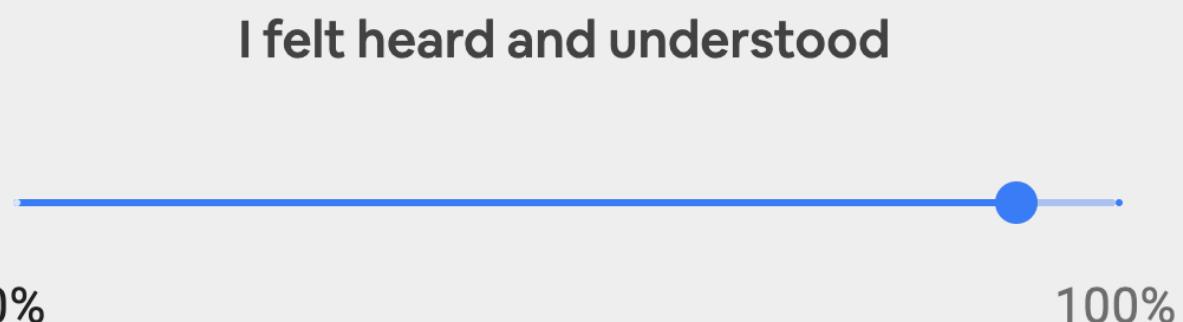


## 6. Instruct client to submit Feedback

After each session, your client will be asked to complete a short questionnaire about their session. This feedback will be shared directly with you

Please share your feedback with Jane

To help Jane improve, please share how you feel about your session.

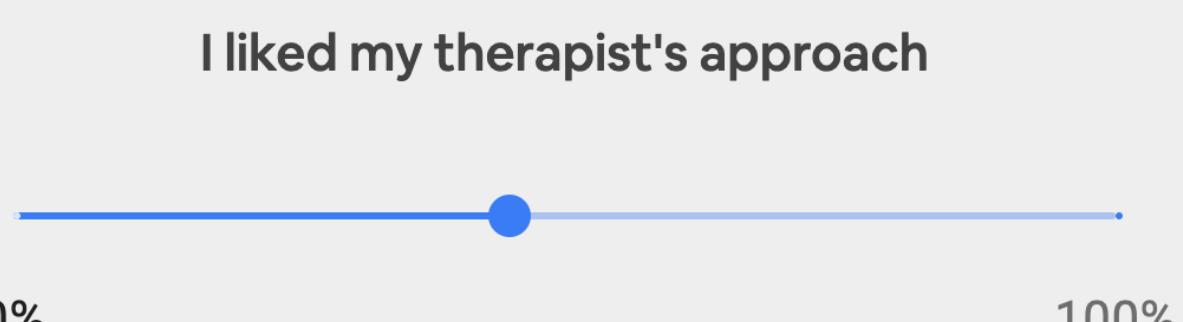
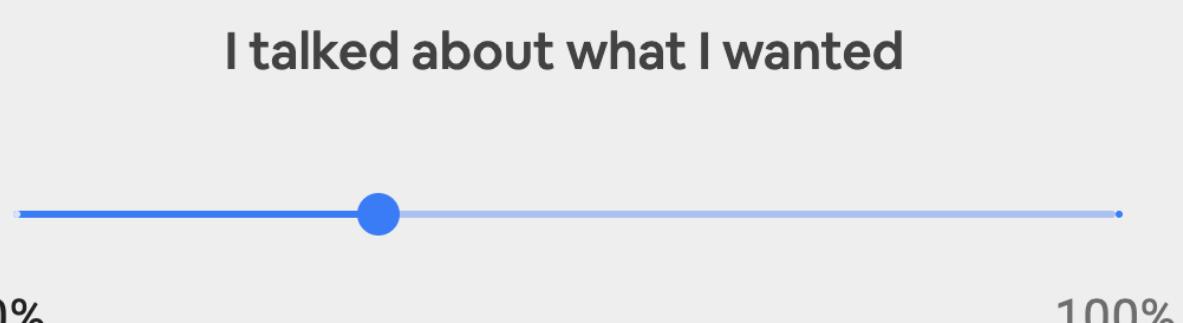
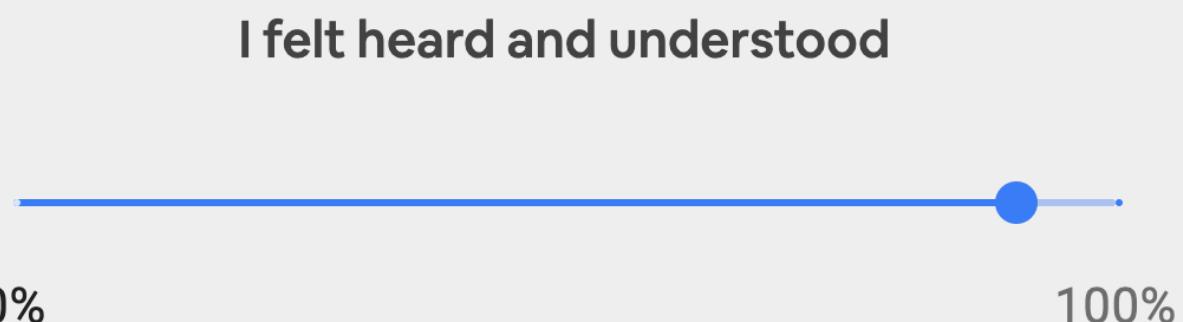


## 6. Instruct client to submit Feedback

Ideally you should instruct your client to submit the Feedback form immediately after the session. However, if they don't comply, they will be asked to complete it when they try to join their next session

Please share your feedback with Jane

To help Jane improve, please share how you feel about your session.



# 7. End the session

Allminds 5:58 pm · Sat, Jul 11

You will be redirected to this screen after you leave the session

Your session with Bernie

Sat Jul 11 2020 17:31:16 GMT-0700 (Pacific Daylight Time)

[Rejoin Session](#)

**Client's well-being**

Here is how Bernie reported feeling right before your session

Personal well-being: 4.1 /10

Close relationships: 6.6 /10

Social life: 3 /10

Overall well-being: 6.2 /10

Duration: 00:00:00

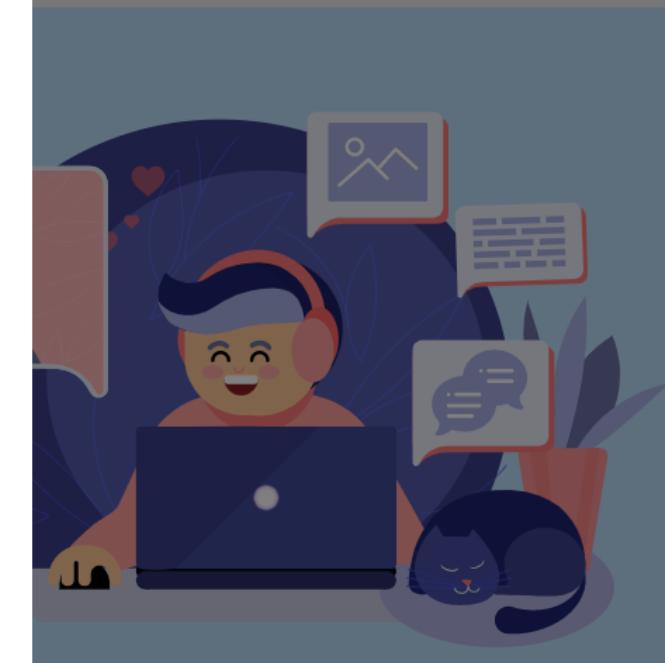
Enter video quality

★★★★★

Session type ▾

[End Session](#)

[Discard Session](#)



Allminds 5:58 pm · Sat, Jul 11



Hello Jane!

jane@gmail.com

Dashboard

Search Clients

Add Client

Bernie Sanders

Rate the quality of the video call

## Your session with Bernie

Sat Jul 11 2020 17:31:16 GMT-0700 (Pacific Daylight Time)

[Rejoin Session](#)

### Client's well-being

Here is how Bernie reported feeling right before your session

Personal well-being: 4.1 /10

Close relationships: 6.6 /10

Social life: 3 /10

Overall well-being: 6.2 /10

Duration: 00:00:00

### Enter video quality



Session type

[End Session](#)

[Discard Session](#)

Click here to  
rejoin the session  
if you left  
accidentally

Choose the type  
of session that  
you just did

Allminds 5:58 pm · Sat, Jul 11



Hello Jane!

jane@gmail.com

Dashboard

Search Clients

Add Client

Bernie Sanders

Click here to end  
the session and  
save the session's  
details to your  
dashboard

## Your session with Bernie

Sat Jul 11 2020 17:31:16 GMT-0700 (Pacific Daylight Time)

[Rejoin Session](#)

### Client's well-being

Here is how Bernie reported feeling right before your session

Personal well-being: 4.1 /10

Close relationships: 6.6 /10

Social life: 3 /10

Overall well-being: 6.2 /10

Duration: 00:00:00

### Enter video quality



### Session type

Individual Therapy

[End Session](#)

[Discard Session](#)

Or click here to  
discard the  
session. All the  
session's details,  
including any well-  
being scores, will  
be deleted. This  
action cannot be  
undone!

# 8. Client Metrics

Allminds 6:54 pm · Sat, Jul 11

The screenshot shows the Allminds client dashboard for Bernie Sanders. At the top, there's a circular profile picture of Bernie Sanders with the name "Bernie" next to it. Below the profile picture, the greeting "Hello Juan!" and the email "juan@allminds.io" are displayed. On the left side, there are navigation links: "Dashboard" (with a bar chart icon), "Search Clients" (with a magnifying glass icon), and "Add Client" (with a plus sign icon). A button labeled "Bernie Sanders" is highlighted with a white background and blue border. To the right of these links, there are two line graphs: "Client Well-being" and "Session Feedback", both titled "STACK". The "Client Well-being" graph tracks five metrics from June 2 to June 30, showing a general upward trend with some fluctuations. The "Session Feedback" graph tracks four metrics over the same period, also showing a general upward trend. A blue button at the top right says "Start a session". A large callout box in the bottom center contains the text: "After each session, your client's self-reported well-being will be tracked here".

Bernie

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Client Well-being

Session Feedback

Start a session

After each session, your client's self-reported well-being will be tracked here

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

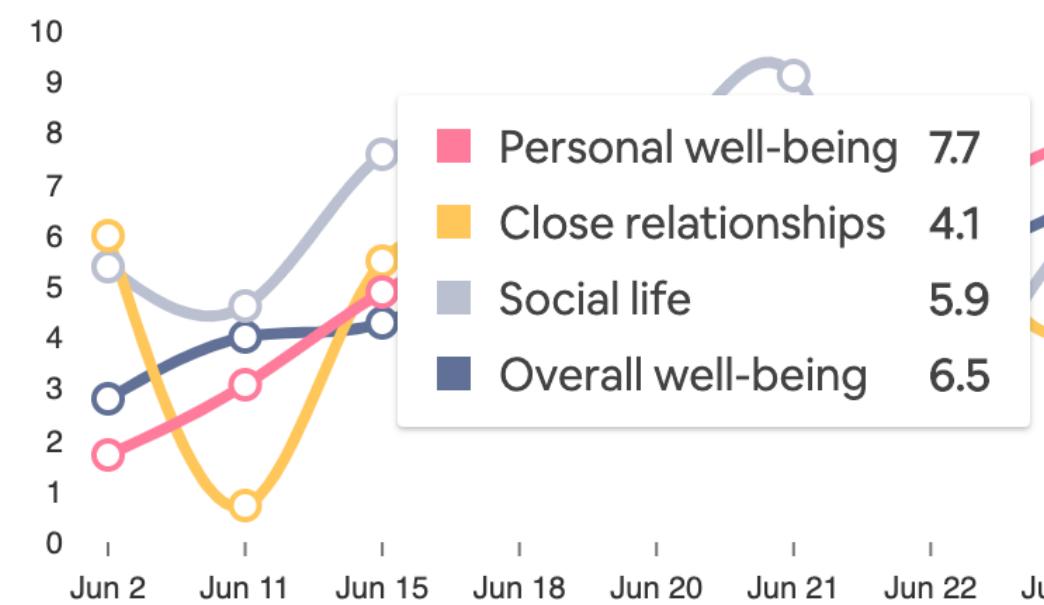
Hillary Clinton

Client Well-being

STACK

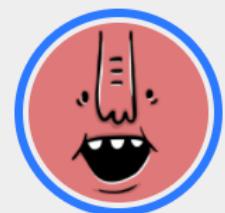
Session Feedback

STACK



Click on a dot to see the details for that session.  
Your client scores each category from 0 to 10

Allminds 6:54 pm · Sat, Jul 11



Hello Juan!

juan@allminds.io

Dashboard

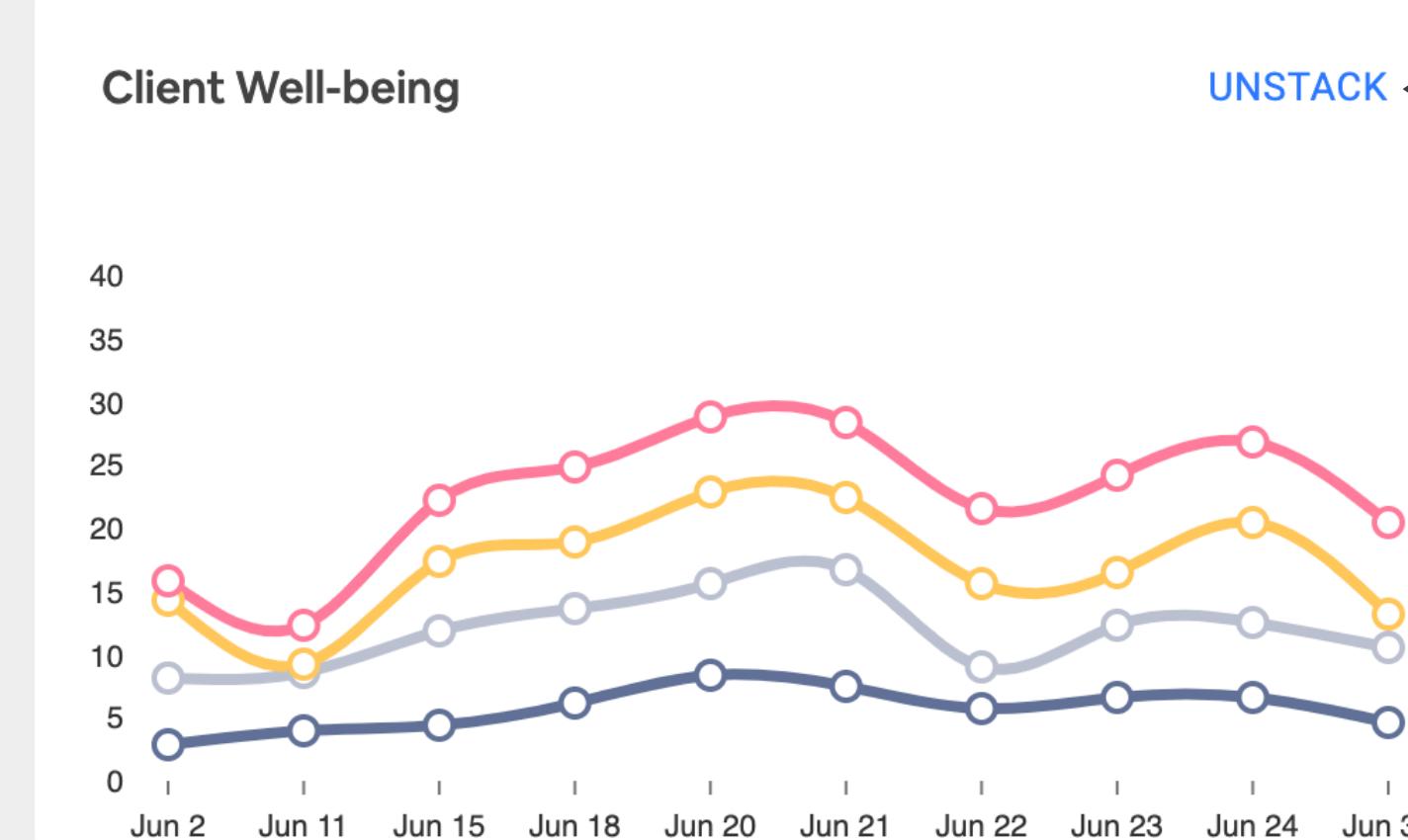
Search Clients

Add Client

Bernie Sanders

Bernie

Start a session



Click on the stack button to stack the graph lines. This allows you to visualize how the score add up

Session Feedback

STACK

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

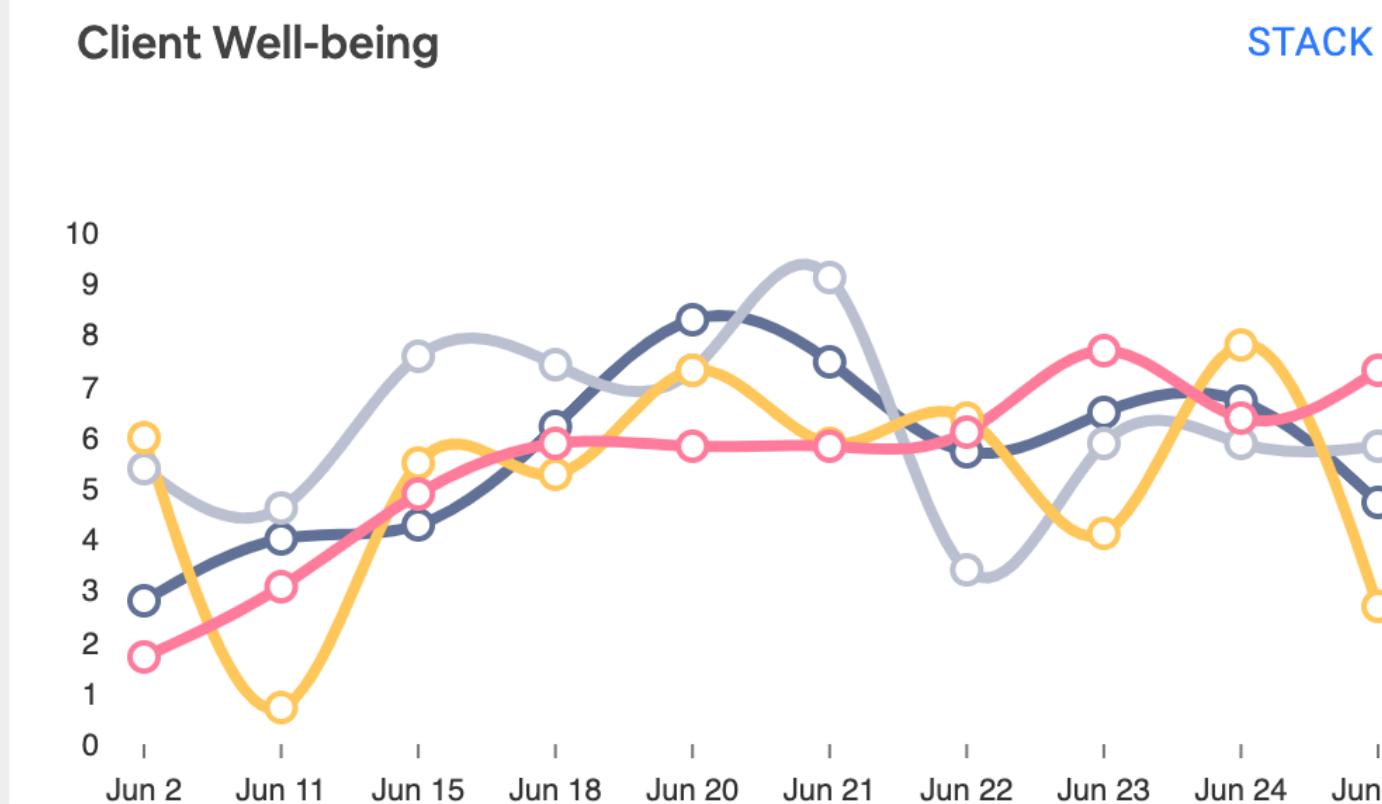
Dashboard

Search Clients

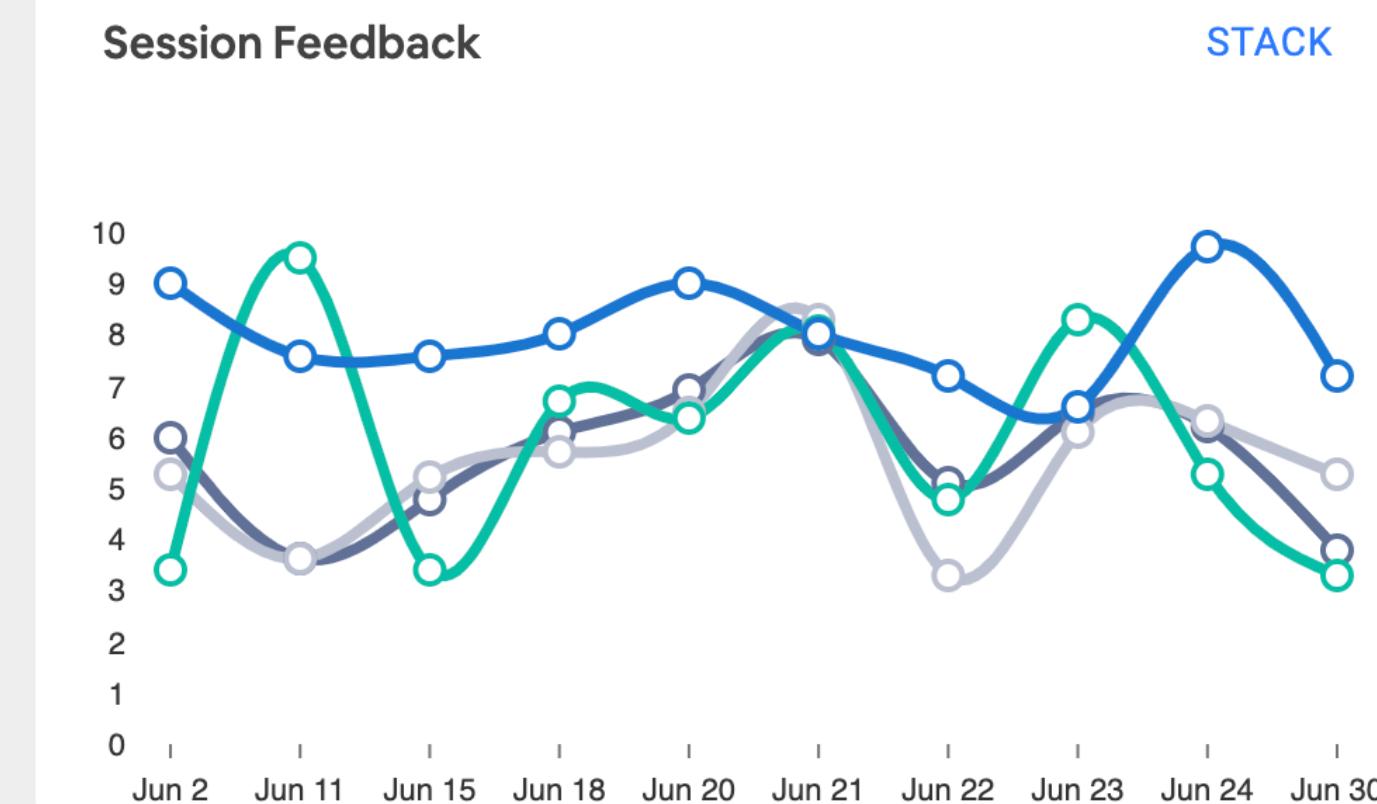
Add Client

Bernie Sanders

Client Well-being



Session Feedback



After each session, your client will also be asked to rate the session. Their answers will be tracked here

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

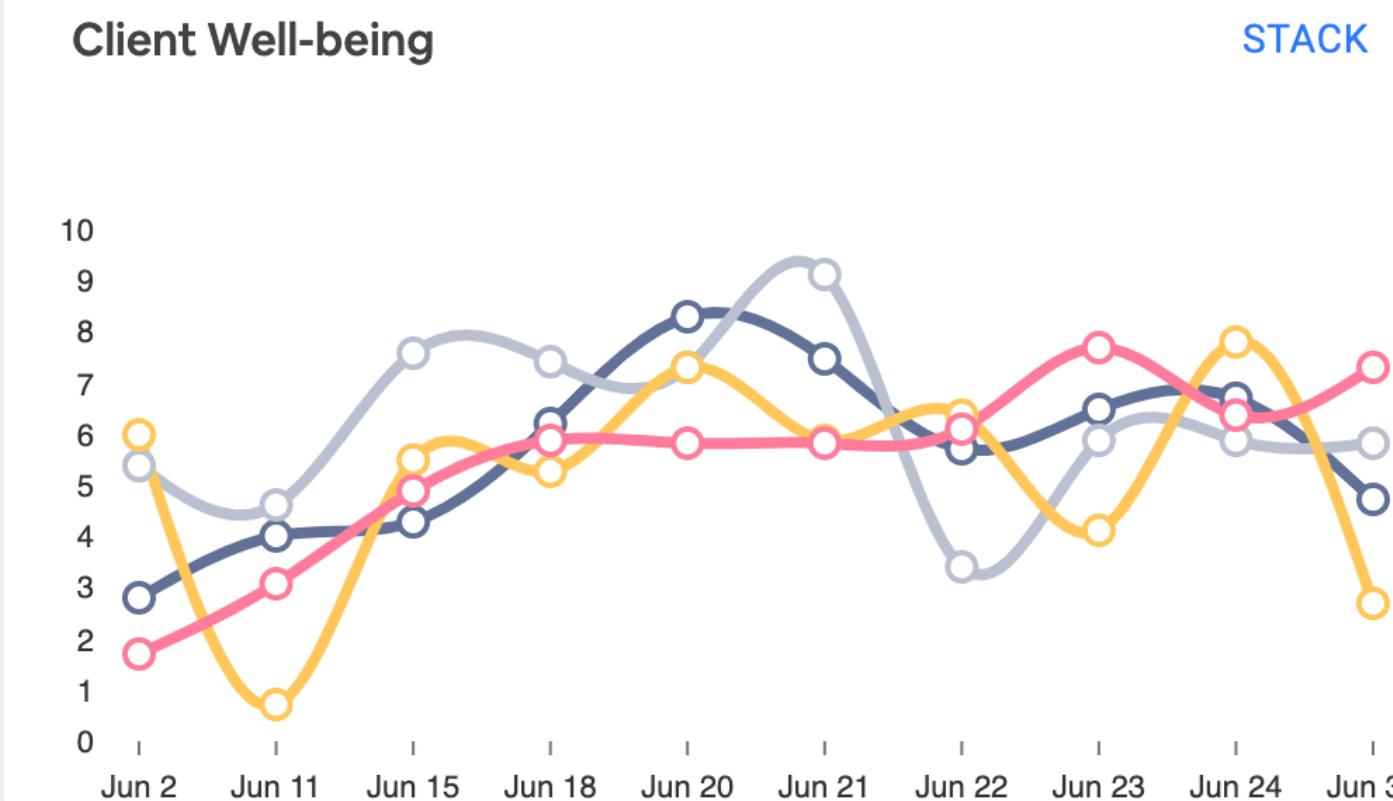
Dashboard

Search Clients

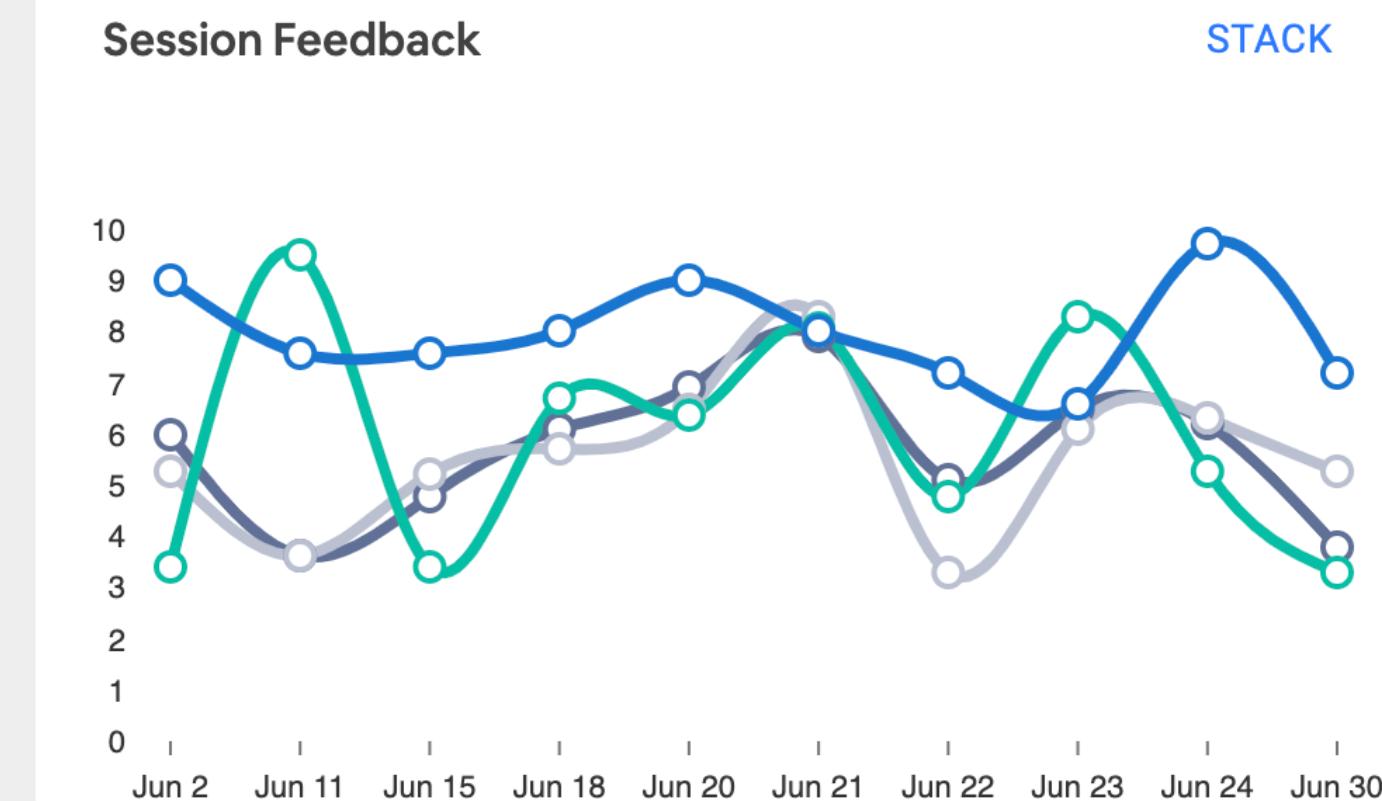
Add Client

Bernie Sanders

Client Well-being



Session Feedback



Your client might take a while to submit their feedback, so it might not show up immediately after each session

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

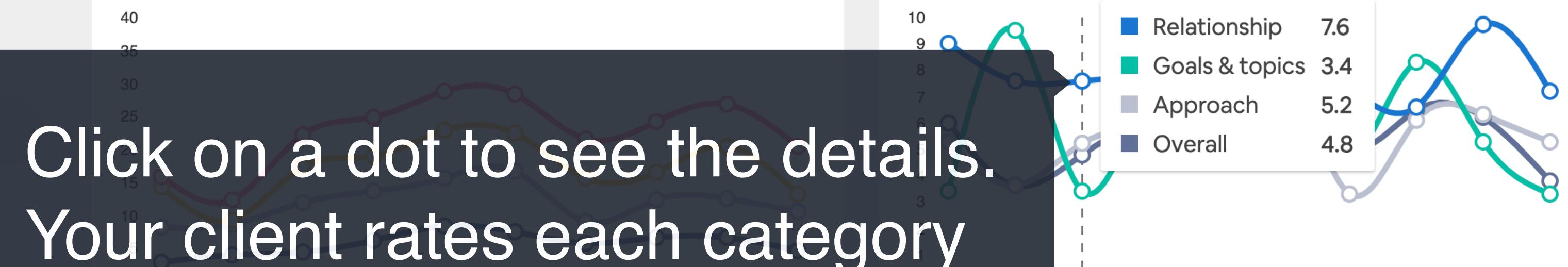
Hillary Clinton

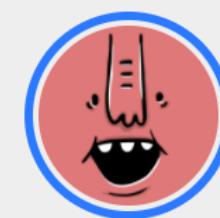
Client Well-being

UNSTACK

Session Feedback

STACK





Hello Juan!

juan@allminds.io

Dashboard

Search Clients

Add Client

Bernie Sanders

Barack Obama

Joe Biden

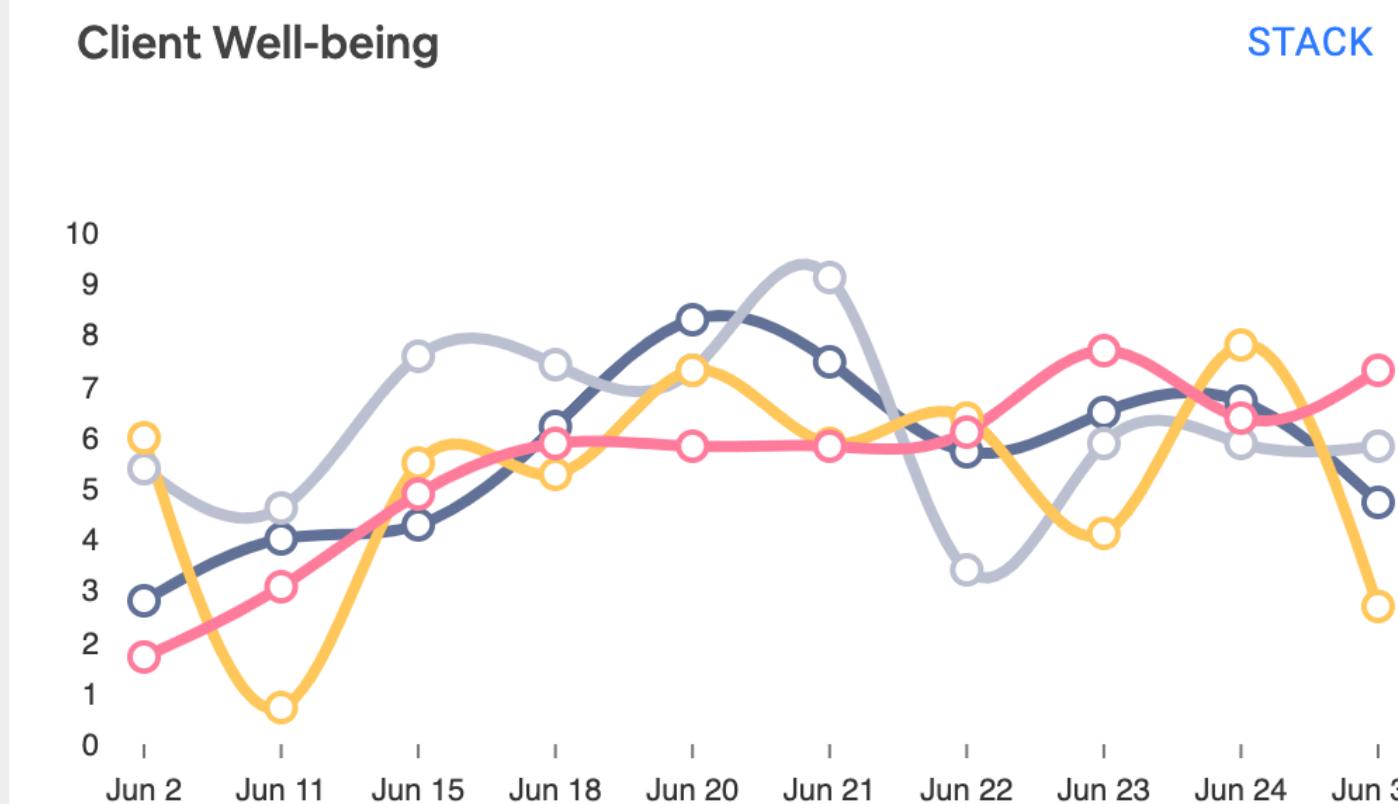
Elizabeth Warren

Hillary Clinton

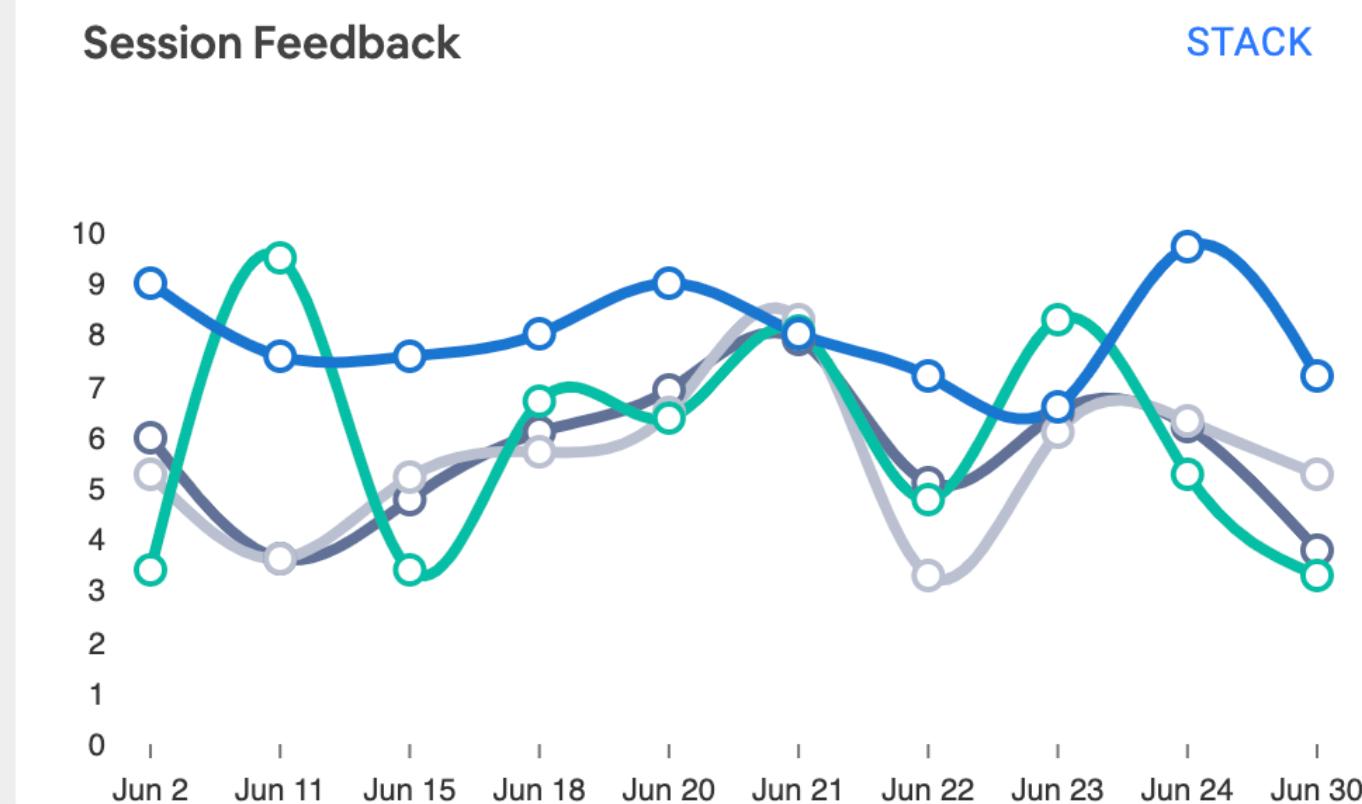
Bernie

Start a session

Client Well-being

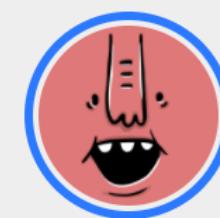


Session Feedback



Use the menu to view the pages of other clients

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

Add Client

Bernie Sanders

Client Well-being

STACK

Session Feedback

STACK

Click here to go back to your main dashboard

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

# 9. Dashboard

Allminds 7:09 pm · Sat, Jul 11

The dashboard features a central message: "Welcome to Allminds! Add your first clients to get started". Below it, a large callout box says "You can keep track of your daily productivity right here". To the left, a sidebar lists clients: Bernie Sanders, Barack Obama, Joe Biden, Elizabeth Warren, and Hillary Clinton. The main area has two sections: "Productivity" (bar chart) and "Hours" (donut chart). The Productivity section shows 10.98 hrs with categories: Outreach (blue), Individual Therapy (blue), Family Therapy (purple), and Case Management (pink). The Hours section shows 11.91 hrs with segments: 7.47 (blue), 1.75 (red), 1.86 (purple), and 0.83 (cyan).

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Welcome to Allminds!

Add your first clients to get started

You can keep track of your daily productivity right here

Productivity

Outreach

Individual Therapy

Family Therapy

Case Management

10.98 hrs

JUNE

Hours

ALL

11.91 hrs

0.83

1.75

1.86

7.47

Allminds 7:09 pm · Sat, Jul 11



Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Welcome to Allminds!

Add your first clients to get started

Add a client

Select the month to view here

JUNE

Hours

ALL

Productivity

10.98 hrs

11.91 hrs

Outreach ● Individual Therapy ● Family Therapy ● Case Management ●

These are the different types of sessions you have done this month

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30



Allminds 7:09 pm · Sat, Jul 11



Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

## Welcome to Allminds!

Add your first clients to get started

Add a client



### Productivity

< JUNE >

10.98 hrs



Bernie Sanders

Each colored bar represents the total number of hours you did for one type of session on a specific day

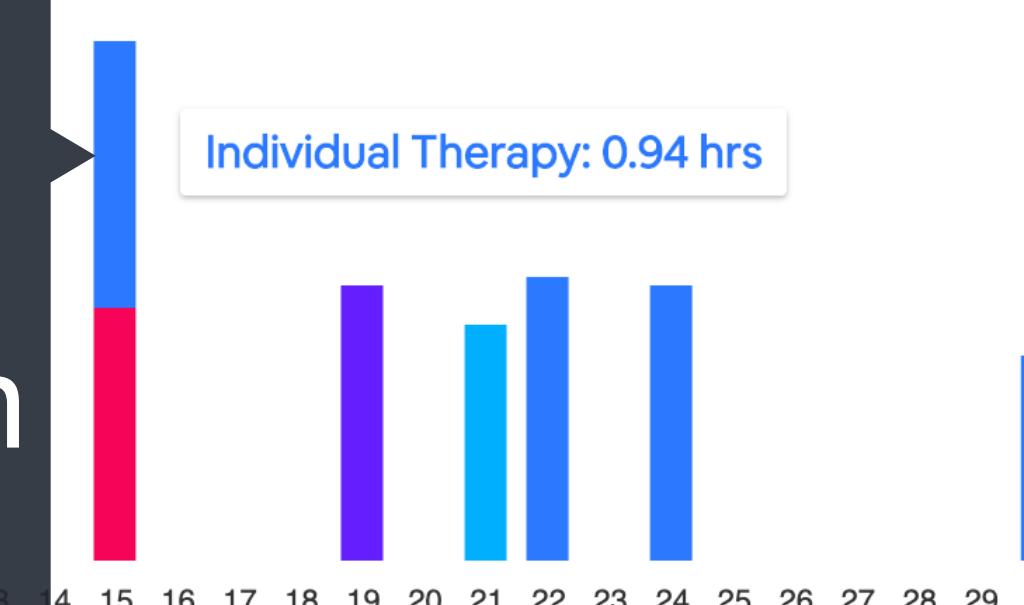
Outreach

Individual Therapy

Family Therapy

Case Management

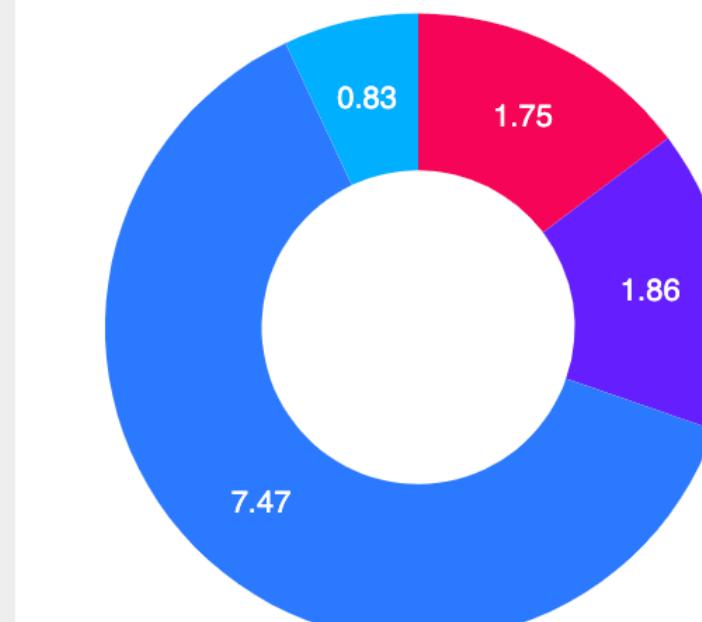
Individual Therapy: 0.94 hrs

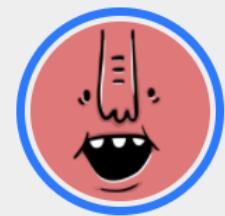


### Hours

< ALL >

11.91 hrs





Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

## Welcome to Allminds!

Add your first clients to get started

You can keep track of your total number of hours here

### Productivity

< JUNE >

Hours

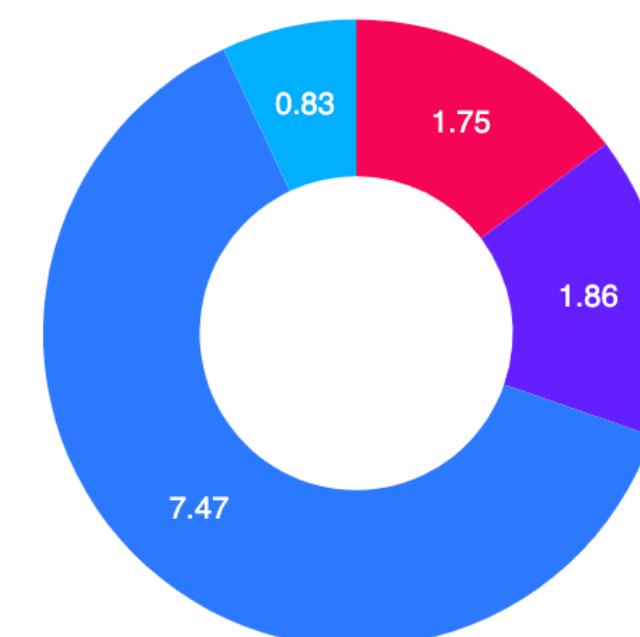
11.91 hrs

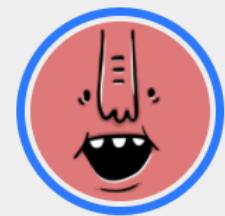
10.98 hrs

Outreach ● Individual Therapy ● Family Therapy ● Case Management ●

Individual Therapy: 0.94 hrs

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30





Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

## Welcome to Allminds!

Add your first clients to get started

Add a client

The default shows you all  
your hours, but you can filter  
by month here if you prefer

### Productivity

< JUNE >

10.98 hrs

Outreach ● Individual Therapy ● Family Therapy ● Case Management ●

Individual Therapy: 0.94 hrs

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

< ALL >

11.91 hrs





Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

## Welcome to Allminds!

Add your first clients to get started

Add a client



### Productivity

< JUNE >

10.98 hrs

Outreach

Individual Therapy

Family Therapy

Case Management

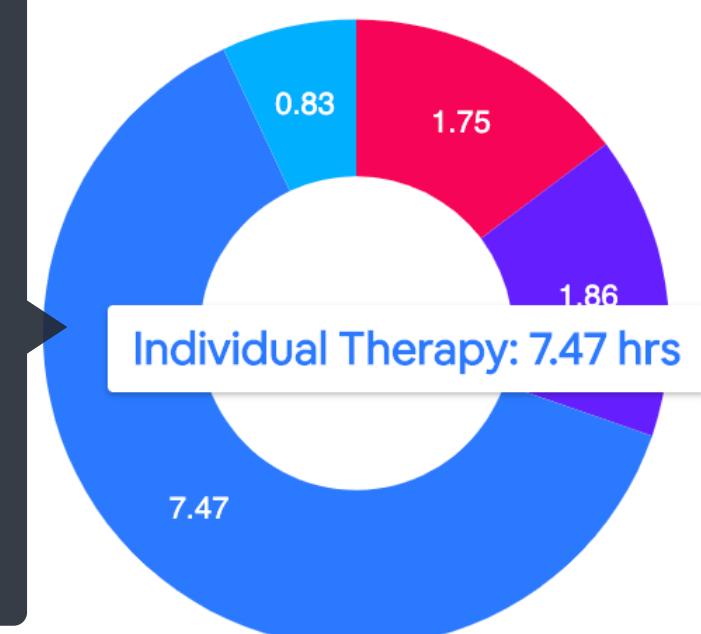
### Hours

< ALL >

11.91 hrs

Each section of the pie chart represents the total number of hours done for a specific type of session

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30



# 10. Logging out

Allminds 7:09 pm · Sat, Jul 11

If you need to log out, click here

Welcome to Allminds!

Add your first clients to get started

Add a client

Dashboard

Search Clients

Hello Juan!

juan@allminds.io

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Productivity

JUNE

10.98 hrs

Outreach ● Individual Therapy ● Family Therapy ● Case Management ●

Hours

ALL

11.91 hrs

7.47

0.83

1.75

1.86

A screenshot of the Allminds dashboard. At the top, a dark banner displays the text "If you need to log out, click here". Below this, the main interface features a light blue header with the message "Welcome to Allminds!" and a call-to-action button "Add a client". To the left, a sidebar shows a profile picture of Juan and his email address, along with buttons for "Dashboard" and "Search Clients". The central area contains a productivity chart titled "Productivity" for June, showing a total of 10.98 hours. This chart includes bars for Outreach (blue), Individual Therapy (blue), Family Therapy (purple), and Case Management (pink). Below this is a donut chart titled "Hours" for all time periods, showing a total of 11.91 hrs. The donut chart segments are labeled with their respective values: 7.47, 0.83, 1.75, and 1.86.

Allminds 7:22 pm · Sat, Jul 11

Log out



Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

## Welcome to Allminds!

Add your first clients to get started

Add a client



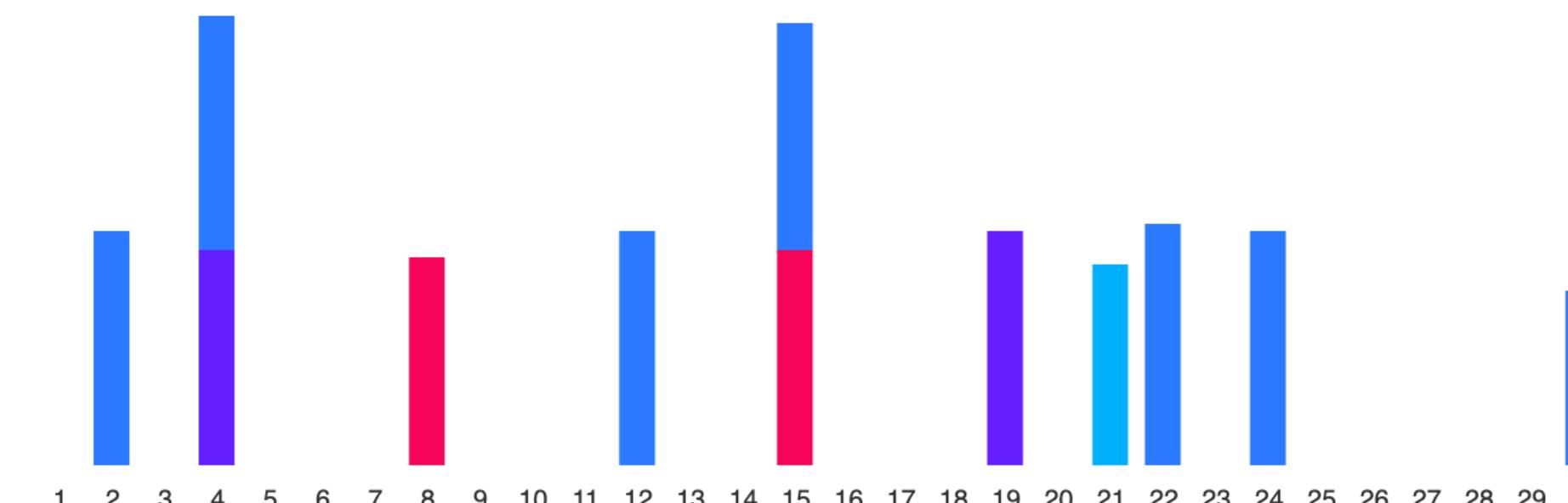
Then here

### Productivity

< JUNE >

10.98 hrs

Outreach ● Individual Therapy ● Family Therapy ● Case Management ●



### Hours

< ALL >

11.91 hrs



# 11. Troubleshooting

Here are some common tips to troubleshoot potential issues

If you cannot connect to a video call

Make sure you are using one of the browsers that we officially support.

Although you might be able to use Allminds properly on other browsers, we only test and guarantee the best experience for the browsers below:

**Desktops/Laptops:** Google Chrome, Safari, Mozilla Firefox and Edge

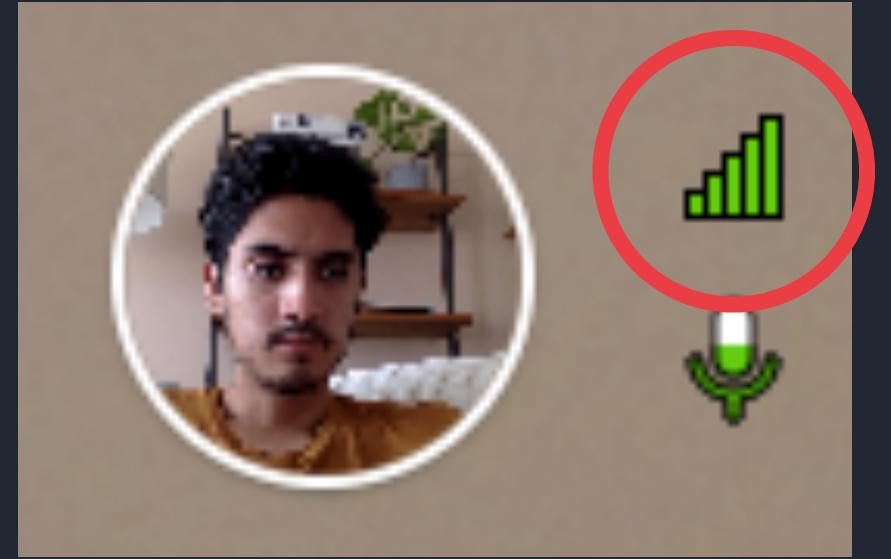
**Android:** Google Chrome and Mozilla Firefox.

**iPhone / iPads:** Safari, Google Chrome and Mozilla Firefox.

# If you experience poor video quality

During the video session, check the network-strength indicator on the upper-right corner. If you see low bars then this means your bandwidth is low. Here are some potential fixes:

- Cease other internet activities that might be hogging your bandwidth (on your own device but also others in your household)
  - Examples: active downloads, streaming services (Netflix), online video games...
- Move to a different location, preferably closer to your router



# If you experience poor video quality

- Make sure you're using a router that supports high-speed internet (if you're using the router provided by your Internet provider, this might not be the case!)
- Perform a speed test and make sure the results are close to what your Internet provider is selling you. Call them if not!
  - Click here for an easy speed test: <https://fast.com/>
  - We recommend speeds over 100 Mbps

# If you experience poor video quality

If your bandwidth is good but you are still experiencing quality issues, then it might be because your device is running slow. Here are things that you can do that might help:

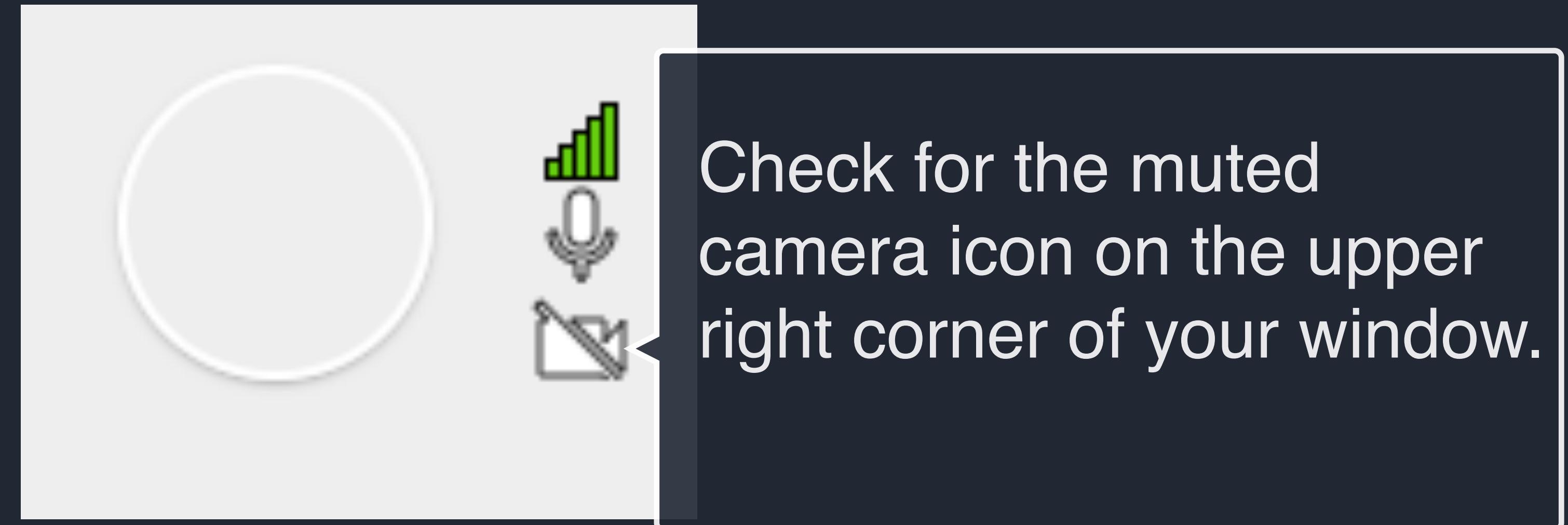
- Plug your device to a power source
- Close unnecessary tabs in your browser
- Close unnecessary applications running simultaneously on your device
  - Examples: Word, Excel, Outlook, Calendar etc...

# If you experience poor video quality

If your bandwidth and devices are ok, then it's possible that the issue is coming from your client's side. You can ask them to follow the same tips listed in the previous slides.

# My client cannot see me during the call

- Make sure that your webcam has not been muted by accident

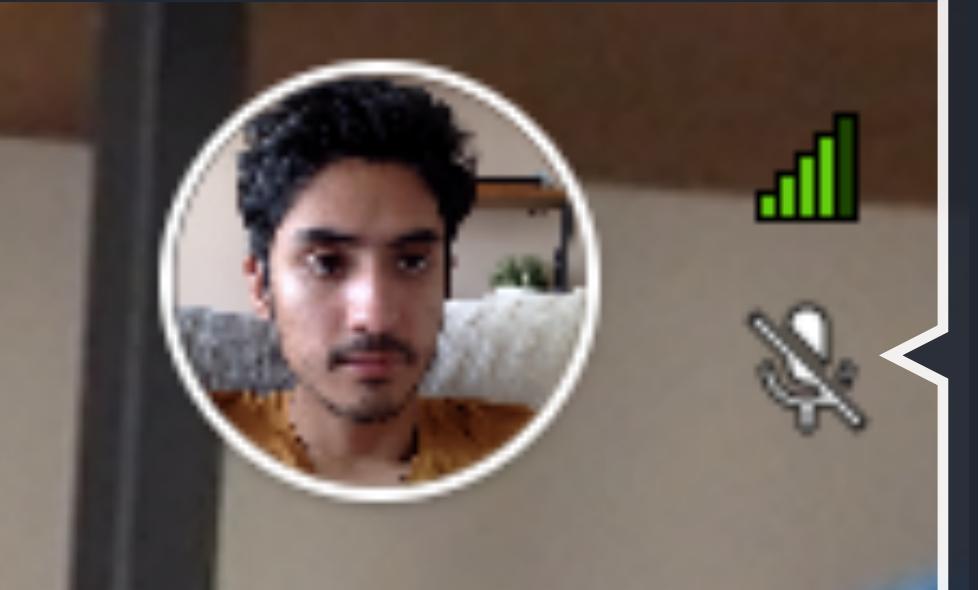


# My client cannot see me during the call

- Check that you have granted Allminds permission to your webcam (instructions in later slides)

# My client cannot hear me during the call

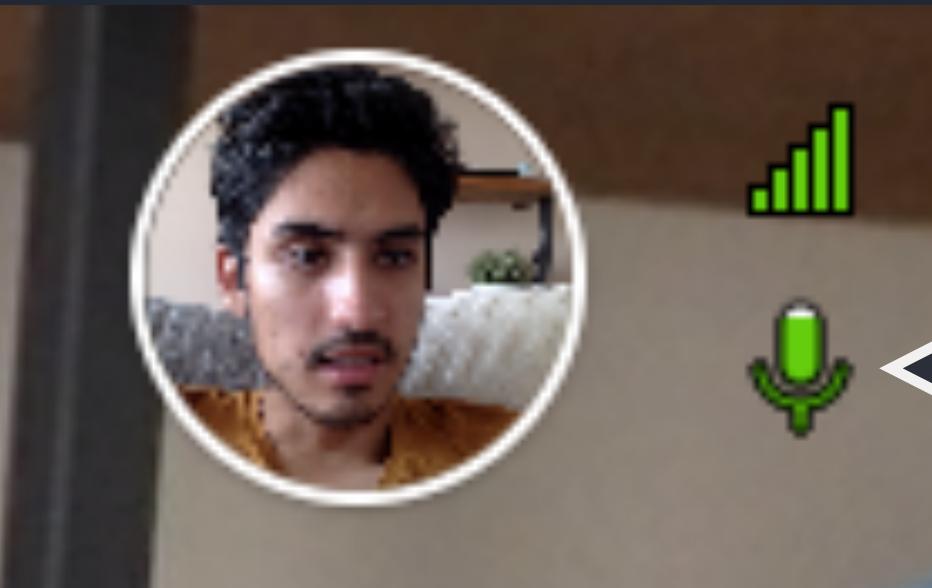
- Make sure that your mic has not been muted by accident



Check for the muted mic icon on the upper right corner of your window.

# My client cannot hear me during the call

- Check that your microphone is picking up your audio



Check that the mic icon on the upper right corner of your window turns green when you talk

# My client cannot hear me during the call

- If your mic isn't muted and is detecting your voice, then the issue must be coming from your client's side. Ask them to check the following:
  - Make sure their computer's audio isn't muted or turned all the way down
  - Make sure their device isn't paired with an unexpected bluetooth device like headphones or speakers in another room
  - If your client is using headphones, turn them off and try with the device's internal speaker

# My client still cannot see or hear me

- You might have denied Allminds permission to your camera and microphone.

Below are instructions on how to fix this for each browser that we support:

## Change a site's camera & microphone permissions

1. Open Chrome .
2. At the top right, click More  > Settings.
3. Under "Privacy and security," click Site settings.
4. Click Camera or Microphone.
  - Turn Ask before accessing on or off.
  - To remove an existing exception or permission, to the right of the site, click Delete .

If you're using a Chrome device at work or school, your network administrator can set camera and microphone settings for you. In that case, you can't change them here. [Learn about using a managed Chrome device](#).

- Google Chrome

# My client still cannot see or hear me

- You might have denied Allminds permission to your camera and microphone.

Below are instructions on how to fix this for each browser that we support:

## Change Websites preferences in Safari on Mac

In the Safari app  on your Mac, use Websites preferences to customize how you browse individual websites. To change these preferences, choose Safari > Preferences, then click Websites.

The settings you can customize (such as Reader and Content Blockers) are listed on the left.

To apply a setting to a website on the right, first select the setting, then choose the option you want from the pop-menu next to the website.

### Camera

- *Ask*: The site must ask if it can use the camera on your Mac.
- *Deny*: The site can't use your camera.
- *Allow*: The site can always use your camera.

### Microphone

- *Ask*: The site must ask if it can use the microphone on your Mac.
- *Deny*: The site can't use your microphone.
- *Allow*: The site can always use your microphone.

•

## Safari

# My client still cannot see or hear me

- You might have denied Allminds permission to your camera and microphone.

Below are instructions on how to fix this for each browser that we support:

**Changing camera permissions**

1. Click the menu button  and select **Preferences**.
2. Click **Privacy & Security** from the left menu.
3. Scroll down to the Permissions section.
4. Click the **Settings...** button for the Camera option.
5. Enter the website URL in the Search field for the site that you want to access your camera.
6. Press the **Enter** key.  
The website displays in the list below. You can remove it at any time by selecting it from the list and clicking the **Remove Website**.
7. Select the **Block new requests asking to access your camera** checkbox if you do not want to give any other sites access to your camera.
8. Click the **Save Changes** button.

**Changing microphone permissions**

1. Click the menu button  and select **Preferences**.
2. Click **Privacy & Security** from the left menu.
3. Scroll down to the Permissions section.
4. Click the **Settings...** button for the Microphone option.
5. Enter the website URL in the Search field for the site that you want to access your microphone.
6. Press the **Enter** key.  
The website displays in the list below. You can remove it at any time by selecting it from the list and clicking the **Remove Website**.
7. Select the **Block new requests asking to access your microphone** checkbox if you do not want to give any other sites access to your microphone.
8. Click the **Save Changes** button.

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Firefox

# If the app won't load (you see a blank screen)

- Try refreshing your browser
- If the screen is still blank, close your browser, re-open it and navigate back to <https://allminds.io>
- If the issue persists, try logging out and logging back in (if you are able to)

# Customer support

- If you are not able to fix an issue following these tips, please contact our support by email at [support@allminds.io](mailto:support@allminds.io)
- If you need urgent support, you can call or text Juan at 774-232-6921 or Gagan at 720-938-7168

## 12. We would love to hear your feedback

Please share your ideas, complaints and feature requests to  
[hello@allminds.io](mailto:hello@allminds.io)