

Valley Cities uses an application portal to access telehealth appointments, complete forms and document signatures as needed for ongoing care.

After you have already completed your account set up, you can join a session by opening the V|C Behavioral Health Care Client Portal application on a computer web browser, Apple iOS device, or Android device. (For information on how to download an app to your phone or tablet, see the First Time User document).

Web Browser address: <https://app.valleycities.org>



Hi Test Test,

You have an upcoming video appointment in 1 hour.

Provider: Nikole Penman (Provider)

Date: August 25, 2023

Duration: 90 minutes

Type: Video

Confirm attendance

If you are unable to attend, please [cancel this appointment](#).

You should also receive an email 1 hour prior to your appointment start time with a link that will take you to the log-in method of your choice. The link is not clear – but clicking the Confirm Attendance button will take you to the log in screen so you can log in for the appointment. (You can also use this link to set up your account!)



You must use the email address on file with Valley Cities and from which you received your appointment reminder to log in.



Hi ECEC TEST,

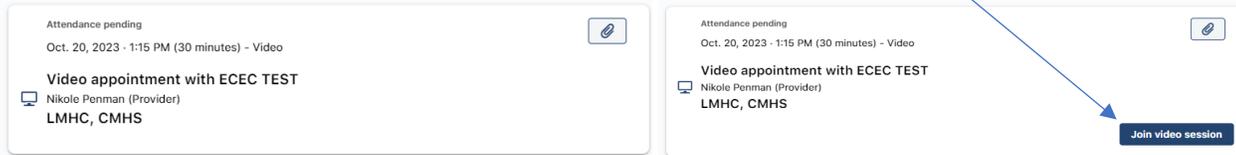
You requested a Secure Login Link. Click the button below to **log into your account**.

Log in

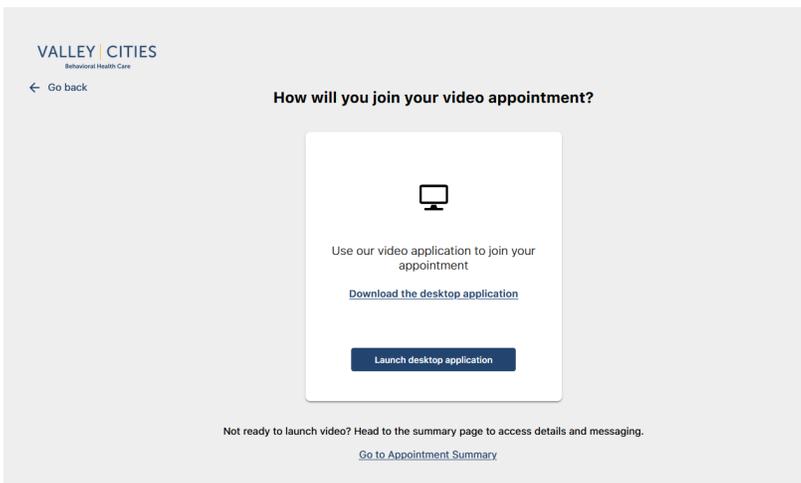
If you choose the Secure Login Link option, an email will be sent to your email address on file with a direct secure link to log in without having to enter your password. It will be active for 1 hour only. Click the “Log In” button link in that email to proceed. Tip: You must access the email link from the same device you are logging in on for this to work.

Updated 10/20/2023

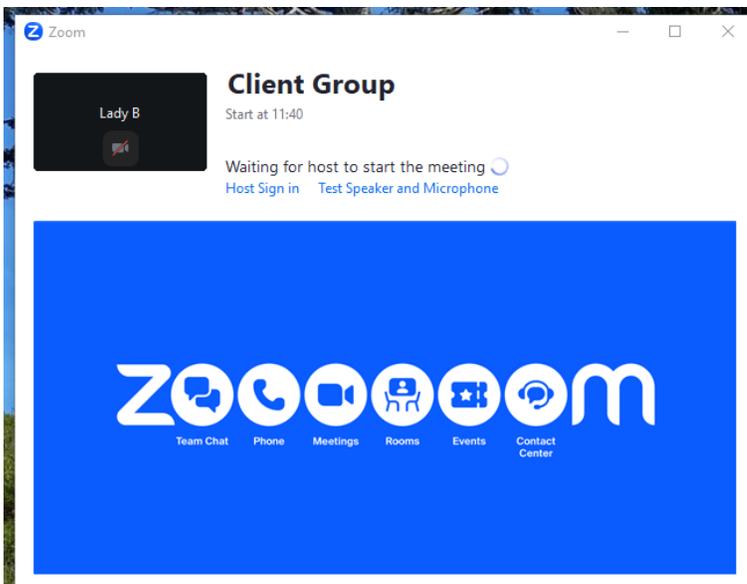
A “Join video session” link will show on your appointment card within 10 minutes before the start of the appointment and will stay there until the end of the appointment time.



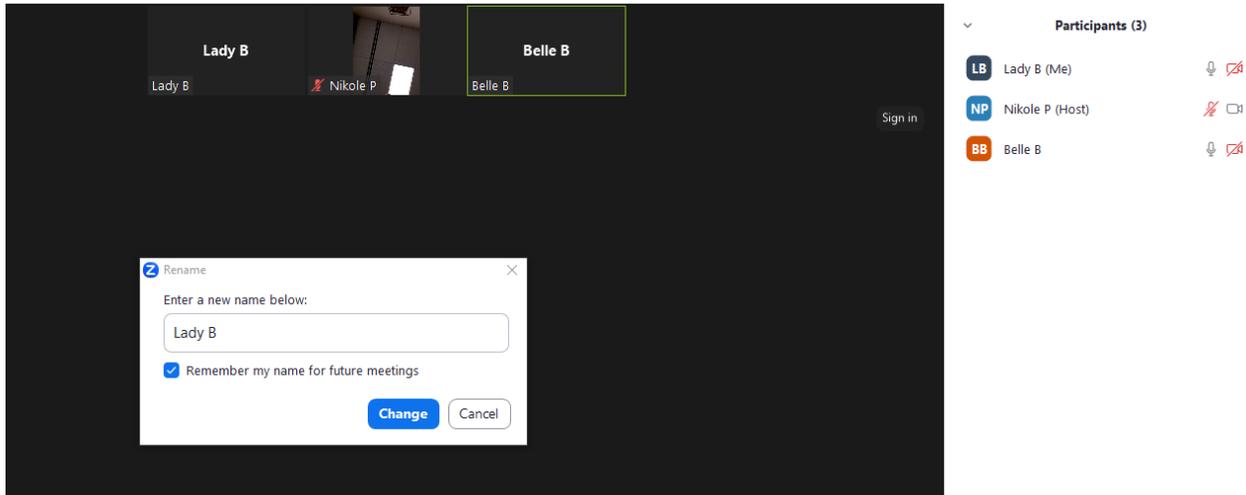
When your appointment time begins, click on the link and your device will open the Zoom application in a new window.



You will be placed in a virtual lobby to wait for your telehealth provider to admit you to the virtual office.

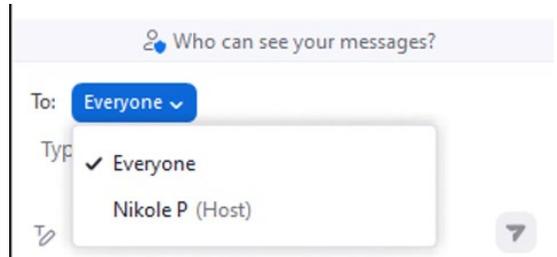


When the provider or group leader is ready, all clients will be admitted to the session.



Key Information:

1. All participants will only see one another’s first name and last initial. If you do not like the name displayed, you can change it at any time. At no time is your full name visible unless you choose to display it.
2. Your email adress and all other identifiers are not visible to anyone else in the session(s).
3. No one can see your Telehelath Portal information unless you share it with them (other than your provider(s)).
4. There is a Meeting Chat typically available, and any thing you type in that box will go to everyone in the session by default. You can send a message to only the meeting host (your provider) also, but no participants can chat with other participants directly without all others being aware.
5. Meetings will not be recorded unless you or your legal guardian give written consent.



Zoom is a HIPAA Compliant Telehealth Platform. All video and audio are encrypted for your protection.

Note: If you share an email address with another person:

- **Email substrings are useful for separating accounts and logins when people share an email account.**
 - A substring is created by adding a '+' and more characters to the first part of the address.
 - Example: user1+test@email.com will end up in the same email box as user1@email.com.
- **The primary email holder would use the email address as written.**
- **Those sharing would add a 'substring' to separate their emails and account logins.**
 - Susan and John share an email address but both have different treatment providers.
 - Susan is the primary email holder. Her email address and account login would be susantest@email.com
 - John is the secondary user. His email will still go to the same inbox, but for his account login he will use susantest+john@email.com