

## BestSelf Is Using Mend for Your Telehealth Services

### *What is Mend?*

Mend is a telehealth software that connects you with your provider for video visits. It is easy to use, safe, and provided at no cost to you. Mend is a HIPAA compliant platform incorporating strong security controls to protect and safeguard all confidential and personal data.

### *What will I need to use Mend?*

You will need a device that connects to the Internet, and has a microphone and camera. You can use a smartphone, tablet, or computer.

### *Do I need to download anything?*

No downloads necessary! Mend uses your Internet browser, so you do not need an app.

### *How do I get started?*

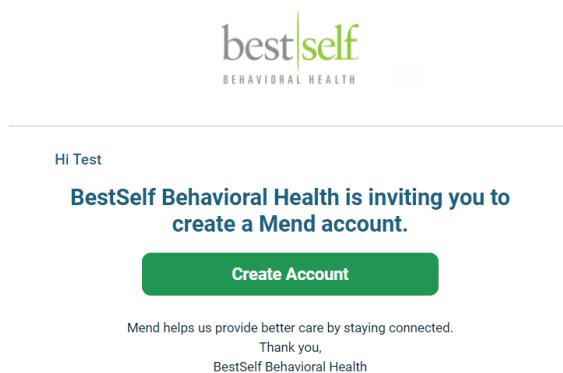
Follow the steps below to create your account and begin using Mend for telehealth.

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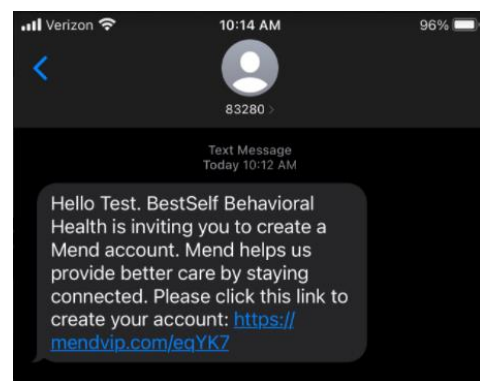
#### **STEP ONE:**

After your provider enters your information into Mend, you will receive an email and/or text asking you to create an account.

An email alert will look like this:

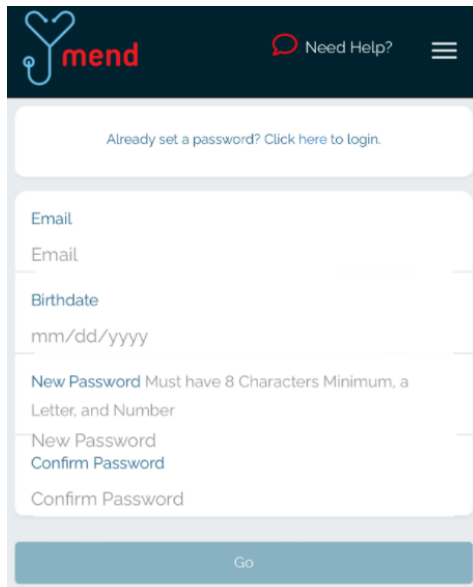


A text alert will look like this:



**STEP TWO:**

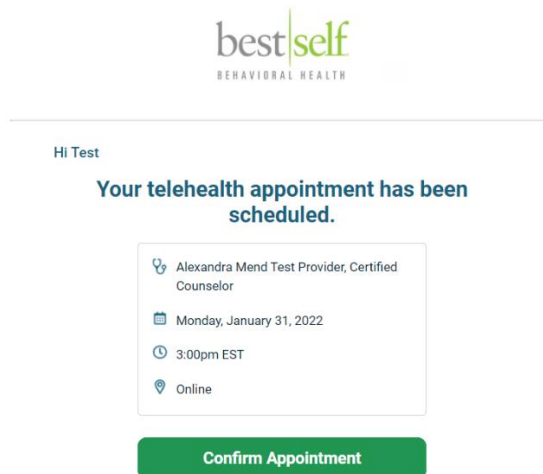
Click the link in your email or text, and you will be brought to a website to create your account. Enter your name, email, birthdate, and create a password.



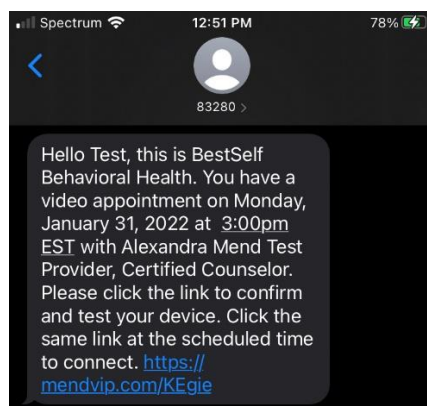
**STEP THREE:**

When it is almost time for your appointment, you will receive an email and/or text reminder. Click the link to confirm your appointment.

An email reminder will look like this:

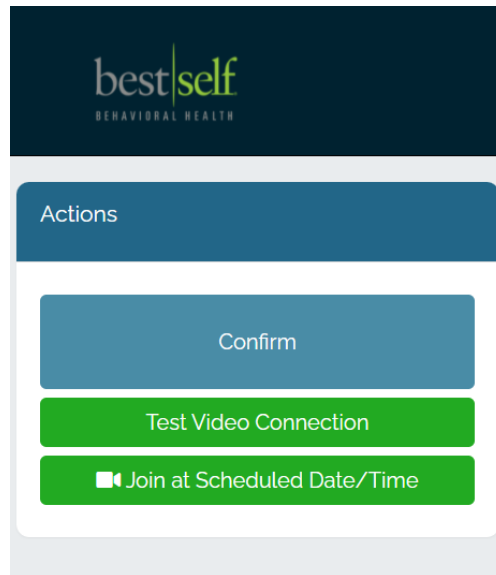


A text reminder will look like this:



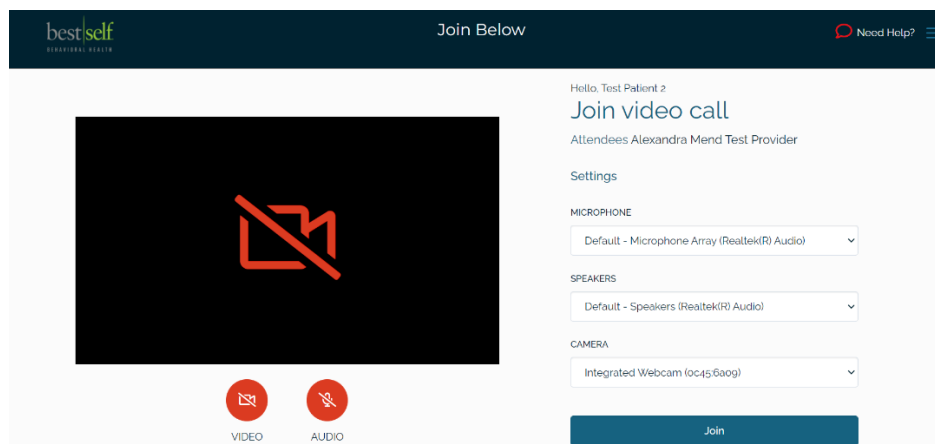
**STEP FOUR:**

Once you are at the Mend website, click to confirm your appointment.



**STEP FIVE:**

Check that your microphone and camera are ready, and then click “Join.”



After you click “Join” you will be brought to the virtual waiting room. Once you and your provider have both joined the meeting, you can begin your session. The three controls at the bottom of the screen allow you to turn your microphone and camera on and off, and the control in the middle allows you to end the session.

