

# 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 for June and hours worked.

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

**Productivity** (June)

Date	Outreach	Individual Therapy	Family Therapy	Case Management	Total
1					0.83
2					1.75
3					1.86
4	10.98 hrs				10.98 hrs
5					6.54
6					
7					
8					
9					
10	10.98 hrs				10.98 hrs
11					
12					
13					
14					
15		10.98 hrs			10.98 hrs
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					

**Hours** (June)

Category	Hours
Outreach	0.83
Individual Therapy	1.75
Family Therapy	1.86
Case Management	6.54

# 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 present. A dark callout bubble with white text says "Or here!". In the center, a large blue box contains the "Welcome to Allminds!" message, "Add your first clients to get started", and a prominent "Add a client" button. A dark callout bubble with white text points to this button, saying "Click here to add your first client". At the bottom, there are two circular performance metrics: one showing "0 hrs" with a blue diamond icon and another showing "0 hrs" with a red diamond icon.

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

Allminds 10:40 am · Mon, Jul 27



Fill out your  
client's  
information

Dashboard

Search Clients

+ Add Client

Productivity

## Add a new client

All client information is encrypted and only visible to you.

Enter client's initials

First

Middle

Last

Add client

Press here to finish  
adding your client

### 3. Start a session with a client

Allminds 10:41 am · Mon, Jul 27



Hello Jane!

jane@gmail.com

Dashboard

Search Clients

Add Client

JDO

Ready to see J?

Their progress and feedback will appear here

Start session



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, it displays "Allminds" and the date and time "10:41 am · Mon, Jul 27". On the far right is a user icon. The main area features a client profile for "JDO" (Jane Doe), represented by a blue circular icon with a white profile picture and the initials "JDO". Below the profile, the name "Hello Jane!" and email "jane@gmail.com" are shown. To the left of the profile are navigation links: "Dashboard", "Search Clients", and "Add Client". A "JDO" button is located at the bottom left. The central part of the screen is a light blue box containing the text "Ready to see J? Their progress and feedback will appear here" above a blue "Start session" button. A dark callout box with a white border and rounded corners is positioned over the "Start session" area, containing the text "Click here to edit your client's information". To the right of the central box is a colorful illustration of a person working at a desk with a laptop, surrounded by speech bubbles, a cat, and a coffee cup.

Click here to edit your client's information

Ready to see J?

Their progress and feedback will appear here

Start session

Hello Jane!

jane@gmail.com

Dashboard

Search Clients

Add Client

JDO

### 3. Start a session with a client

The screenshot shows the Allminds application interface. At the top, 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 dashboard icon), "Search Clients" (with a magnifying glass icon), and "Add Client" (with a plus sign icon). Below the sidebar is a button labeled "JDO".

The main area features a large blue rectangular box containing the text "Ready to see J? Their progress and feedback will appear here" and a blue "Start session" button with a video camera icon. To the right of this box is a dark callout box with the text "Click here to start your session with this client".

A screenshot of a web browser window titled "Allminds" with the URL "localhost:8080/video/pLixYO12nm4TRnDRinDh". A permission dialog box is overlaid on the page, asking for access to the microphone and camera. The main content area displays a large message: "You will be redirected to a preview screen. Note that you are not in the video session yet!". Below this message are three circular icons: a microphone, a camera, and a gear. At the bottom of the page, the text "Session ready" is displayed, along with a unique session link: "https://allminds.io/session/pLixYO12nm4TRnDRinDh". There is also a "COPY" button next to the link. A question "Need to invite a guest?" is present, followed by "Join Room" and "Exit" buttons.

Allminds

localhost:8080/video/pLixYO12nm4TRnDRinDh

http://localhost:8080 wants to

Use your microphone

Use your camera

Block Allow

You will be redirected to a preview screen. Note that you are not in the video session yet!

Session ready

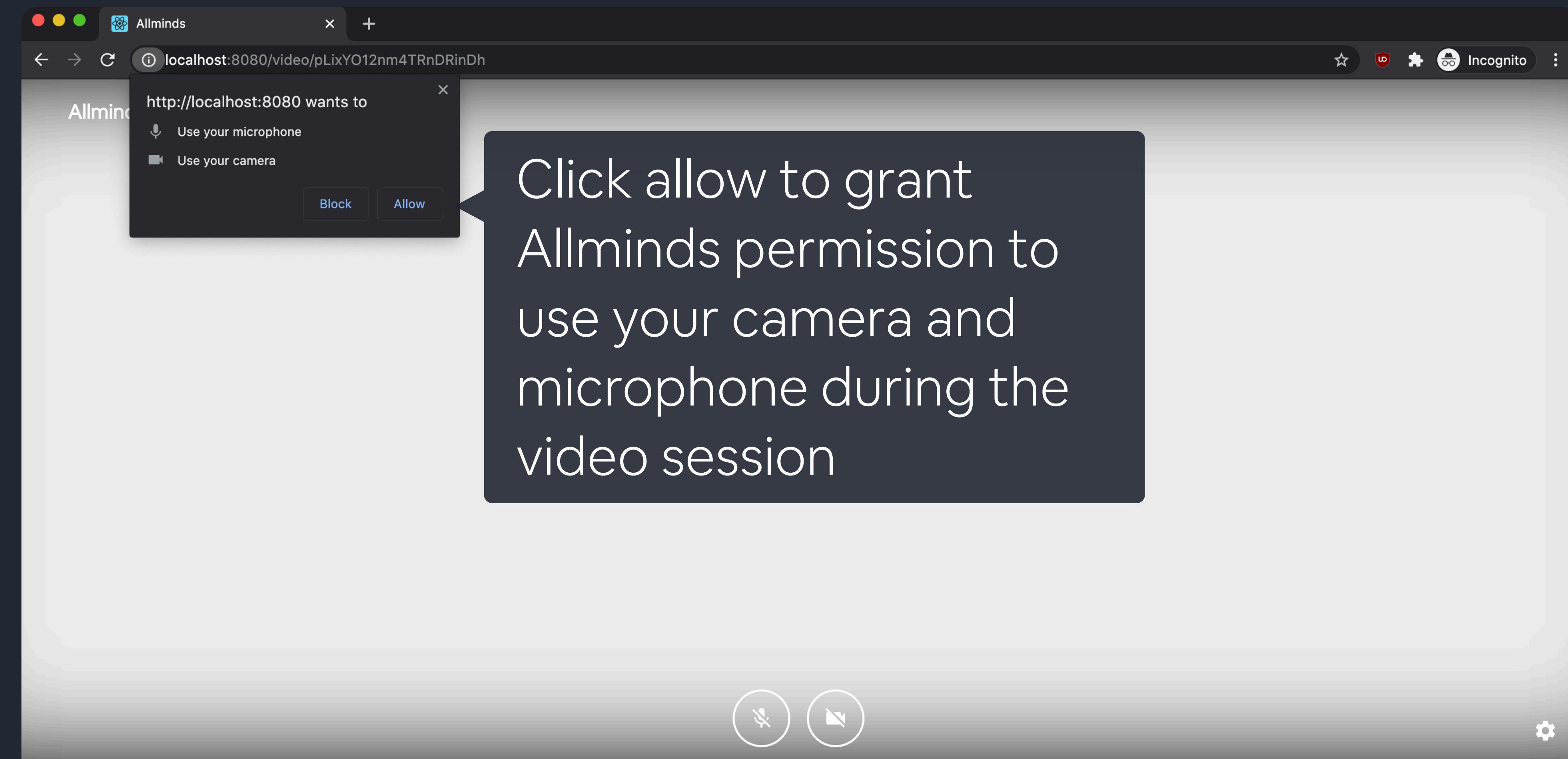
Share this unique session link with J D O

<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

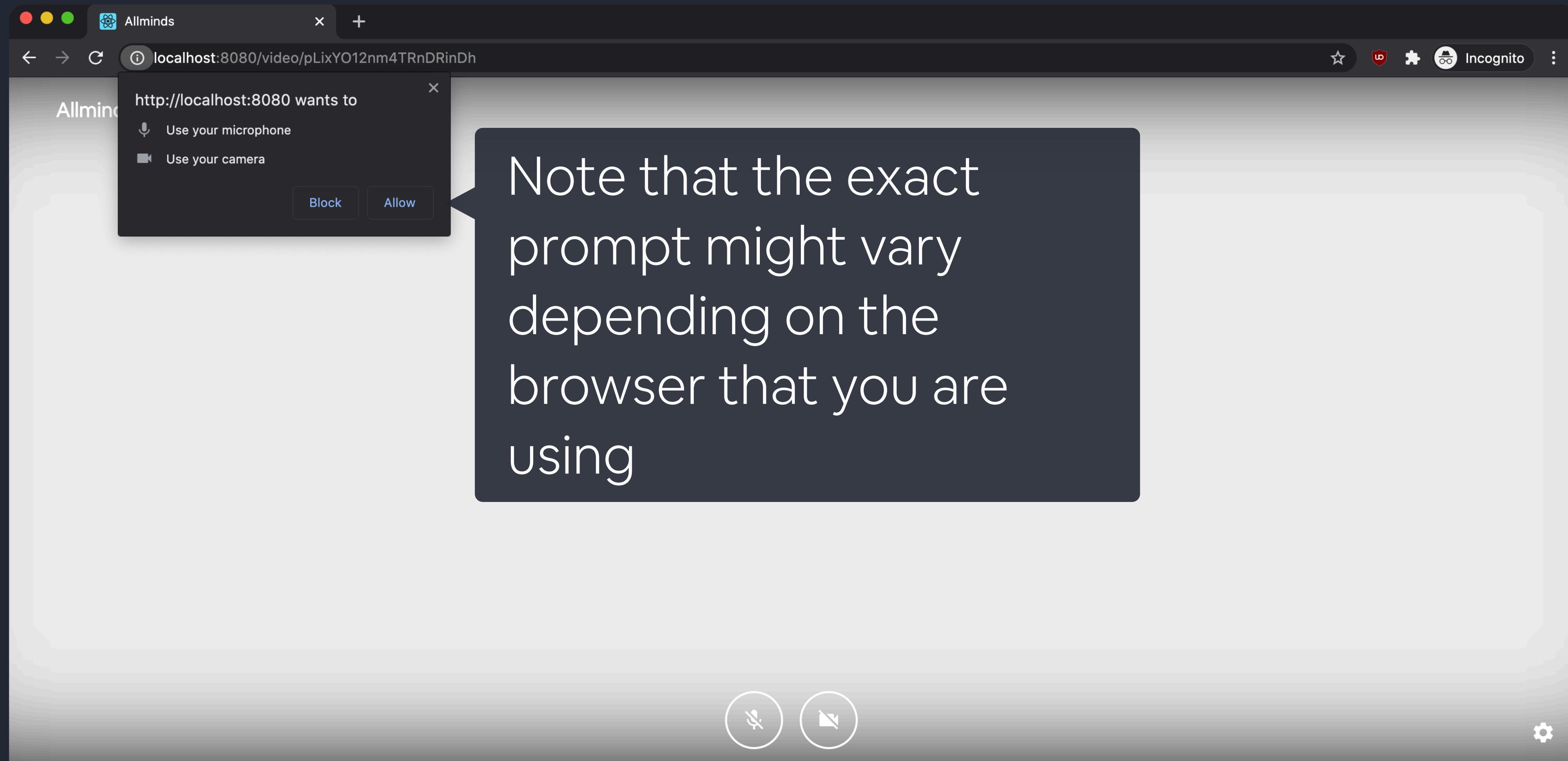
<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

COPY

Need to invite a guest?

Join Room

Exit



Session ready

Share this unique session link with J D O

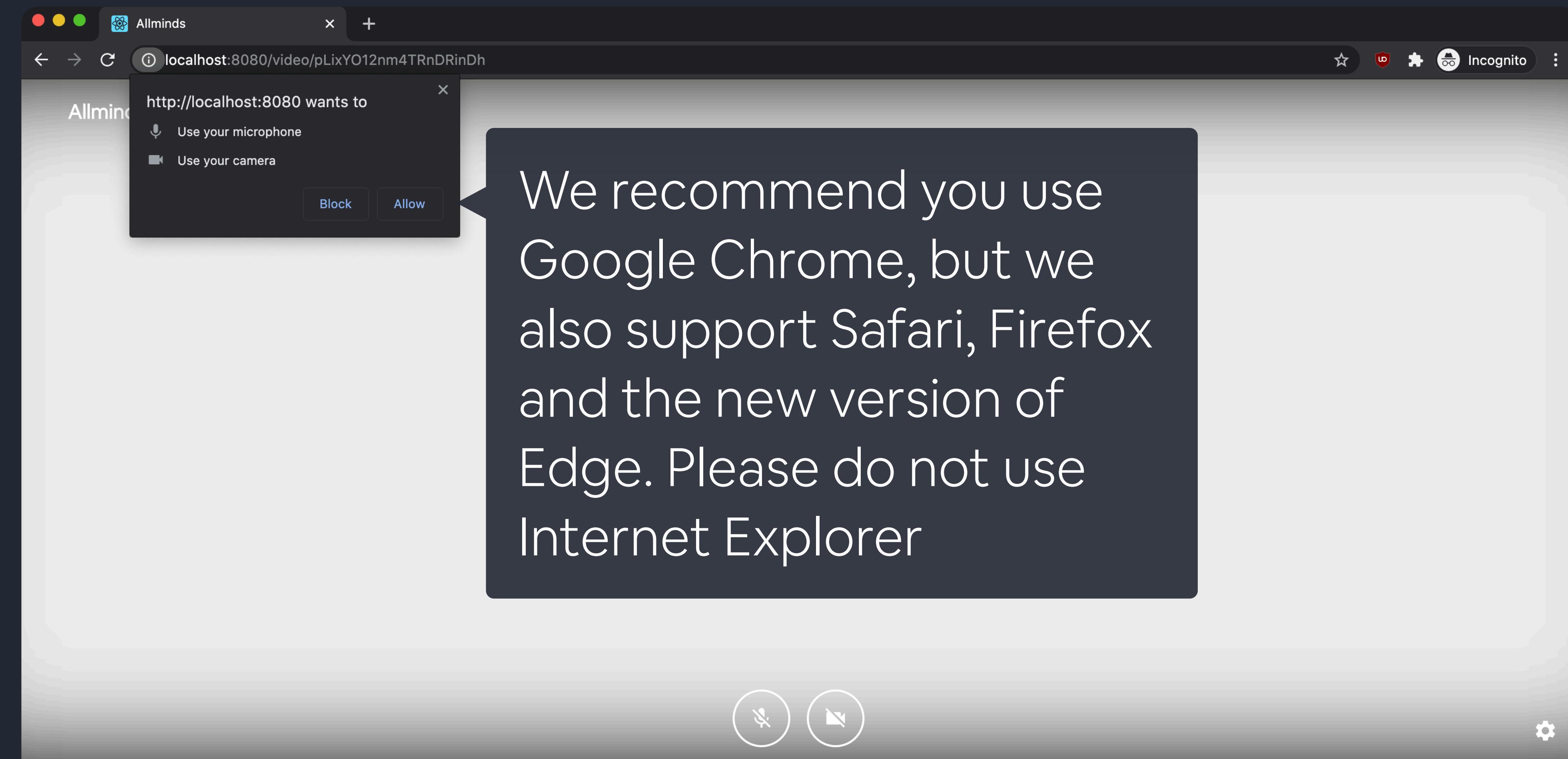
<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

COPY

Need to invite a guest?

Join Room

Exit



Session ready

Share this unique session link with J D O

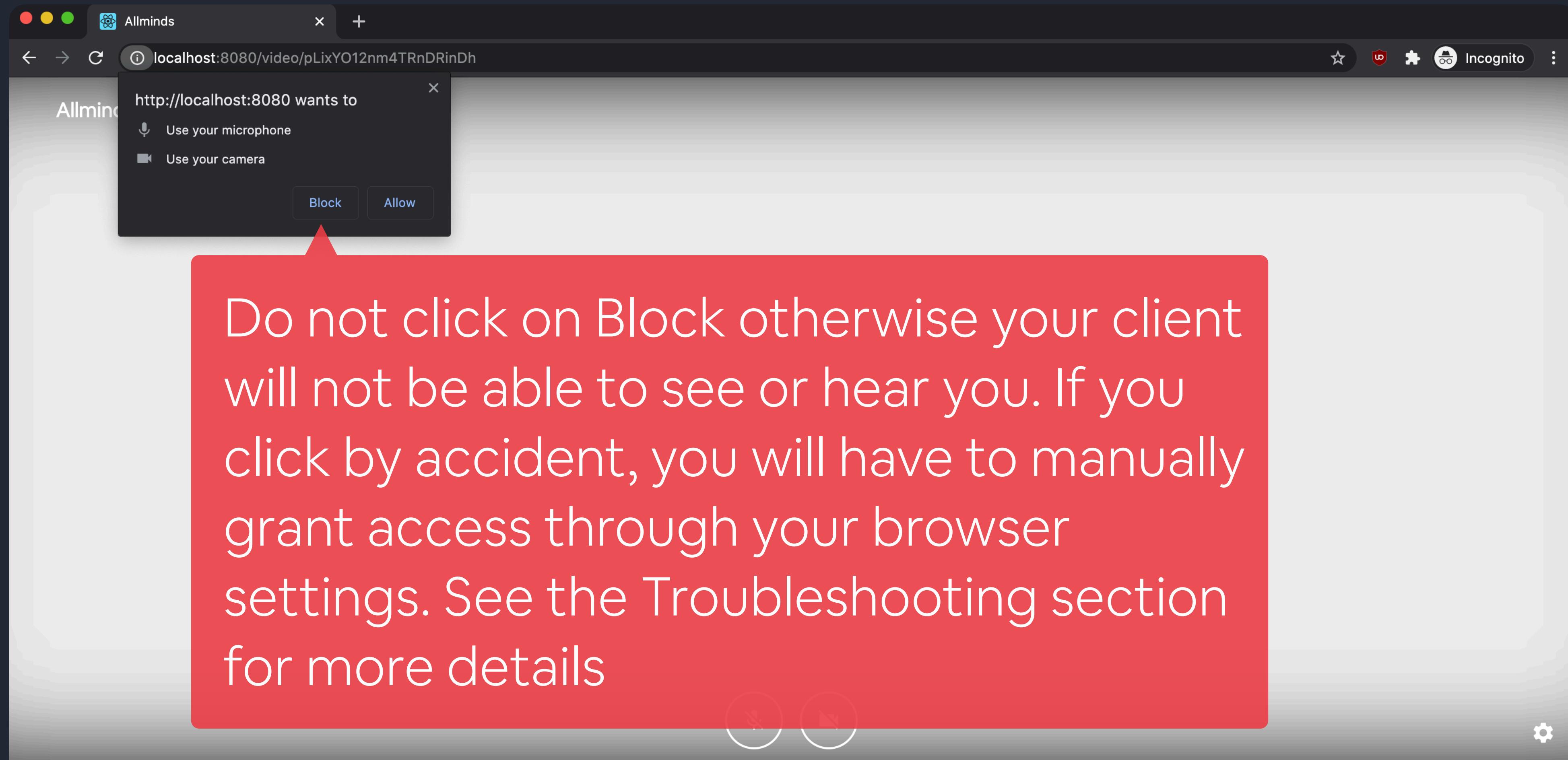
<https://allminds.io/session/pLixYO12nm4TRnDRinDh>

COPY

Need to invite a guest?

Join Room

Exit



Session ready

Share this unique session link with J D O

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

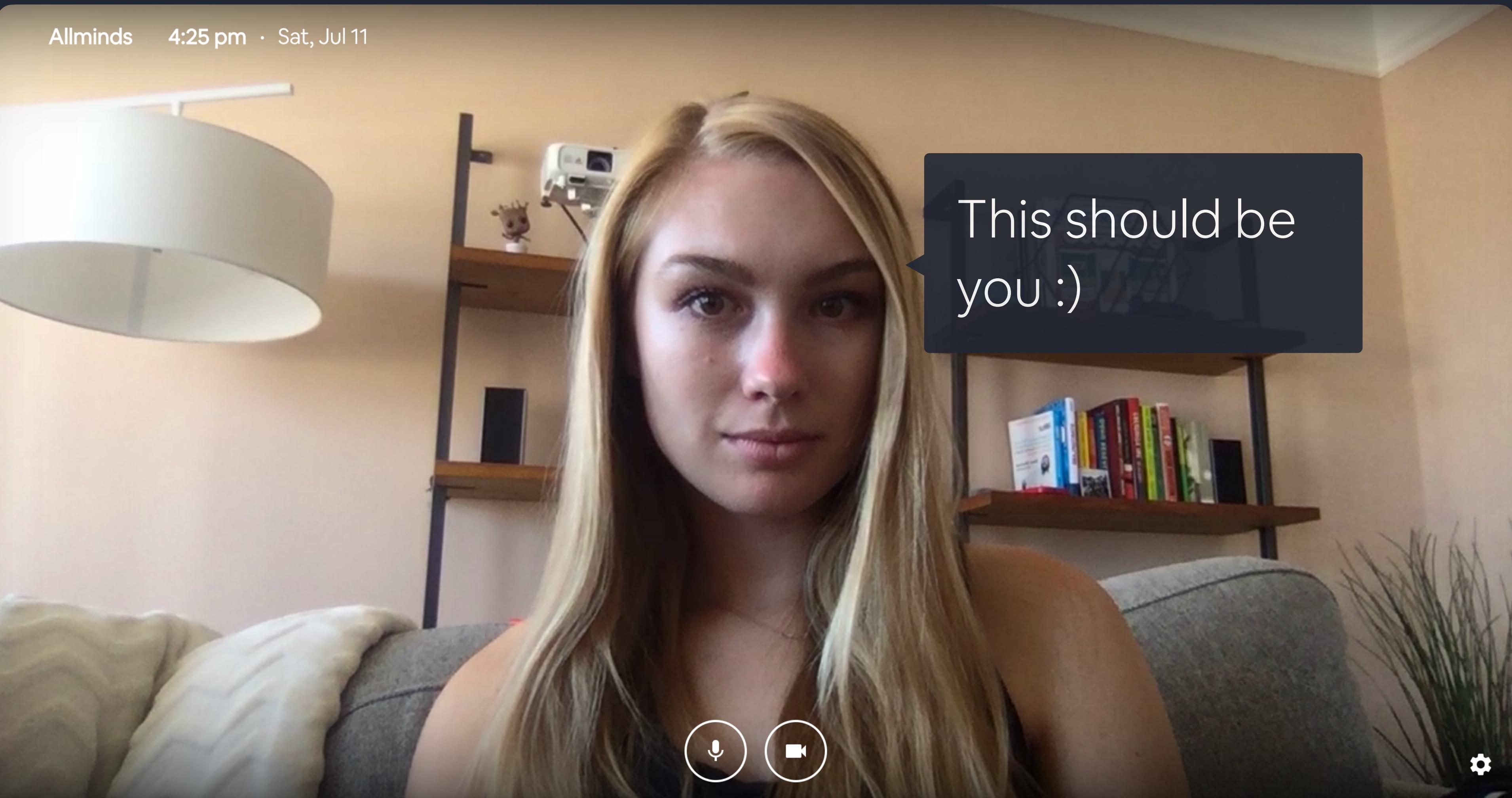
COPY

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

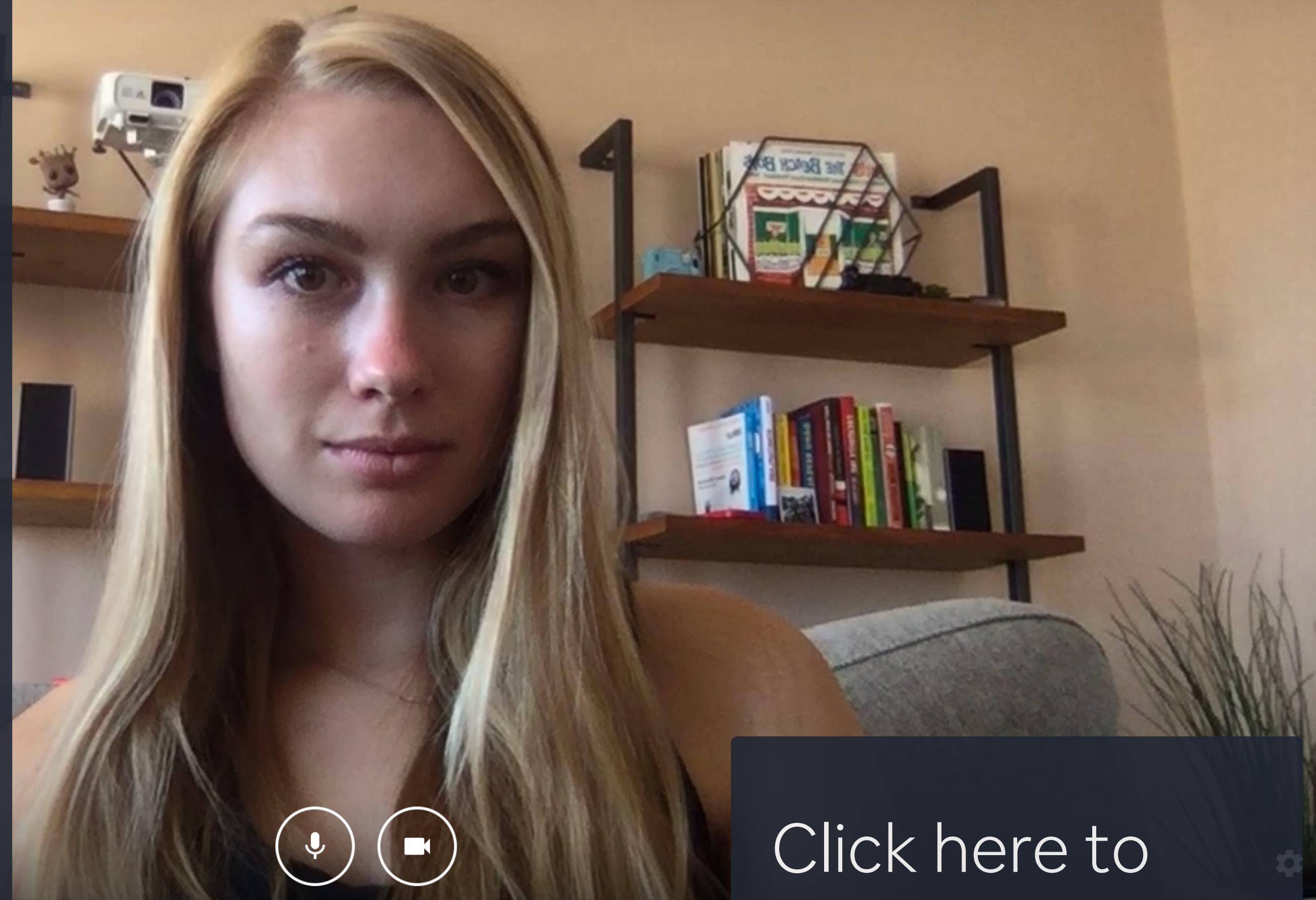
Need to invite a guest?

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.



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

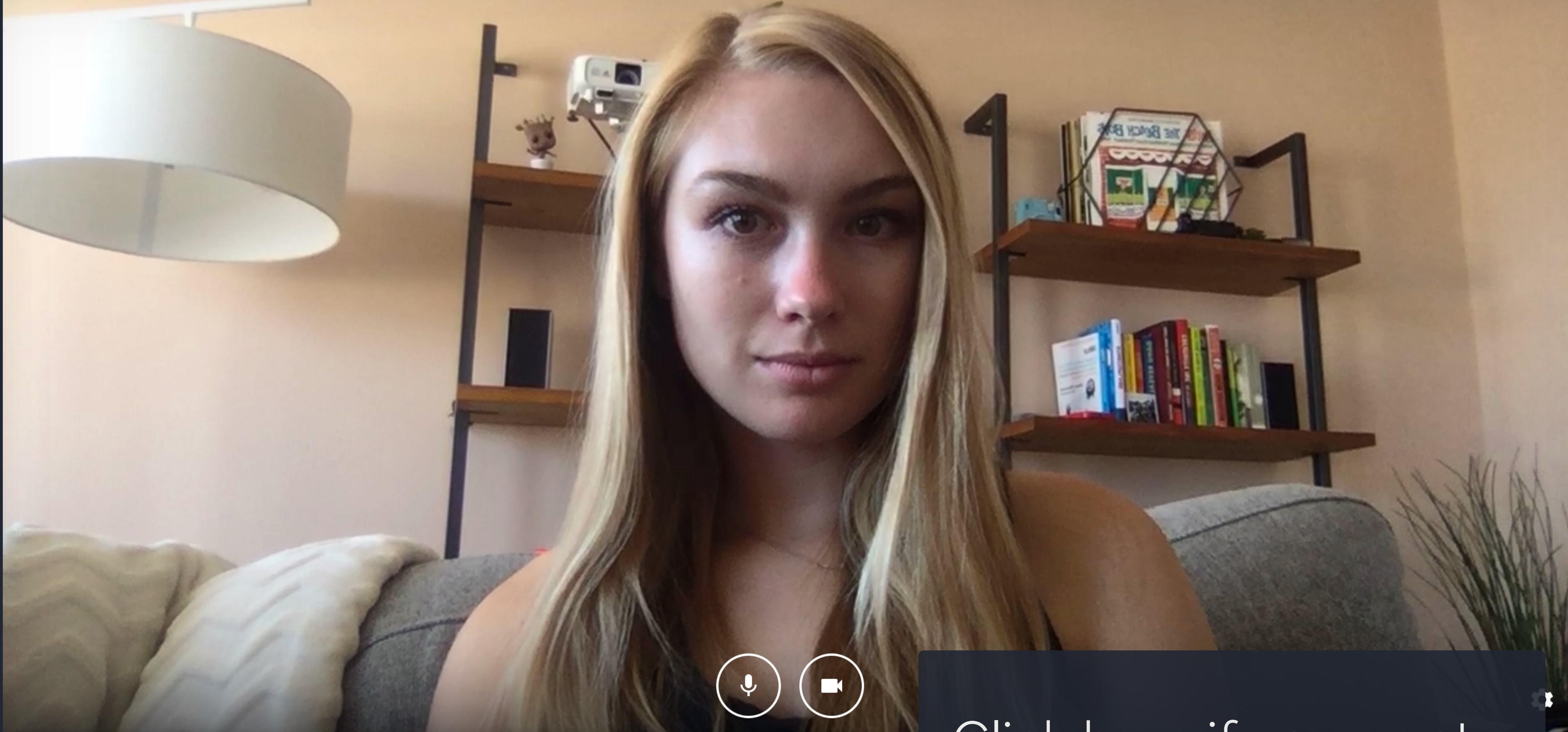
COPY

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> COPY

Need to invite a guest?

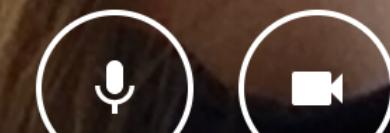
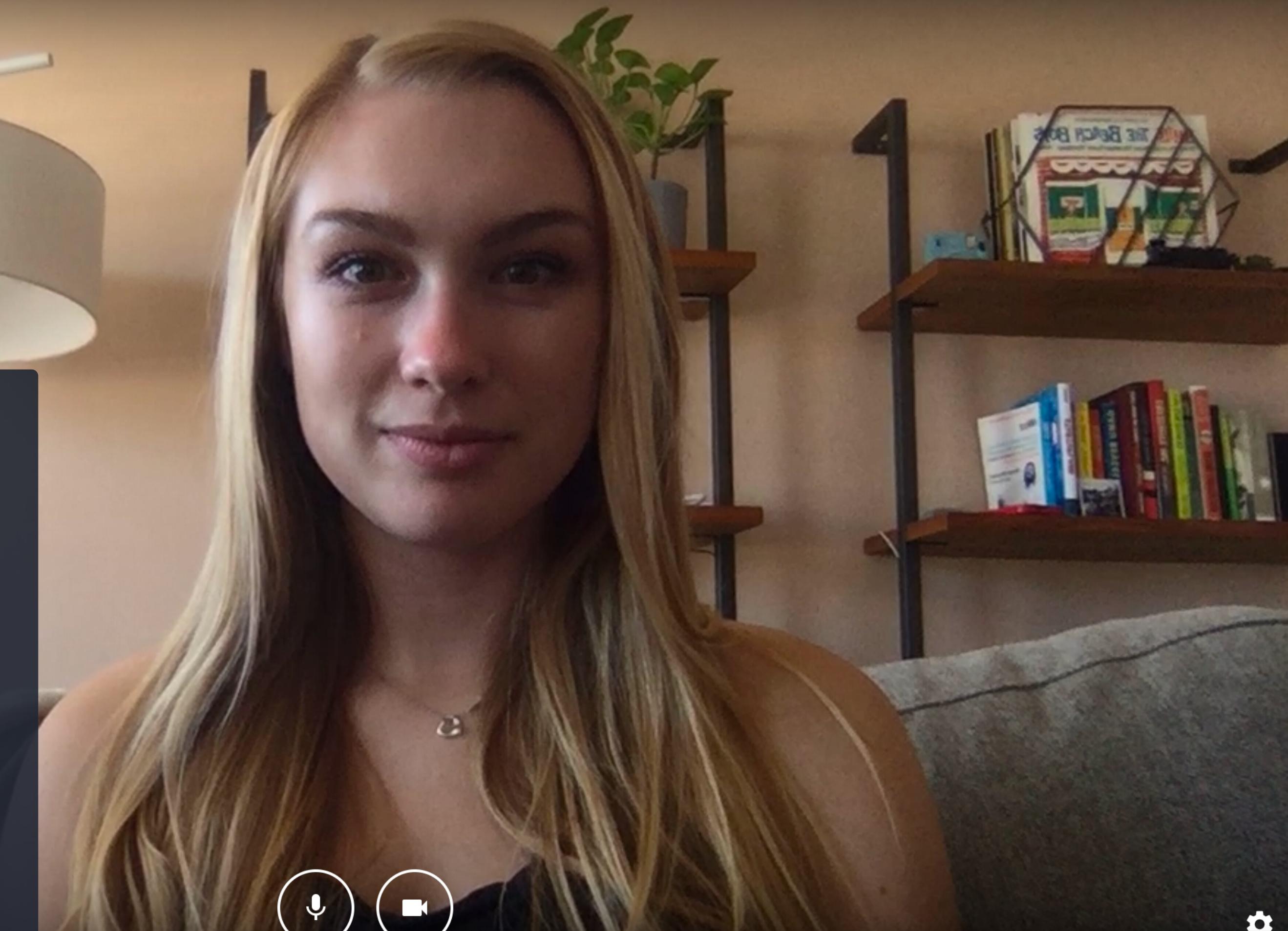
Join Room

Exit

Click here if you want  
to invite a third person  
(a guest) to the session

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

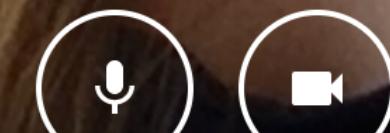
Share this link with one additional guest

<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

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:

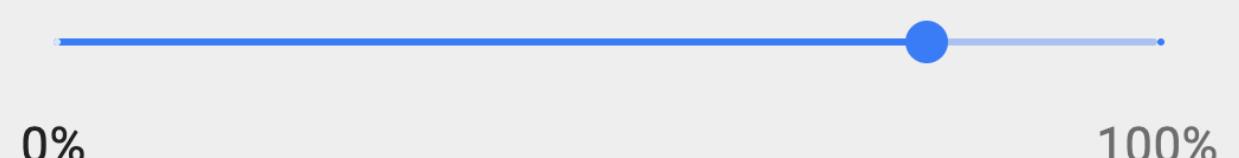
Your personal well-being



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

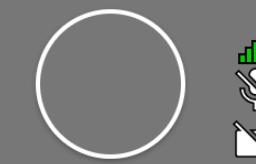
Your client is trying to join the session



JDO

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

[Admit](#)



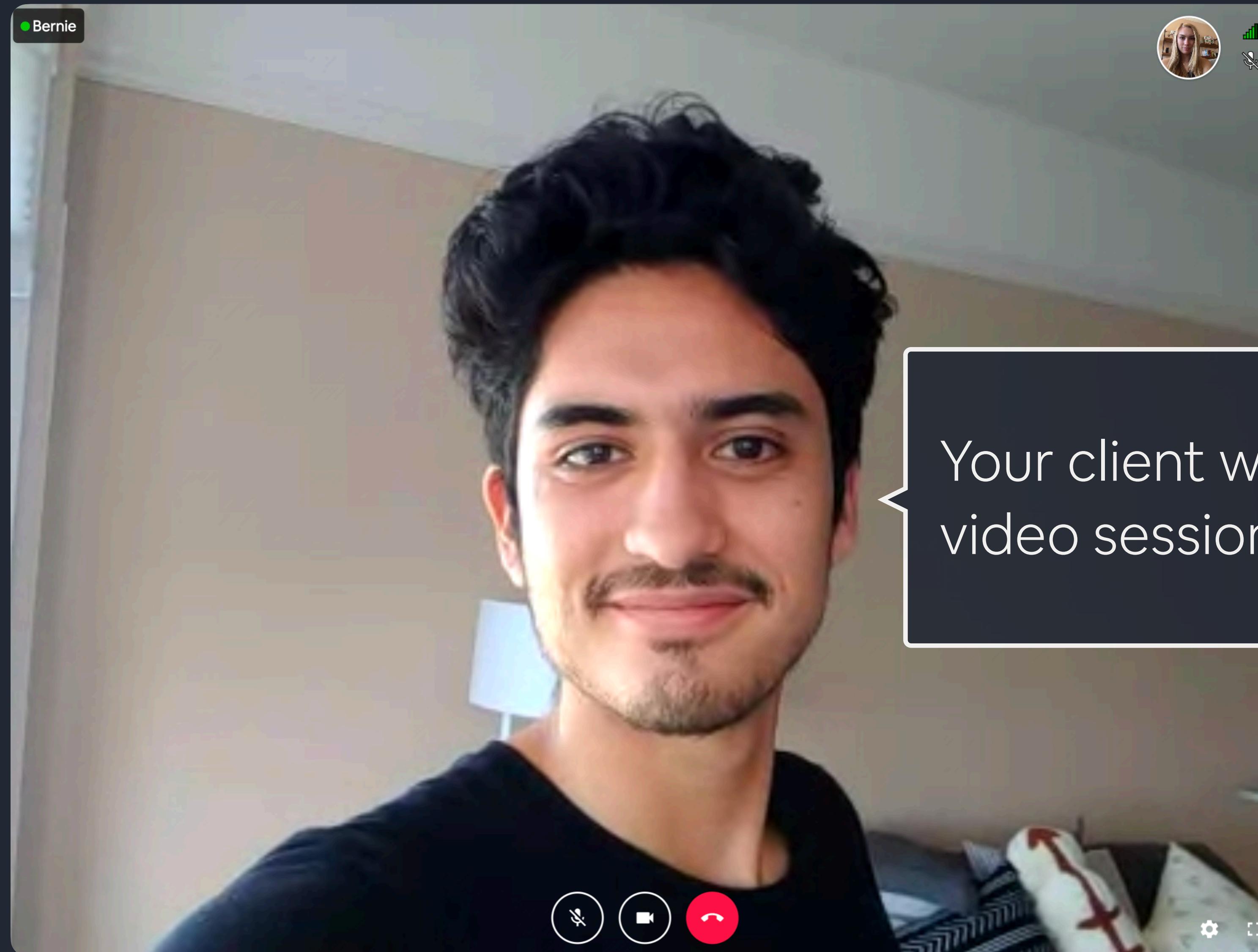
# 5. Admit your client

The image shows a mobile application interface. At the top right, there are three icons: a white circle, a signal strength icon with four bars, and a battery icon. The main content area has a dark gray background. In the center, there is a white rectangular card with rounded corners. At the top of this card, the text "Your client is trying to joining the session" is displayed. Below this, there is a user profile section with a small circular icon containing a face and the text "JDO". Underneath the profile, 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

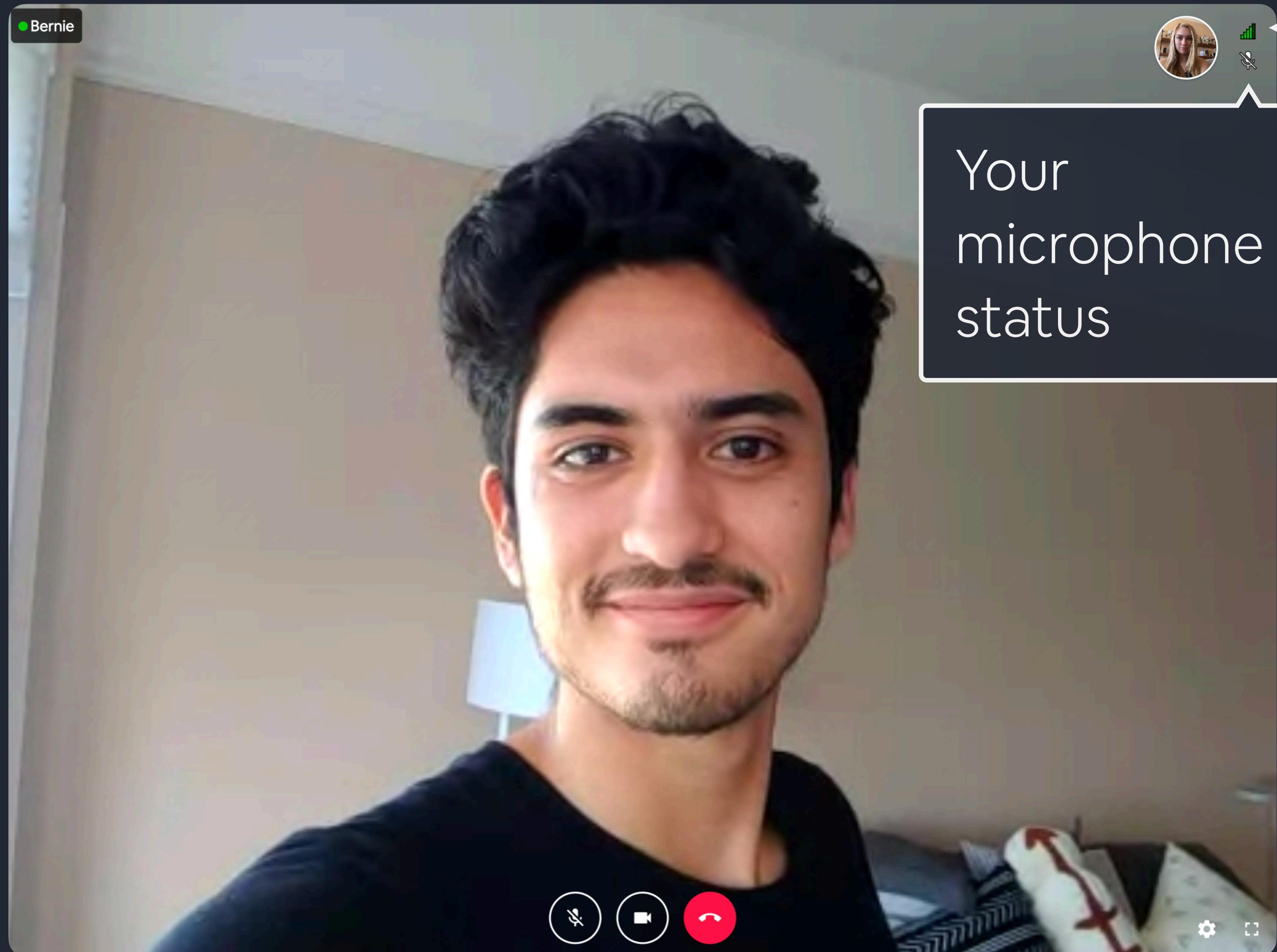
At the bottom of the white card, there is a blue button labeled "Admit". To the right of the white card, a large, semi-transparent dark gray callout box contains the text "Click ‘Admit’ to let them into the session" in white. At the very bottom of the screen, there are two small circular icons: one with a gear symbol and another with a square symbol.

## 5. Have session with your client



Your client will join the  
video session

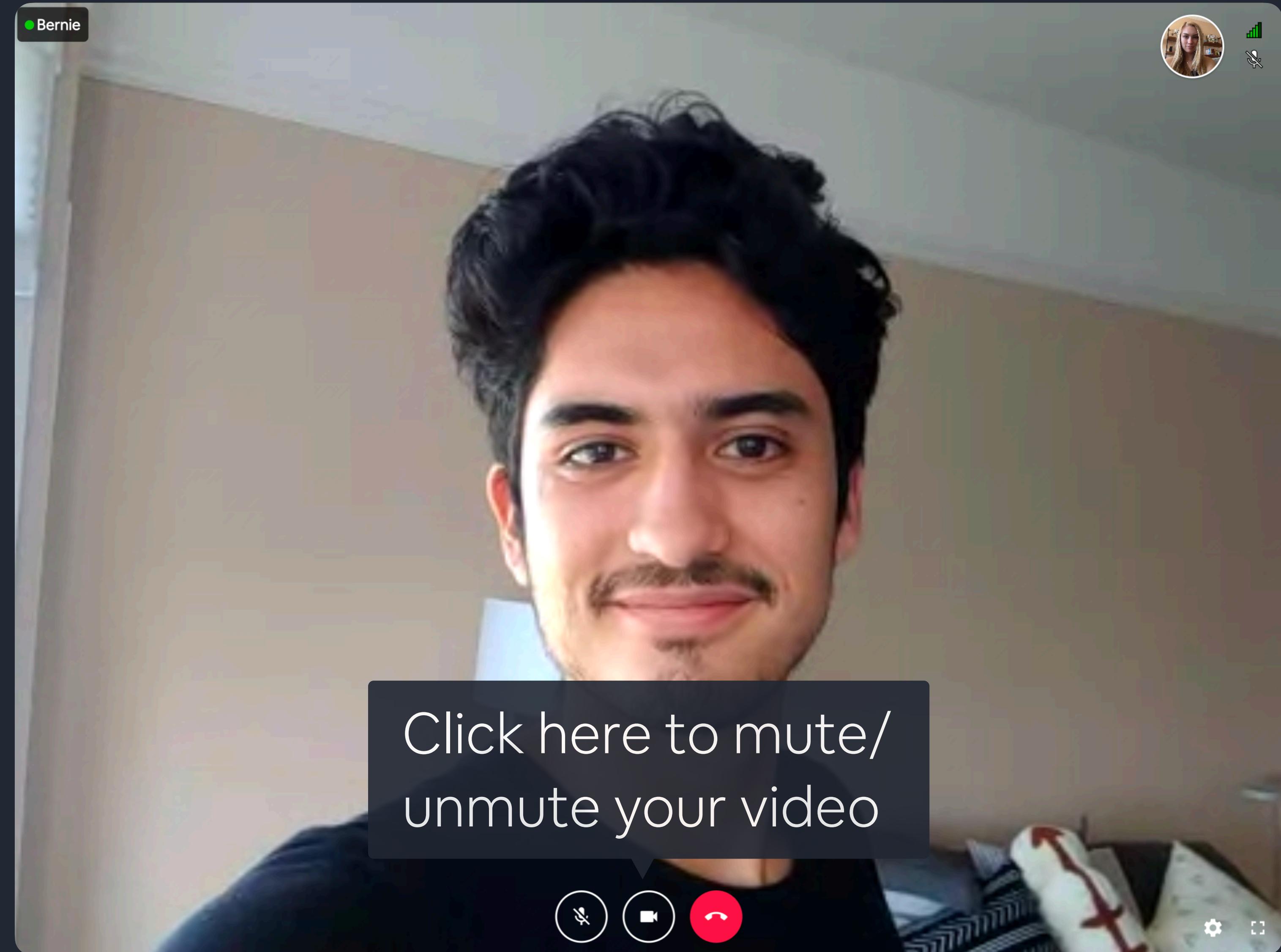
## 5. Have session with your client



Your network  
strength

Your  
microphone  
status

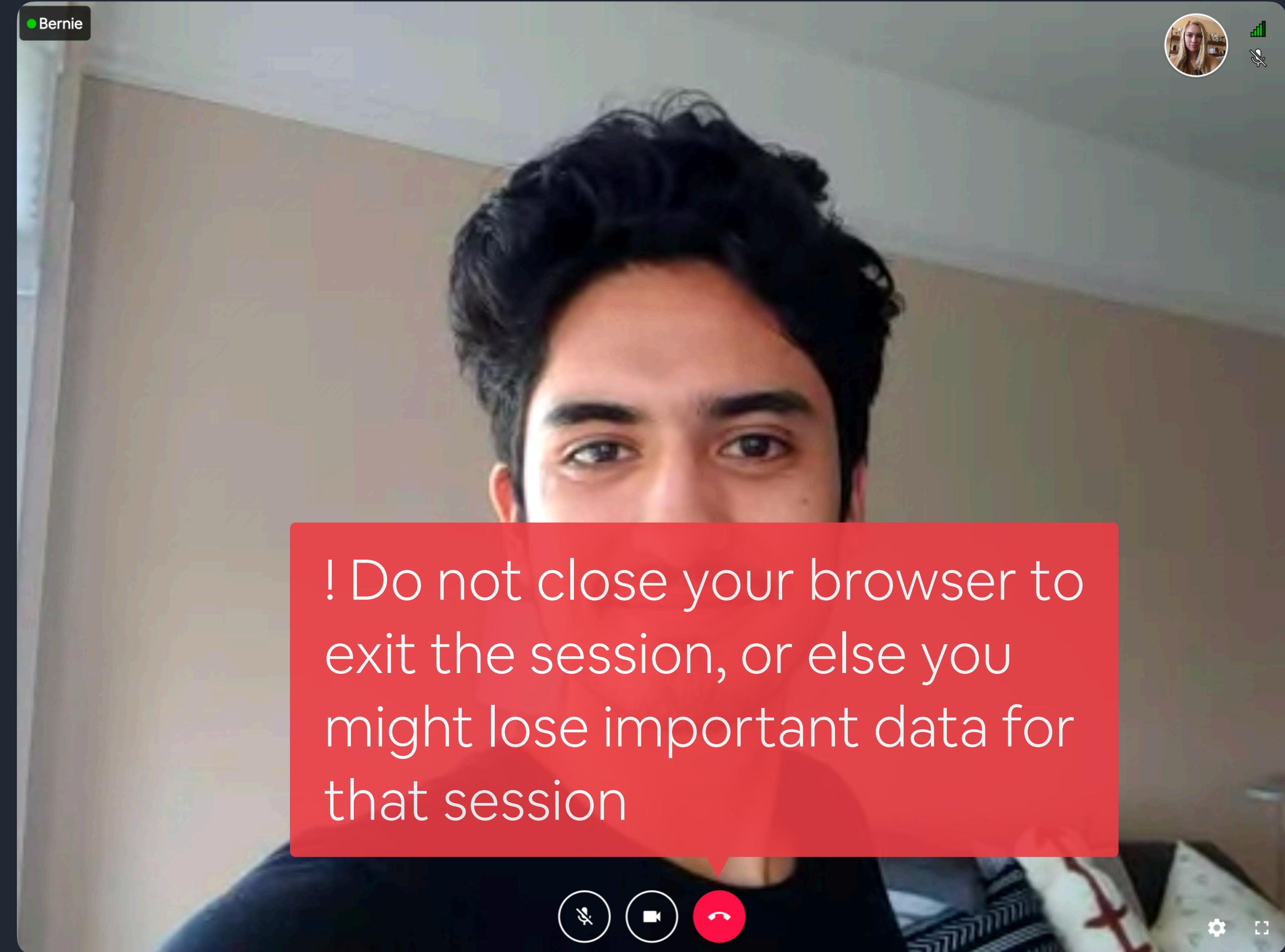




Click here to mute/  
unmute your video



Click here when  
you're ready to end  
the session



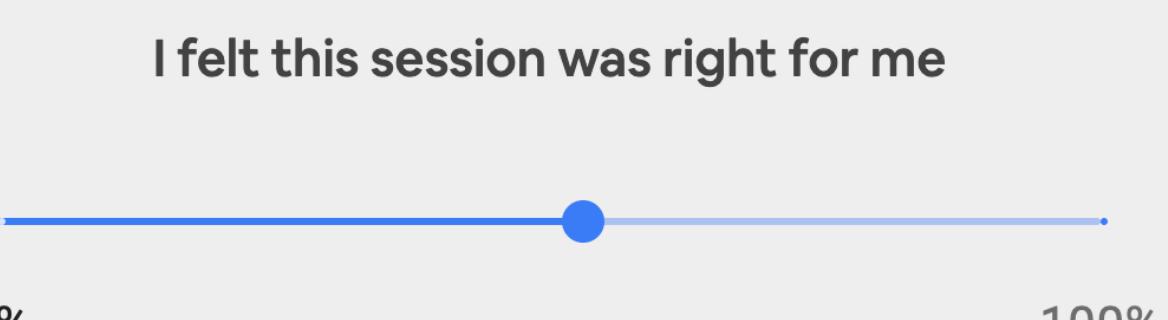
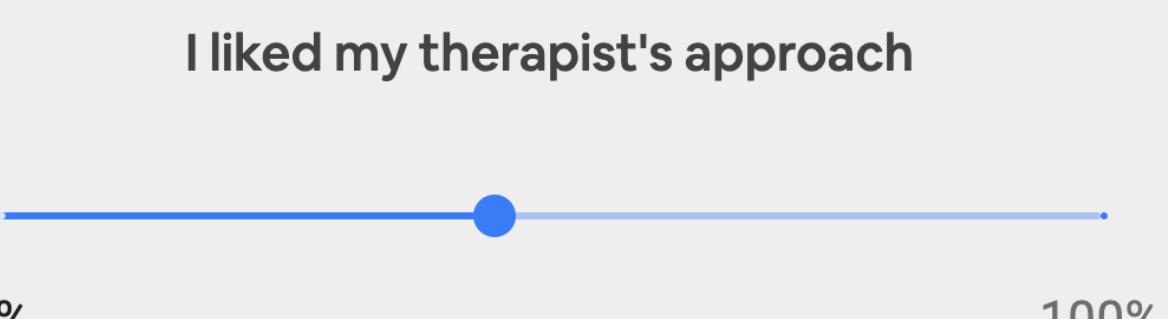
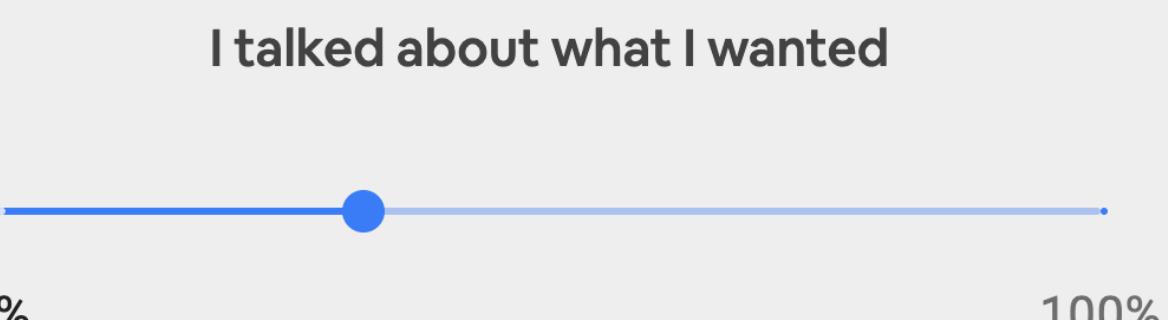
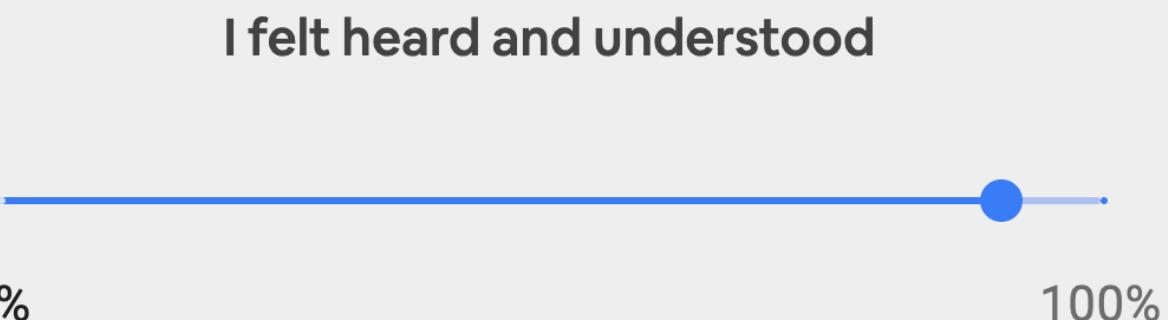
! Do not close your browser to  
exit the session, or else you  
might lose important data for  
that session

## 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.

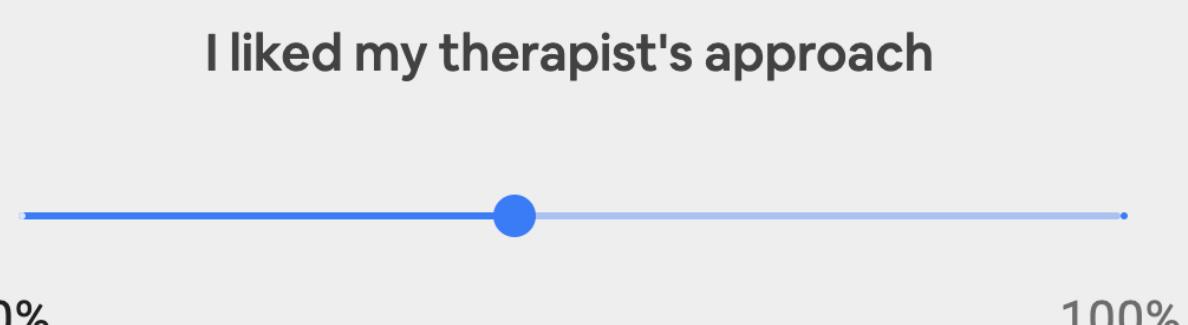
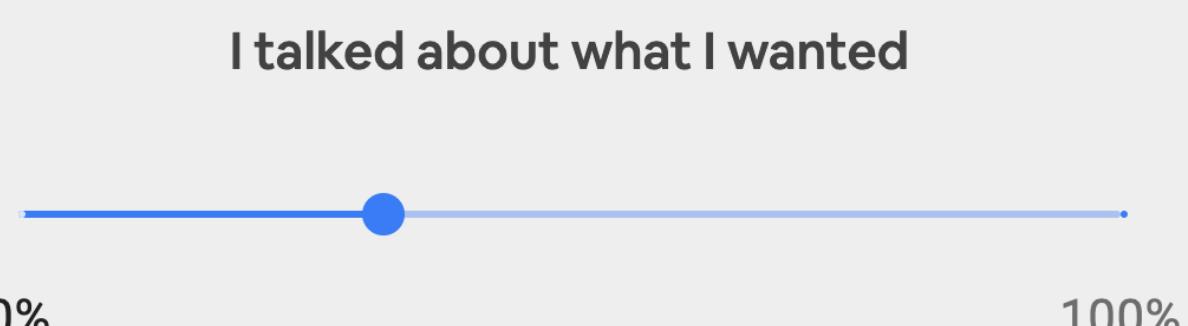
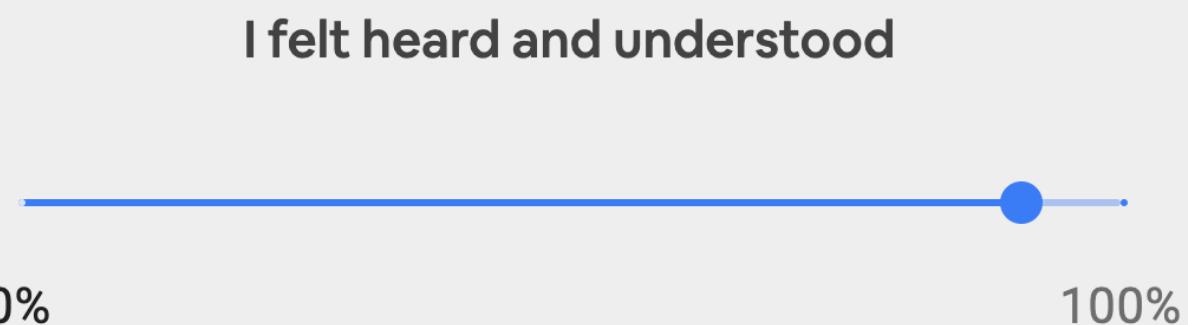


## 6. Instruct client to submit Feedback

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

[Dashboard](#)

[Search Clients](#)

[Add Client](#)

[Bernie Sanders](#)

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

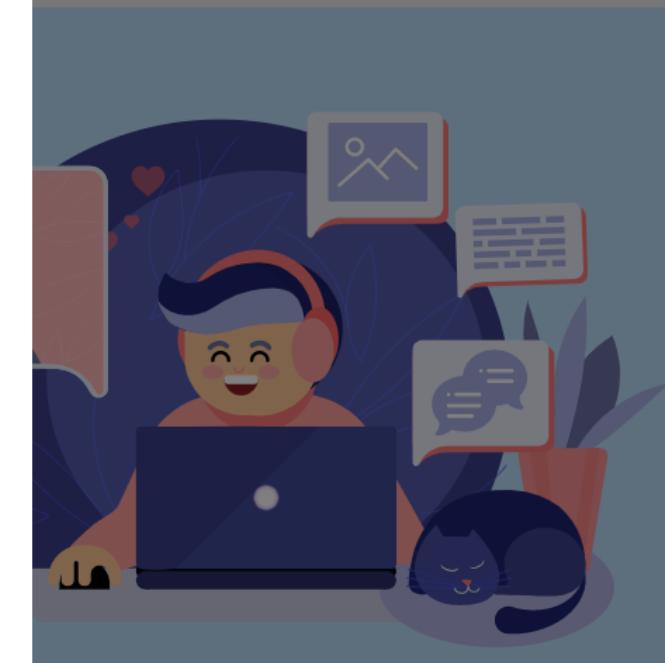
Enter video quality

★★★★★

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 metrics interface. At the top, it displays "Allminds 6:54 pm · Sat, Jul 11". Below this is a profile picture of a cartoon character and the name "Bernie". To the right is a blue button labeled "Start a session". On the left, there's a sidebar with "Hello Juan!" and "juan@allminds.io". It includes links for "Dashboard", "Search Clients", "Add Client", and a highlighted "Bernie Sanders" card. The main area features two line charts: "Client Well-being" and "Session Feedback", both spanning from June 2 to June 30. The "Client Well-being" chart shows multiple colored lines (grey, yellow, pink, dark blue) fluctuating between 0 and 10. The "Session Feedback" chart shows four colored lines (blue, green, grey, dark blue) fluctuating between 0 and 10. A large callout box in the bottom center states: "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

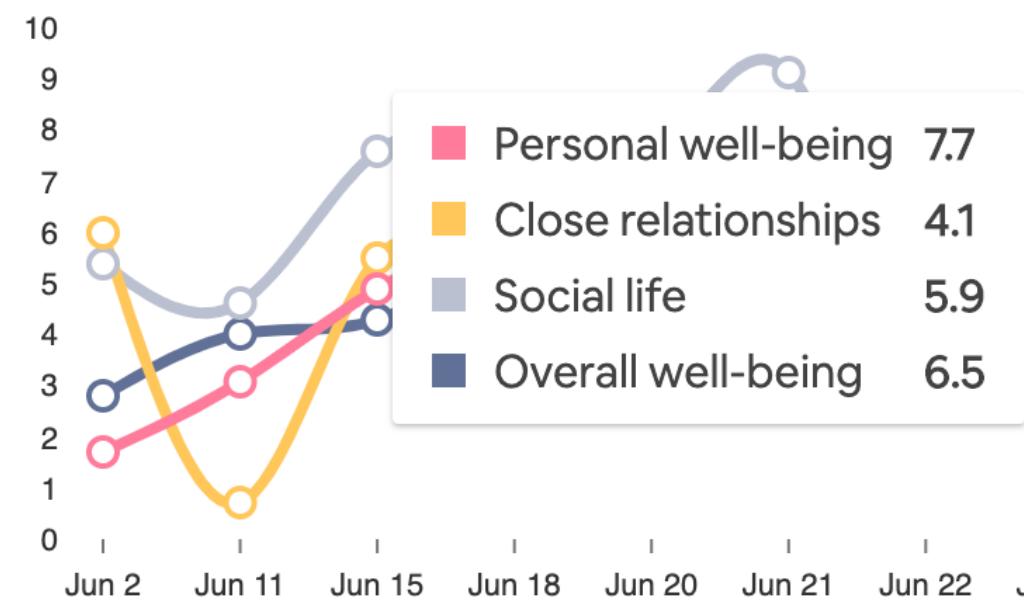
Hillary Clinton

Client Well-being

STACK

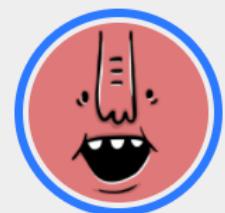
Session Feedback

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

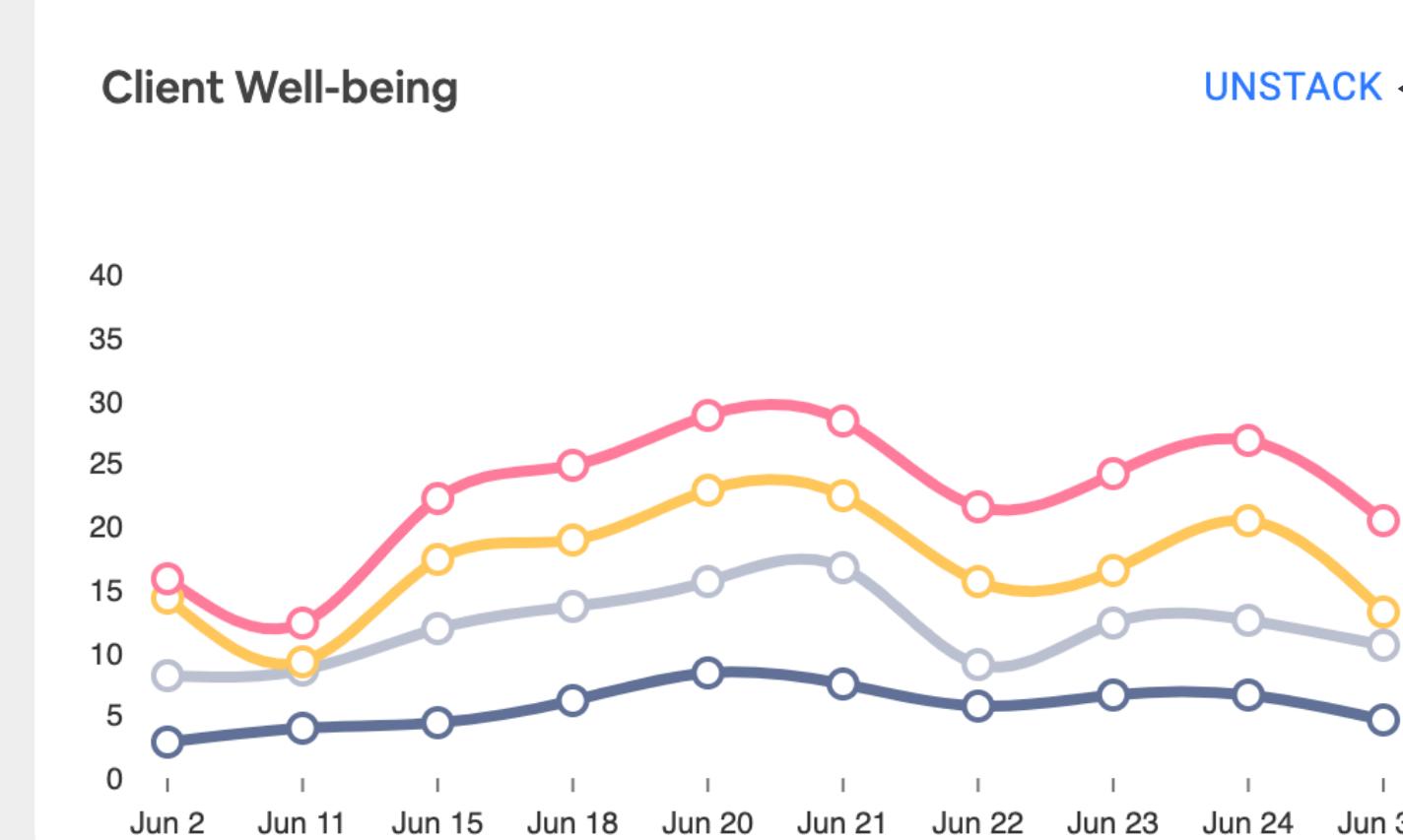
Search Clients

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

The 'UNSTACK' version shows four separate lines for each client. The 'STACK' version shows a single dark grey line where the segments are stacked on top of each other, illustrating how the individual scores contribute to the total well-being score over time.

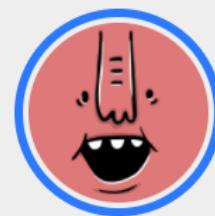
Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

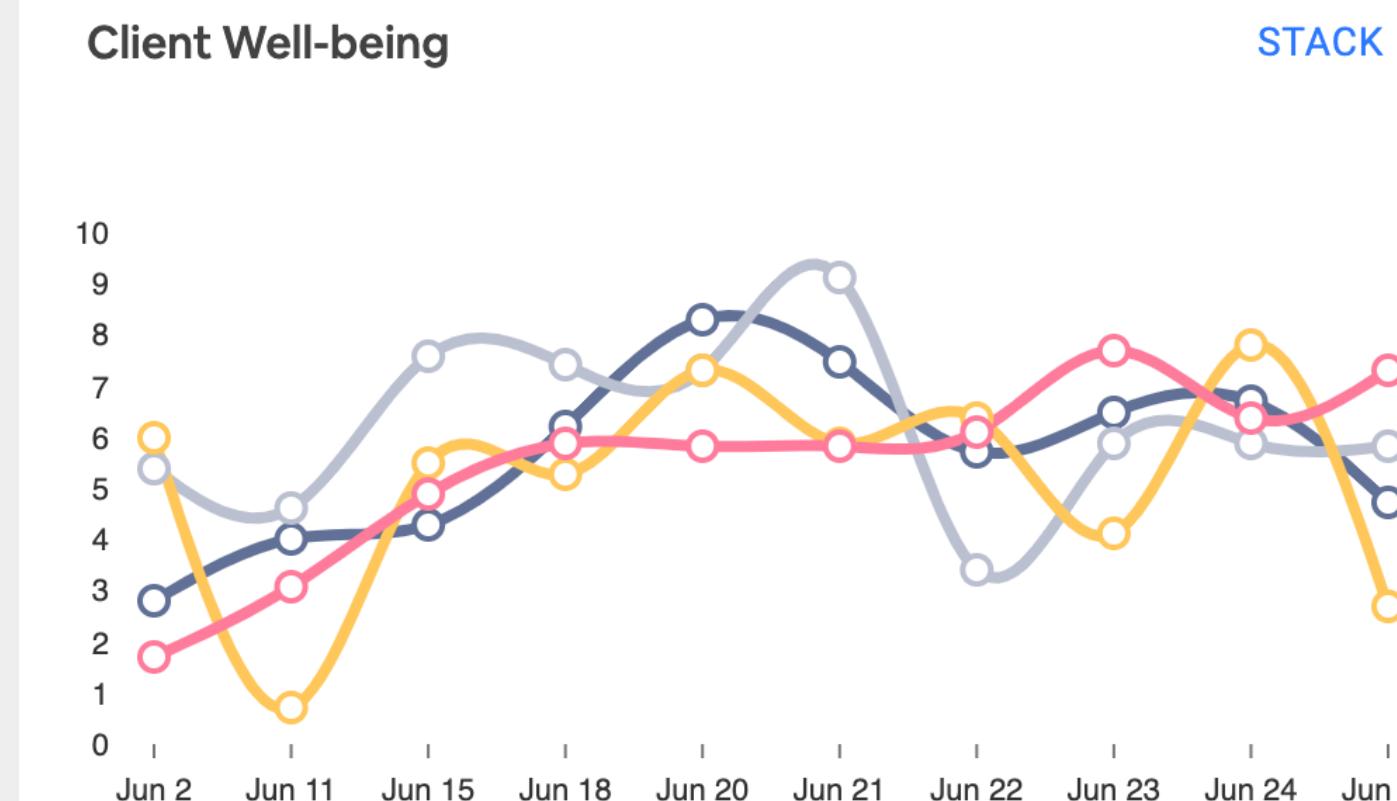
Dashboard

Search Clients

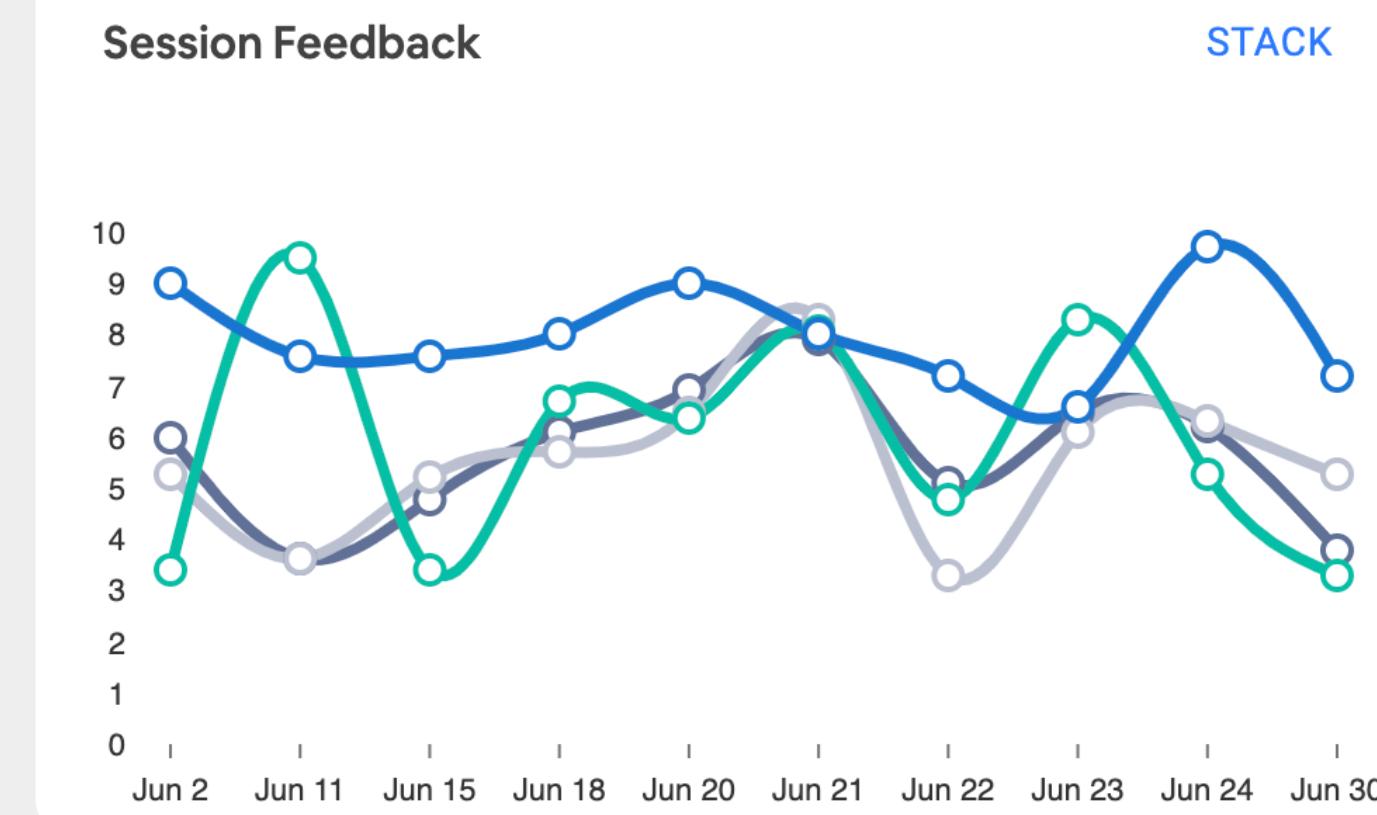
Add Client

Bernie Sanders

Client Well-being



Session Feedback



Barack Obama

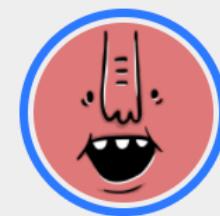
Joe Biden

Elizabeth Warren

Hillary Clinton

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

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

juan@allminds.io

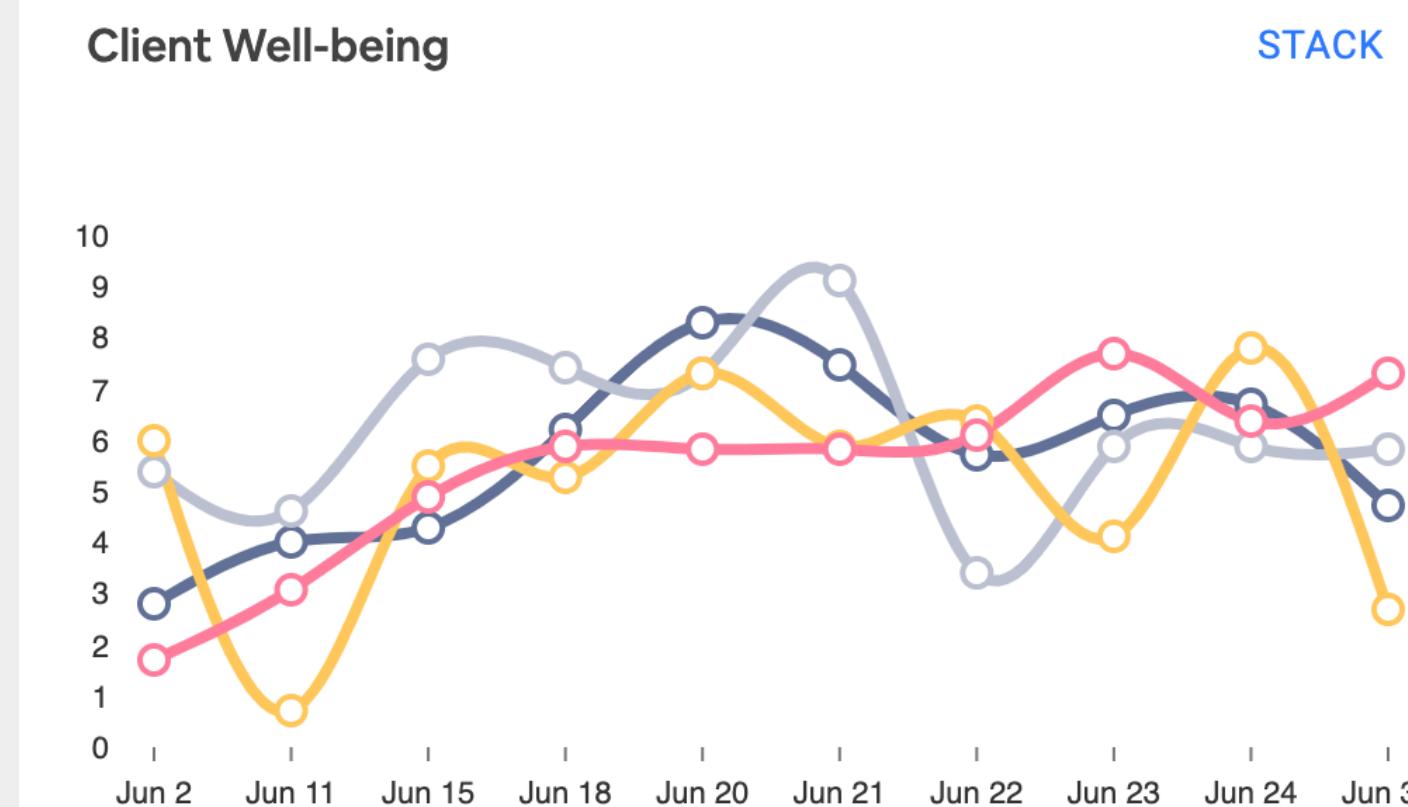
Dashboard

Search Clients

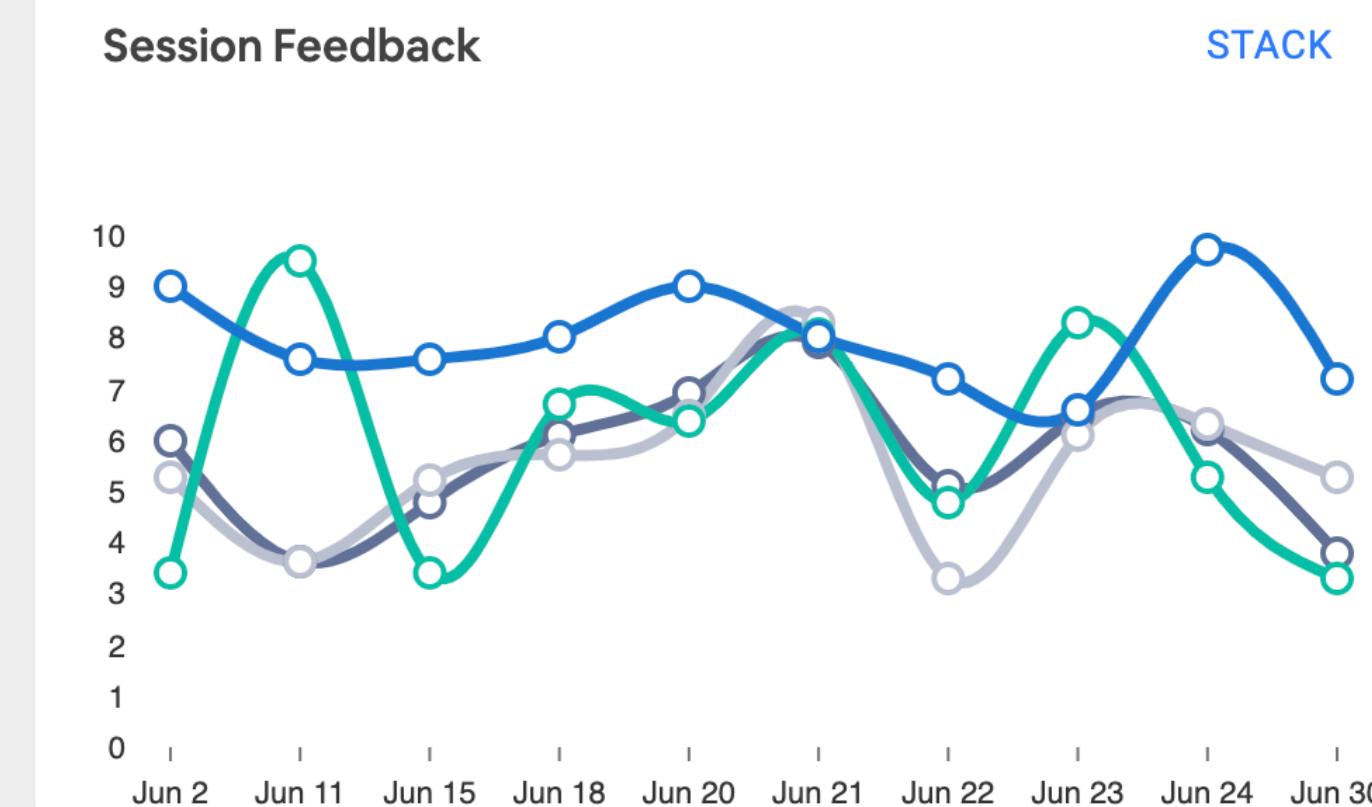
Add Client

Bernie Sanders

Client Well-being



Session Feedback



Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

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

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

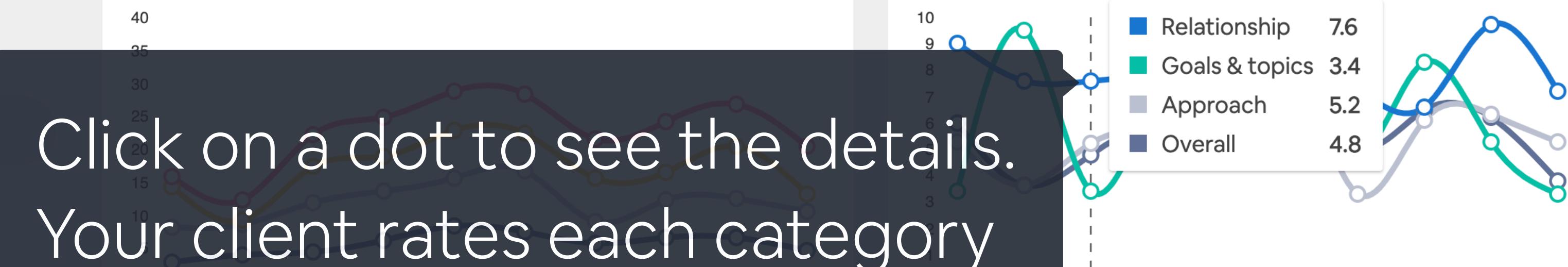
Hillary Clinton

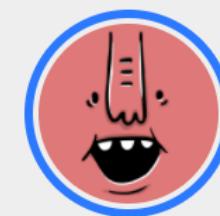
Client Well-being

UNSTACK

Session Feedback

STACK





## Bernie

Start a session

Hello Juan!

juan@allminds.io

Dashboard

Search Clients

+ Add Client

Bernie Sanders

Barack Obama

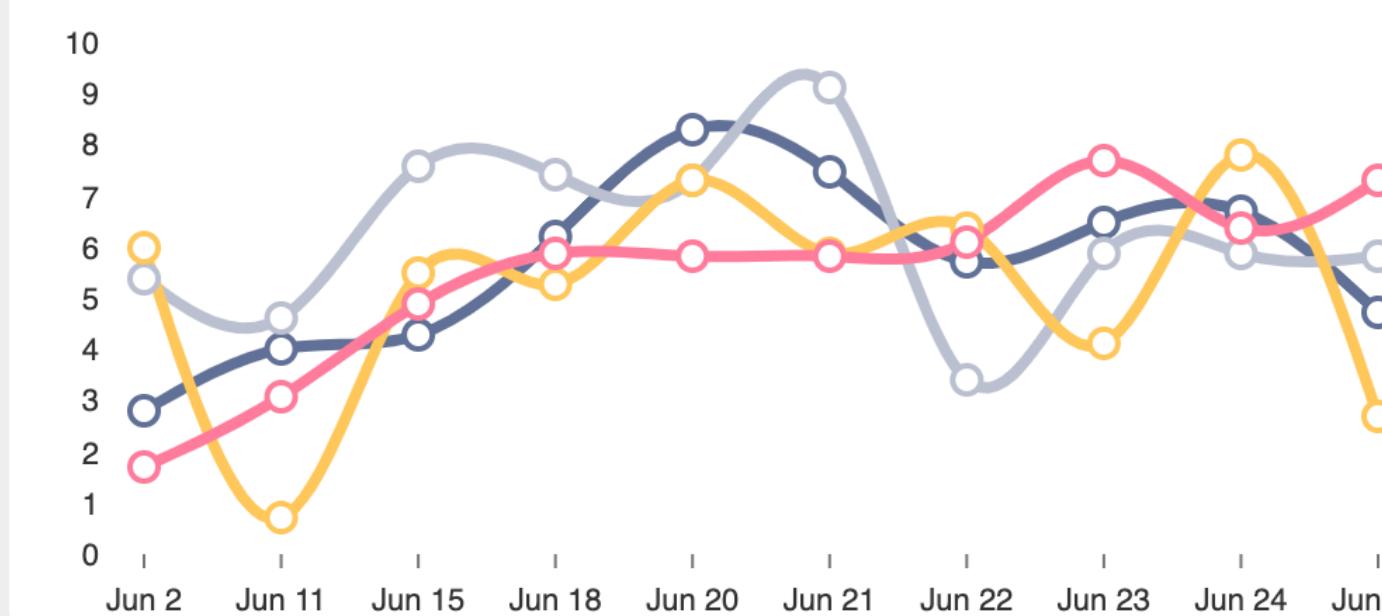
Joe Biden

Elizabeth Warren

Hillary Clinton

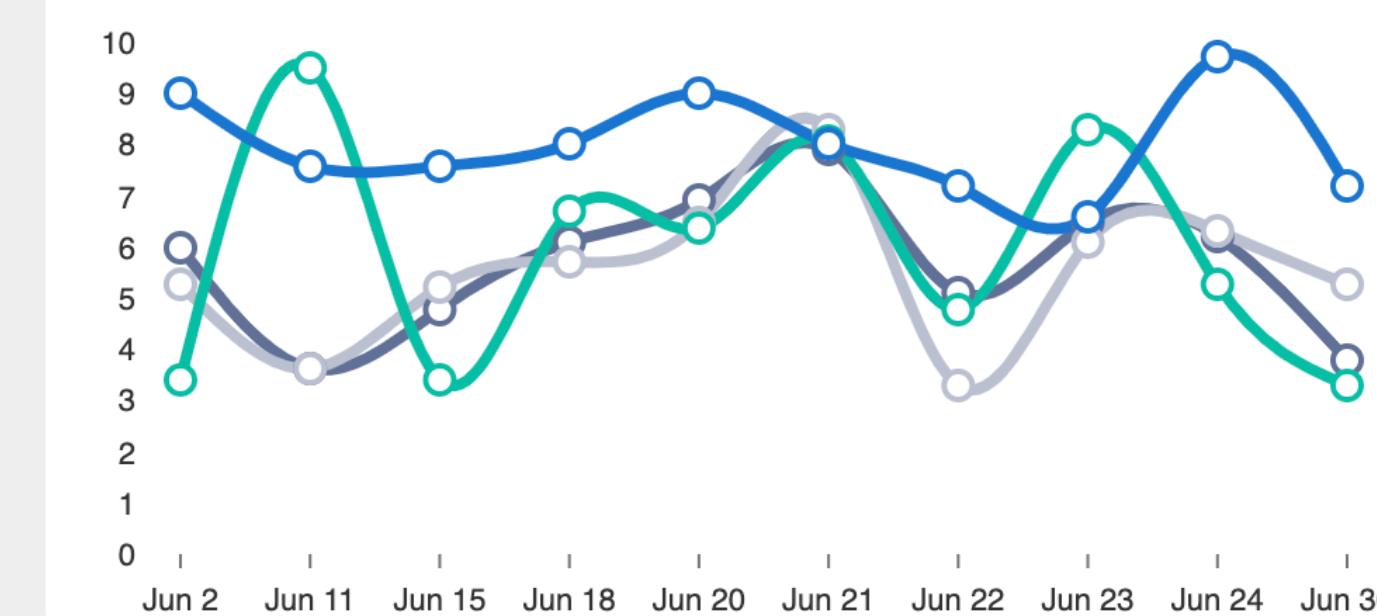
### Client Well-being

STACK



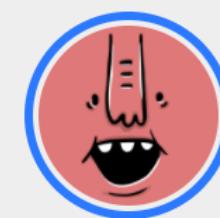
### Session Feedback

STACK



Use the menu to view the pages of other clients

Allminds 6:54 pm · Sat, Jul 11



Bernie

Start a session

Hello Juan!

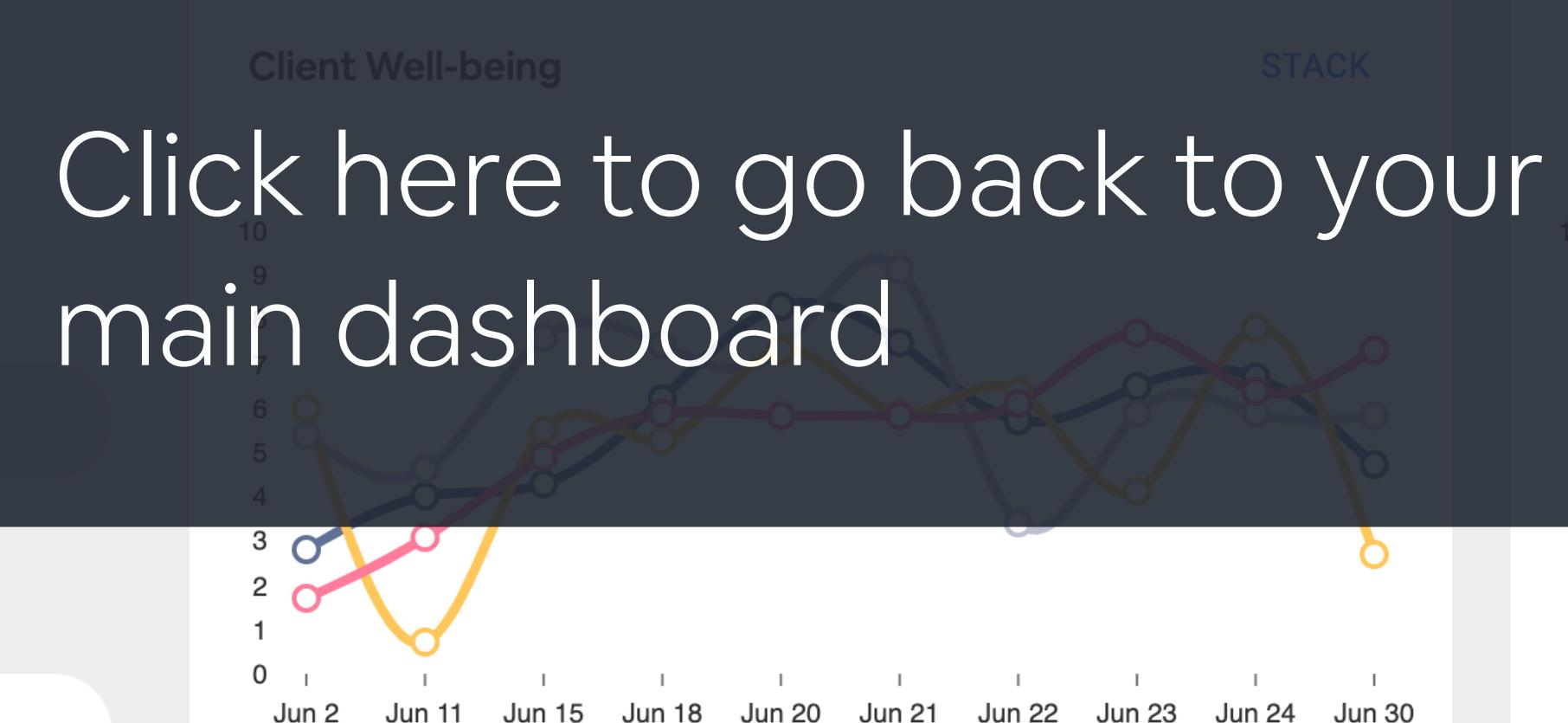
juan@allminds.io

Dashboard

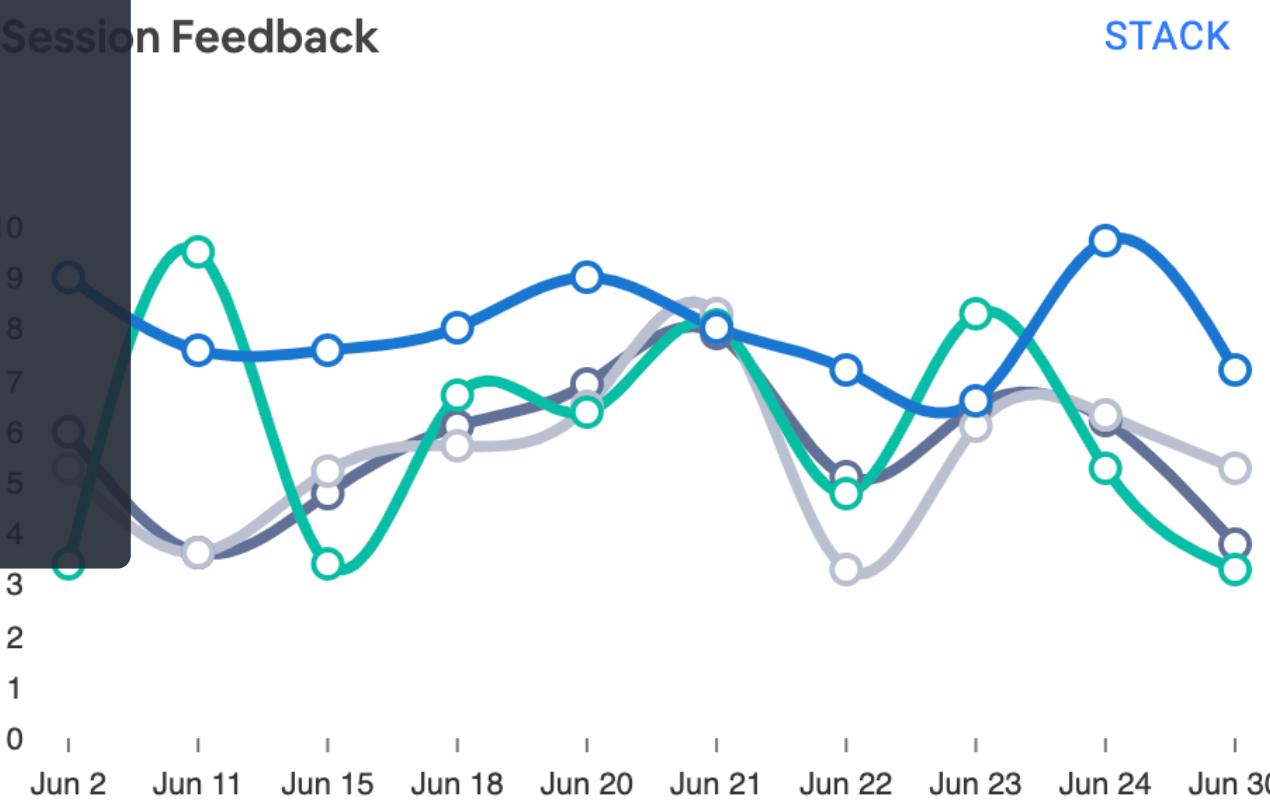
Search Clients

Add Client

Bernie Sanders



Session Feedback



Barack Obama

Joe Biden

Elizabeth Warren

Hillary Clinton

# 9. Dashboard

Allminds 7:09 pm · Sat, Jul 11

The dashboard features a central callout: "Welcome to Allminds! Add your first clients to get started". Below it, a large dark 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 chart shows 10.98 hrs with categories: Outreach (blue), Individual Therapy (blue), Family Therapy (purple), and Case Management (pink). The Hours chart 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



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

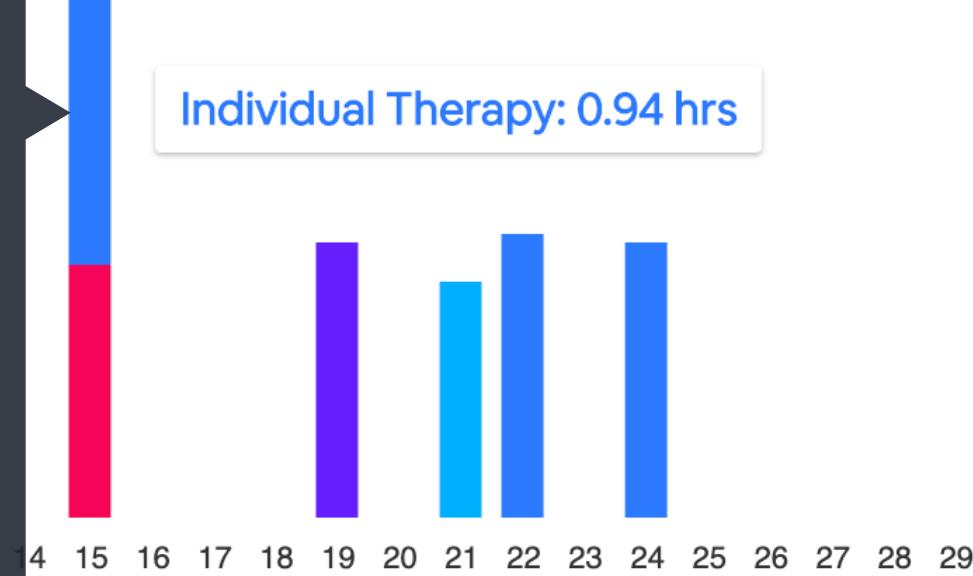
Each colored bar represents the total number of hours you did for one type of session on a specific day

Outreach

Individual Therapy

Family Therapy

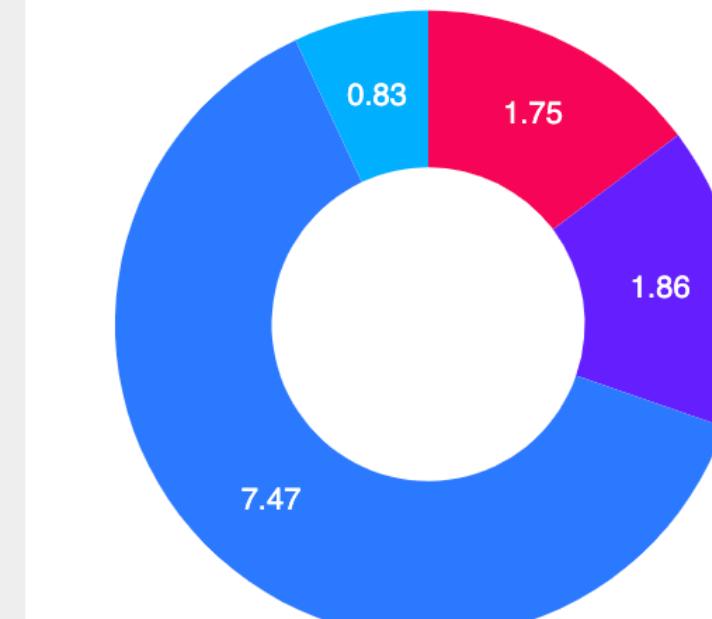
Case Management

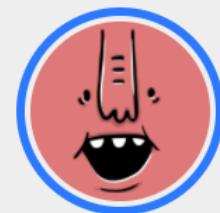


### Hours

< 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

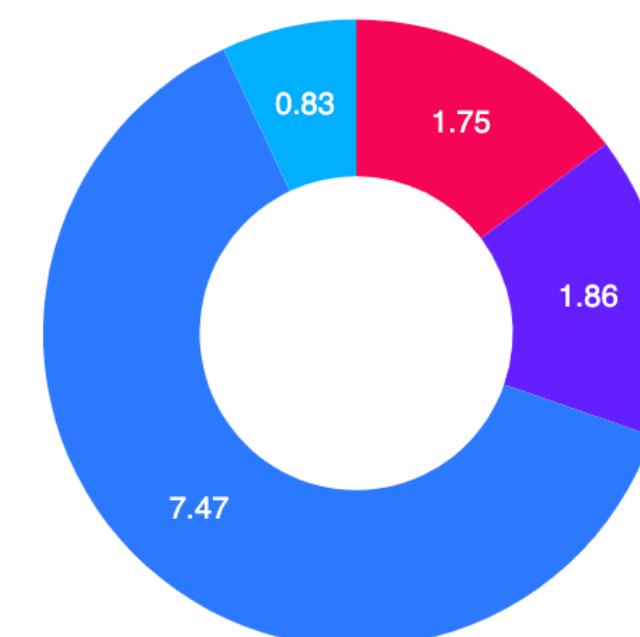
11.91 hrs

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

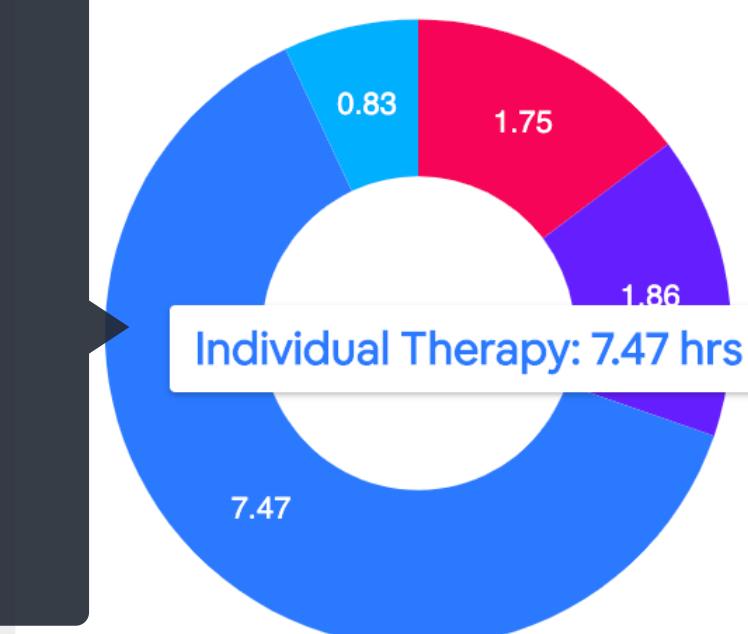
### Hours

< 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 and the greeting "Hello Juan!", followed by the email "juan@allminds.io". Below this are buttons for "Dashboard" and "Search Clients". A list of clients is shown, including "Bernie Sanders", "Barack Obama", "Joe Biden", "Elizabeth Warren", and "Hillary Clinton", each with a small user icon. The central area contains two main data visualizations: a bar chart titled "Productivity" showing hours worked per day for June (total 10.98 hrs) and a donut chart titled "Hours" showing the distribution of time across different service categories (total 11.91 hrs). The donut chart segments are labeled with 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



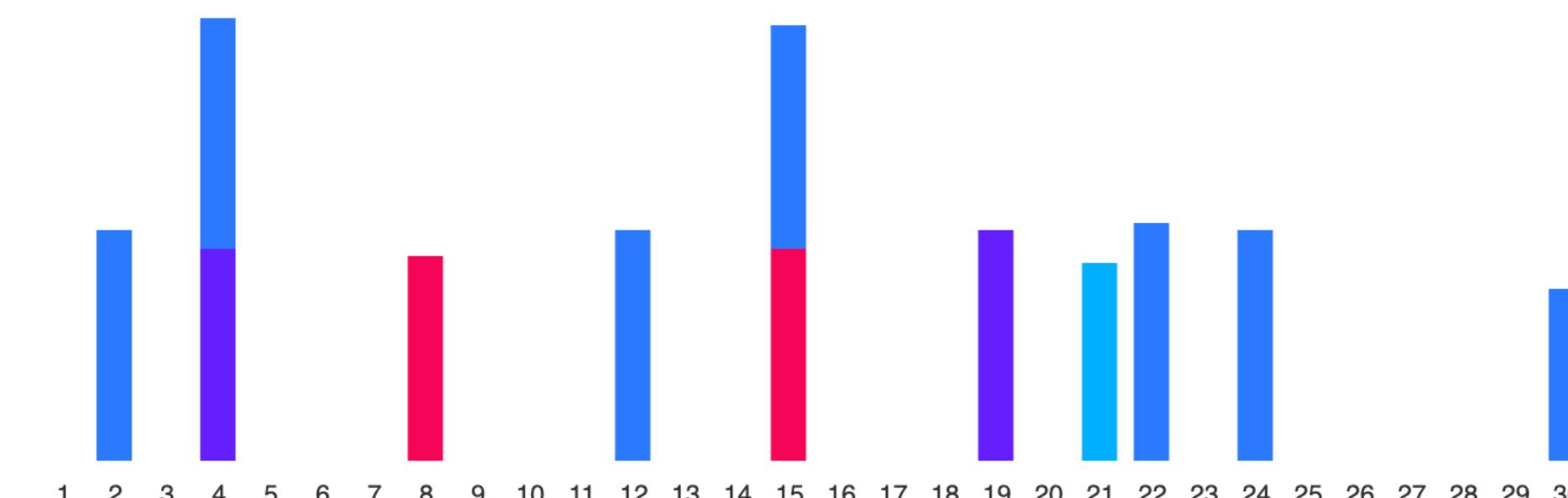
Then here

### Productivity

< JUNE >

10.98 hrs

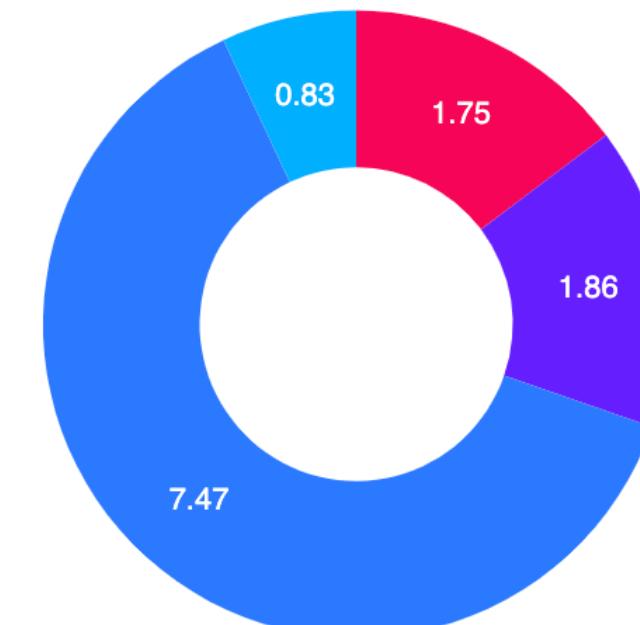
Outreach ● Individual Therapy ● Family Therapy ● Case Management ●



### Hours

< ALL >

11.91 hrs



## 11. Troubleshooting

You might encounter technical bugs as you use the app. Here are some common tips to troubleshoot potential issues:

# Make sure you and your client are using a supported browser

Allminds will only run properly on certain browsers, depending on the device that you are using.

	Chrome	Firefox	Safari**	Edge (Legacy*** & Chromium)
Android	✓	✓	-	-
iOS	*	*	✓	-
Linux	✓	✓	-	-
macOS	✓	✓	✓	-
Windows	✓	✓	-	✓

# 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)

# If you cannot connect to a video call

- Make sure you are using a support browser
- Check your browser settings to and make sure you have granted permissions to your camera and microphone (see next slides for instructions)

# If you accidentally deny camera/mic permissions

- You will need to manually grant permissions through your browser settings. Here are the instructions for the browsers 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

# If you accidentally deny camera/mic permissions

- You will need to manually grant permissions through your browser settings. Here are the instructions for the browsers 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

# If you accidentally deny camera/mic permissions

- You will need to manually grant permissions through your browser settings. Here are the instructions for the browsers we support

## Changing camera permissions

- Click the menu button  and select **Preferences**.
- Click **Privacy & Security** from the left menu.
- Scroll down to the Permissions section.
- Click the **Settings...** button for the Camera option.
- Enter the website URL in the Search field for the site that you want to access your camera.
- 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**.
- 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.
- Click the **Save Changes** button.

## Changing microphone permissions

- Click the menu button  and select **Preferences**.
- Click **Privacy & Security** from the left menu.
- Scroll down to the Permissions section.
- Click the **Settings...** button for the Microphone option.
- Enter the website URL in the Search field for the site that you want to access your microphone.
- 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**.
- 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.
- Click the **Save Changes** button.

Firefox

[support@allminds.io](mailto:support@allminds.io)

- 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 throughout this Pilot!

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