

Welcome to the team

Learn more about your role as the
Primary Support Person.

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Watch the video companion at
www.presence.com/psp

Understanding your role

How do I help?

- ☐ Setting up a distraction-free teletherapy workstation.
- ☐ Testing and staging equipment.
- ☐ Ensuring students arrive on time for sessions and log in to the platform.
- ☐ Maintaining a safe environment.
- ☐ Communicating about schedule changes that impact student attendance, including unplanned absences, assemblies, field trips...etc
- ☐ Providing assistance during sessions as needed and at the direction of the remote provider.*
*If the student is receiving counseling services, you must be on the other side of a closed door to provide both safety and confidentiality.
- ☐ Collecting any materials or printouts needed for sessions, IEP meetings, or carryover of therapy strategies into the classroom.
- ☐ Troubleshooting and resolving technology issues in partnership with the Presence clinician.

What do I do before our first session?

- ☐ Communicate with the remote provider regarding scheduling and on-the-ground needs.
- ☐ Complete a Tech Check at setup.presence.com for all remote therapy devices.
- ☐ Use the Setup Guide to prepare the space and equipment.
- ☐ For psychoeducational assessments, refer to Appendices B and C.

Setting up the space and equipment

As an industry pioneer since 2009, we've helped hundreds of school districts across the U.S. set up their remote service programs. Use this guide to learn more about our recommendations.

Whether you need remote support for individual teletherapy, group sessions, or psychoeducational assessments, chances are your school already has everything you need to get started.



1 Quiet, distraction-free space.

- Promotes focus and privacy

2 Teletherapy-dedicated computer with camera.

- Dedicated stations are more efficient between sessions
- Easier to manage updates
- Always charged and ready to go
- Better videoconferencing experience

3 Noise-isolating headset with microphone, wired to computer.

- Promotes focus and privacy
- Reduces background noise
- Always connected and ready to go

4 Mouse, wired to computer.

- Easier to manipulate than a trackpad
- Always connected and ready to go

Teletherapy essentials at-a-glance

Baseline requirements for individual teletherapy sessions based on service type.

	Speech-language services	Occupational therapy	Mental health counseling	Psycho-educational assessments
Semi-private space	✓	✓		
Private space*			✓	✓
Computer w/ camera	✓	✓	✓	✓
Headset w/ microphone	✓	✓	✓	✓
Mouse	✓	✓	✓	✓
Additional camera**		✓		✓

* All remote assessments should be conducted in a quiet and private area alongside a Primary Support Person.

** The additional camera for remote assessments must be a document camera. For occupational therapy sessions, either a webcam or document camera is acceptable.

Group Therapy

Each student in group sessions needs a dedicated computer for teletherapy. For occupational therapy, we suggest groups of 2 with a gooseneck-mounted webcam between computers for better visibility and flexibility in workspaces.

High support needs (AAC, functional curriculum, early childhood)

An additional camera feed is recommended to integrate the student's computer activity, tabletop manipulatives, and/or alternative communication method.


Don't check all the boxes above? Email your Presence provider or contact your building administrator to discuss solutions.

Logging in to your session

Stage a copy of this page at each teletherapy work station

1 Type in your provider's unique URL

Access a provider's unique waiting room through entering their URL into a Chrome or Firefox browser.

 Hardware not detected

[Request permission](#)



When logging in for the first time, you'll see a banner in the waiting room prompting you to "request permission" for audio and video sharing. Grant access to your device's camera and microphone for an interactive session.



Save the provider's room URL as a bookmark or shortcut on your desktop for easy access. If issues arise, re-type the URL directly.

2 Share your video

Click on the camera icon under your video feed so your provider can see you.

Provider information

Provider 1 name and email

room.presence.com/ _____

Provider 2 name and email

room.presence.com/ _____

Provider 3 name and email

room.presence.com/ _____

Tech issues?



Equipment

Ensure all equipment is plugged in and your device is compatible at setup.presence.com.



Refresh

Refresh your browser. If your issue isn't resolved, restart your computer.



Settings

Confirm your microphone and camera are selected and working in the platform by clicking on the gear under your video feed. Explore the settings on your device if you're using new audio / visual equipment. See Appendix D for more troubleshooting tips.



Chat

Use the chat box in the top right to talk to your provider



Support

Click on the question mark in the bottom right corner to immediately connect with tech support. You can also email asksupport@presence.com

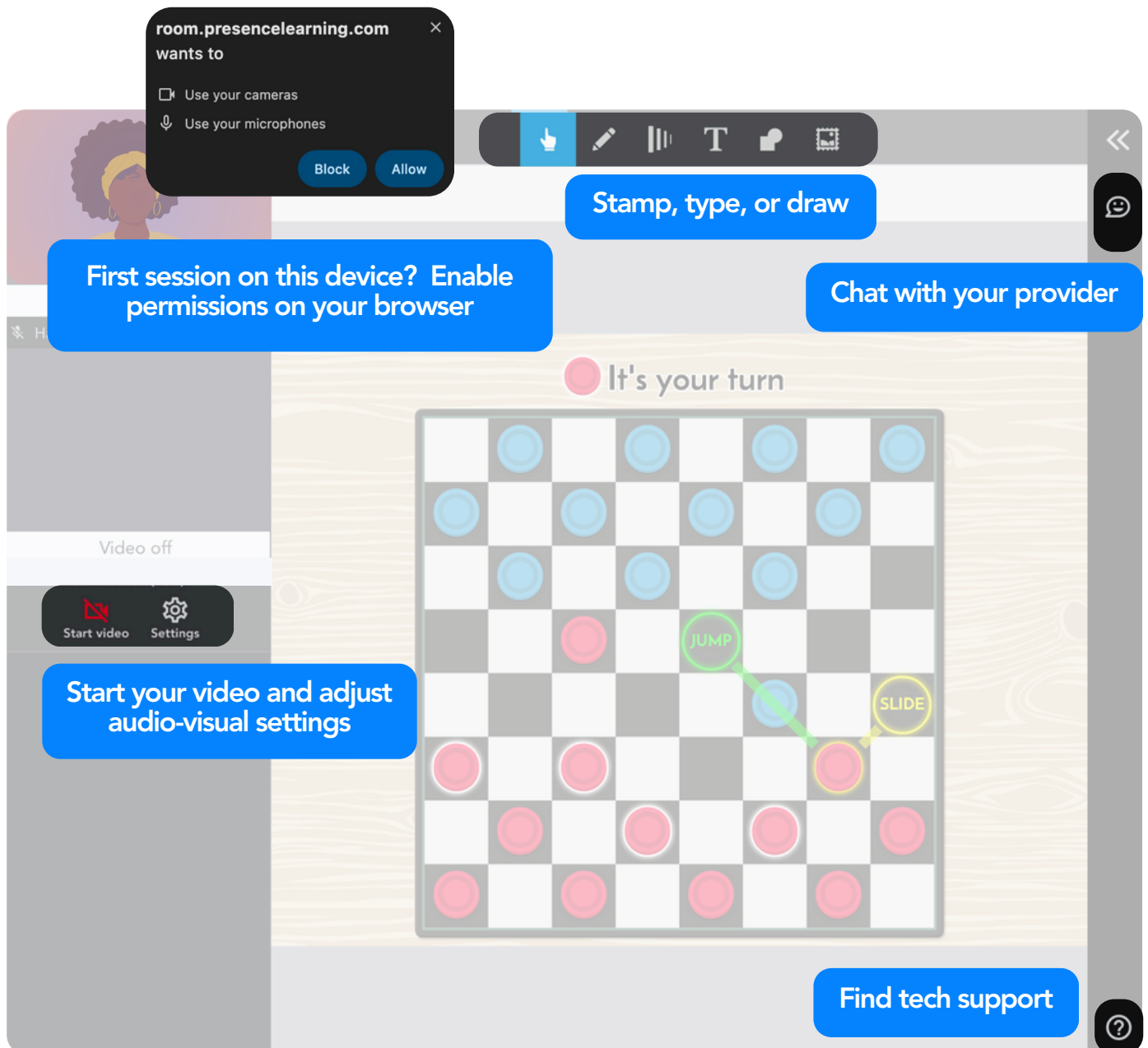
See Appendix D and E for more technology tips.

Navigating The Room

Stage a copy of this page at each teletherapy work station

Engaging with your provider is easy

This is an interactive platform where students can type, draw, stamp, and move items within the space during therapy activities. If you are having issues interacting on this platform, find tech support options in the bottom right corner of The Room.



Tips and tricks

Staying organized.

We suggest posting pages 4 and 5 of this guide at each teletherapy workstation and keeping a folder containing essential information for your role as a PSP, including this guide, provider contact details, schedules, and other helpful materials to assist substitutes.

Creating a welcoming environment.

Creating a well-organized teletherapy workstation helps students relax and focus. Keep the area clutter-free, with session items ready and consider adding decorative elements for a welcoming atmosphere.

Working with multiple providers.

When working with multiple providers, ensure students log into the correct provider's room using unique URLs. Each student is matched to a specific provider. Note this on their schedules, bookmark the links, and establish a consistent login routine.

Helping (but not too much).

Providers carefully consider cues and prompts during therapy and assessments to determine the support a student needs and to accurately document their abilities. Assistance should only be given at the provider's direction. Refer to Appendix A for a checklist of do's and don'ts.

Setting up a second camera.

Some students and services will need a secondary camera feed, most often for occupational therapy, psychoeducational assessments, and AAC services. To get set up, simply plug the additional camera into the computer and click "Start secondary camera" when you log in to the provider's room. See Appendix C for detailed instructions.

Managing transitions.

Transitions can be challenging for children, especially very young ones or those in special education. It's recommended to preview upcoming remote sessions with students before starting therapy or assessments. A visual support for managing these transitions can be found in Appendix F.

PSP appendix resources

Appendix A: [Helping \(but not too much\)](#)

Appendix B: [Assisting with psychoeducational assessments](#)

Appendix C: [Setting up a second camera](#)

Appendix D: [Advanced troubleshooting](#)

Appendix E: [Technology glossary](#)

Appendix F: [Visual aid for managing transitions](#)

PSP APPENDIX RESOURCES

Appendix A

Helping (but not too much)

What to do

Redirect the student to the computer as needed.

Maintain a distraction-free environment.

Ensure the camera feeds are oriented appropriately.

Troubleshoot any technical issues that may arise.

Stage and collect therapy and assessment items before and after the session, if applicable.

Assist in providing breaks and reinforcement as needed.

Provide physical prompts and cues at the direction of the provider.

Inform provider about anything that may impact student performance during therapy or assessments.

What NOT to do

Provide extra prompts, hints, or praise without direction from the provider.

Repeat or interpret provider directions, prompts or cues without direction from the provider.

React to student responses to test questions.

Correct student answers.

Appendix B

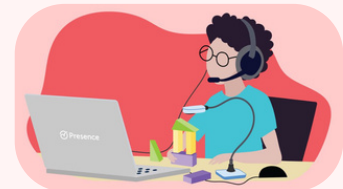
Assisting with psychoeducational assessments

How do I prepare?

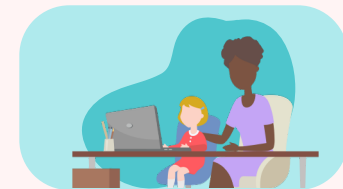
- ☐ Contact the provider for details about the assessment and any special instructions
- ☐ Find a quiet, private space with a door
- ☐ Source equipment: A computer that is charged or plugged in, a wired mouse, a mic'd headset, and a document camera
- ☐ Complete a tech check on the computer at setup.presence.com
- ☐ Plug the document camera into the computer
- ☐ Retrieve a student response booklet for the test being administered
- ☐ Bring two sharpened pencils
- ☐ Bring WISC blocks and/or WISC block stimulus book (if requested by clinician)
- ☐ Use the visual on the last page to help the student transition to the assessment space



Locate a private and quiet environment.



Stage equipment and testing materials, including a doc camera.



Provide hands-on assistance to the child during testing when needed.



Securely deliver completed response booklets to the assessing provider.

PSP APPENDIX RESOURCES

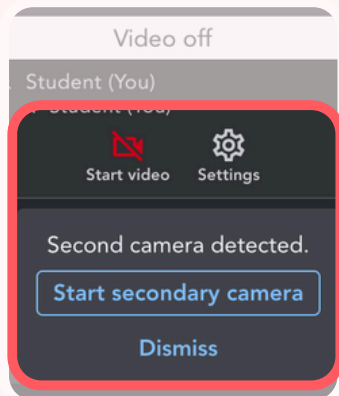
Appendix C

Setting up a document camera

Plug the secondary camera into the computer. If you have a webcam, you'll need to mount it appropriately. A document camera is required for psychoeducational assessments.



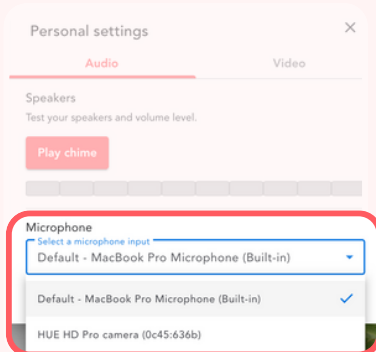
1



When you log in to your provider's room, click, "Start secondary camera" or select the secondary camera within the "Settings" button.

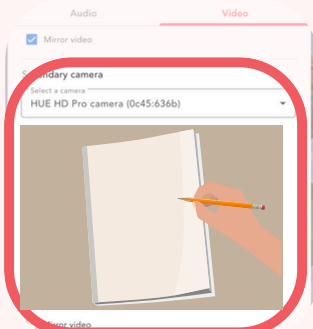
Click "Start video" and "settings" under your video feed.

2



In the audio settings, select the correct computer or headset microphone input.

3



In the video settings, orient the camera appropriately.

PSP APPENDIX RESOURCES

Appendix D

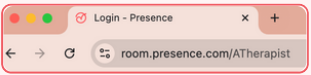

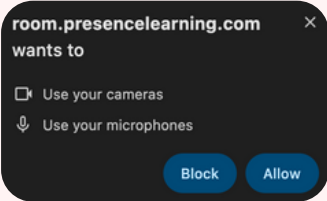
Advanced troubleshooting

Audio	<p>If you're experiencing audio issues on the platform, try the following steps:</p> <ul style="list-style-type: none">• Click the "Settings" gear under your video feed to test audio and check the selected input (headset, webcam, or computer).• Verify the appropriate audio input in your computer's audio settings.• In group sessions, avoid side-by-side placements and use headphones to minimize noise and echo.• Plug in your headset before logging in; refresh the browser if plugged in afterward.• Check for loose connections if audio problems persist, and consider using different equipment if troubleshooting fails.
Video	<p>If you're having issues with being seen or seeing your provider, try the following:</p> <ul style="list-style-type: none">• Check video input settings.• Refresh the webpage.• Use a different port for the second camera.• Restart your computer.• Verify your internet connection.
Refreshing / restarting	<p>Refreshing or restarting your computer can fix various issues. Here are ways to do it:</p> <ul style="list-style-type: none">• Soft refresh: Click the refresh button next to the browser address bar.• Hard refresh:<ul style="list-style-type: none">◦ Windows: Press CTRL + Shift + R.◦ Mac: Press COMMAND + Shift + R.• Restart your computer
iPad	<p>If you're having trouble with the platform on your iPad, try these steps:</p> <ul style="list-style-type: none">• Go to iPad settings.• Click on Safari under apps.• Ensure Camera and Microphone are set to "Always Allow."• Refresh your page.

PSP APPENDIX RESOURCES

Appendix E

Technology glossary




Address bar	The open text field at the top of your browser that shows the current web page's URL and allows navigation to new pages, such as typing your remote provider's specific room URL.	
Bookmark	A means of saving a shortcut to a web address within a browser. You can create or find a bookmark through perusing the menu on your browser's window. In Google Chrome, you can find it by clicking the three dots in the upper right corner of the window.	
Browser	A software for exploring the internet, such as Google Chrome, Firefox, Internet Explorer, and Safari. You can access your browser via shortcuts on your computer's desktop.	<div><p>Compatible with the Presence Platform.</p><p>Compatible only when using an iPad.</p></div>
Permissions	A computer setting that permits actions typically blocked, such as software accessing your camera and microphone. Programs like the Presence Platform require your permission to function, which you can grant by selecting "Allow" on popups or through your computer settings.	

Confused about any of the above? Email asksupport@presence.com or begin a chat with our support team through the question mark in the bottom right corner of the Room.

PSP APPENDIX RESOURCES

Appendix E

Technology glossary (continued)

USB Ports	The connection interface for devices to plug into a computer, which is typically located on a laptop's keyboard or computer tower. The two most common types are USB and USB-C.	
Refresh button	A button on your web browser that updates the content to the latest version. It resembles an arrow in a circular motion and is typically located next to the address bar. Pressing it is one of the initial steps in troubleshooting.	
Shortcut	An icon or button linking to a webpage, program, or document. You can create one on your computer's desktop for your remote provider's room URL.	
Tech check	A test to ensure the Presence Platform functions on your device if you encounter any issues: setup.presence.com	

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PSP APPENDIX RESOURCES

Appendix F

Visual aid for managing transitions



Leave class



Sit down at your workstation



**Do therapy or an assessment
on the computer**



Go back to class