



Floreo Telehealth Guide and Best Practices

Practice in VR. Grow in Real Life.

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Introduction

This document provides guidelines on conducting a telehealth session using Floreo. Here you will find instructions for initial setup, troubleshooting, and how to engage your Learner during the session, along with procedures to be followed before and after each session for a seamless experience.

Roles of Participants

Coach	The Coach conducts the session remotely via video call and uses the iPad to facilitate the lesson.
Learner	The Learner actively participates in the lesson by wearing a headset connected to the iPhone.
Guide	The Guide's role is to provide in-person assistance to the Learner throughout the session, being physically present at the Learner's location.



Preparing for a Telehealth Session

Coach Responsibilities

- Connect the iPad to WiFi.
- Download the Floreo app to the iPad and get familiar with it.
- Determine what email the family will use to log in to Floreo.
- Ensure the Guide account has been created via the [Floreo Portal](#).
 - portal.floreovr.com/
- Remember to use the “**Assign TeleVR**” function and add the family’s email address to the Learner’s profile.
- Provide the introductory comic book or other pre-teaching visual supports to the Learner and the Guide.

Guide Responsibilities

- Make sure a Floreo account password has been created by following the instructions provided in the automatically generated email once the Guide account has been created.
- Connect the iPhone to WiFi.
- Download the Floreo app to their iPhone.



Preparing for Telehealth with Your Learner

Together, the Coach, Learner, and Guide should:

- Set up at the designated location for the therapy session, ensuring they are close to the device facilitating the telehealth call.
- Find appropriate seating. Ideally, the Learner should use a swivel chair, provided their feet can touch the ground. If not, sitting on the floor may be a better option.
- Choose a preferred headset that is compatible with Floreo and the iPhone the family will be using.
- Review expectations with the Learner, using resources like the Floreo introductory comic book or other pre-teaching visual aids for better understanding.

Headset Setup

- Connect the strap to the headset. Adjust the strap so that it is comfortable for your Learner.
- If using a Floreo-branded headset OR the Viotek Spectre, make sure the headset is popped all the way out by pulling on the silicone part that touches the Learner's face.
 - You will know it popped out when you can see the two buttons on the top.
- Adjust the IPD (interpupillary distance) tabs, as needed, so your Learner can see clearly.



The Day Before Your Telehealth Session

- The Coach must ensure that the Floreo app is up to date, and communicate with the Guide to confirm that they are both using the same version. This prevents discrepancies between app versions and avoids unnecessary time loss during the session.
- The Coach should remind the Guide to check the iPhone's battery level, ensuring it is sufficiently charged for the upcoming session, and to plug it in for charging if necessary.





Beginning the Session:

Instructions for Coach, Learner, and Guide

- Before starting the session, the Guide should confirm that your Learner is feeling well and prepared to use VR.
- If the Guide is using a personal iPhone, the phone should be placed in Do Not Disturb (DND) mode for the duration of the session.

Coach	The Coach needs an iPad, connected to either WiFi or LTE, and should initiate the video call using a separate device.
Learner	The Learner needs an iPhone, placed in the VR headset, and connected to WiFi or LTE. The Learner also needs comfortable seating.
Guide	The Guide needs a separate device for the video call with the Coach.



- When starting your Floreo telehealth session, the Coach and Guide must:
 - Connect the iPad and the iPhone to WiFi at their respective locations.
 - Open up the Floreo app on their devices.

Coach Responsibilities

- Log into the Floreo app on your iPad using your Coach account username and password.
- Choose the Learner you are working with by tapping on their profile name on your iPad.
- Select the lesson from the Library by tapping on the icon, then click the **PLAY** button that appears on the next screen.

Guide Responsibilities

- Log into the Floreo app on the iPhone using the family's username and password.
 - The family should only have access to the Learner/Learners associated with the family Guide account.
- Select your Learner's profile name on the iPhone.

A few seconds after the Coach taps the PLAY button, the lesson will appear on both the iPad and iPhone, indicating that the devices have successfully "paired."



Device Pairing Complete

Coach Responsibilities

- Check in with your Learner to make sure they are comfortable.
- If desired, the Coach can screen share their iPad view to the video call so the Guide can also see what's happening in the lesson.
- Facilitate the lesson, providing live feedback and instruction via the video call.

Guide Responsibilities

- Put the iPhone into the headset.
 - The phone should be placed centered and level into the headset.
- The white guide line also indicates the center point of the viewing area to help with placement.
- Check in with your Learner to make sure they can see the screen clearly.
- Adjust the IPD tabs on the headset to ensure your Learner has a clear view.
 - Most headsets have tabs that move the lenses back and forth to adjust for clarity.
- Make sure your Learner is seated in a position that allows free rotation - like in a swivel chair or on the floor. This will enable them to explore the immersive 360-degree environment for a fun and engaging learning experience!



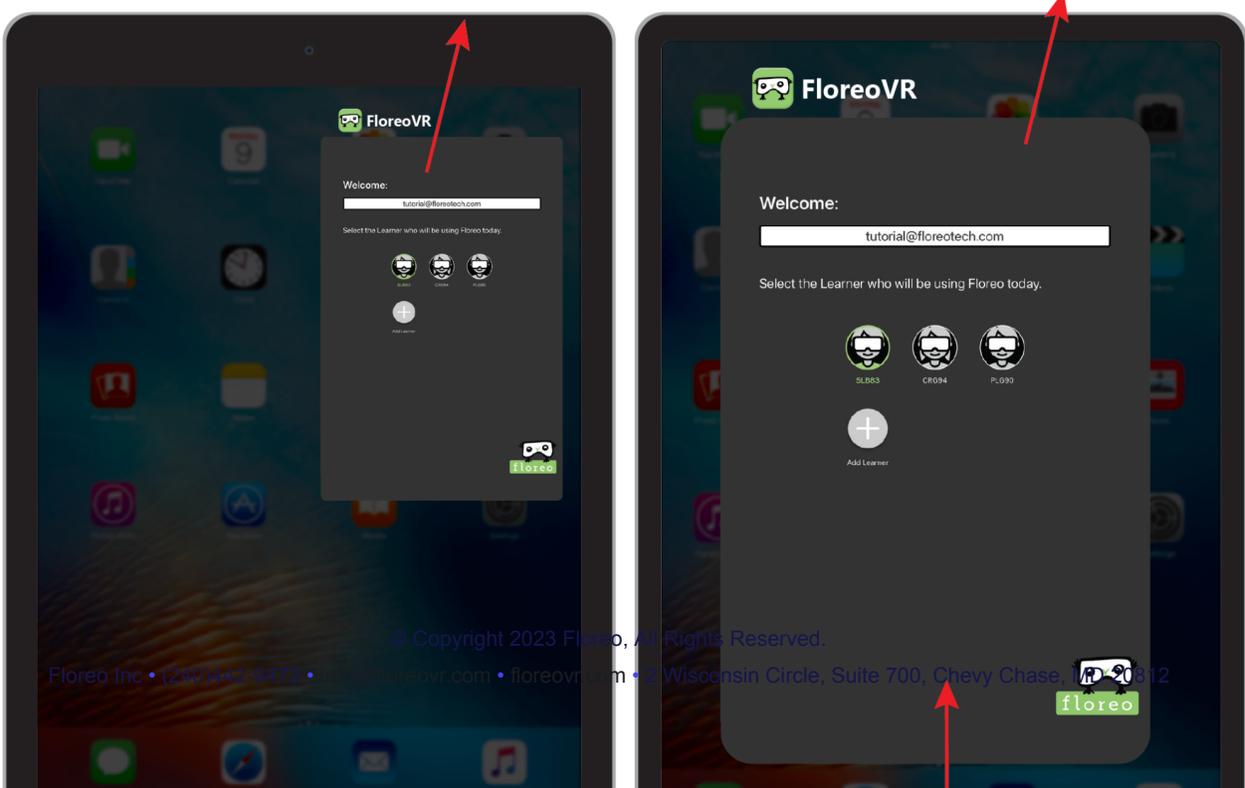
Troubleshooting Pairing Errors

Below are steps to resolve pairing errors you may encounter when using Floreo.

If you need additional assistance, please email: support@floreotech.com

Step 1: Force Quit the App

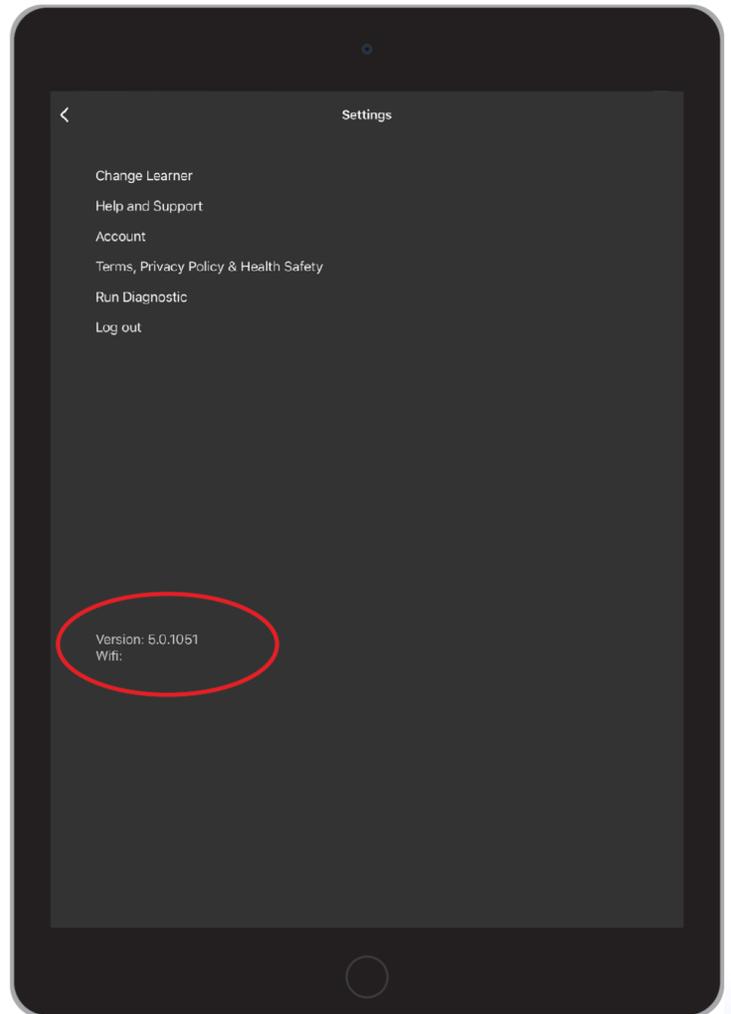
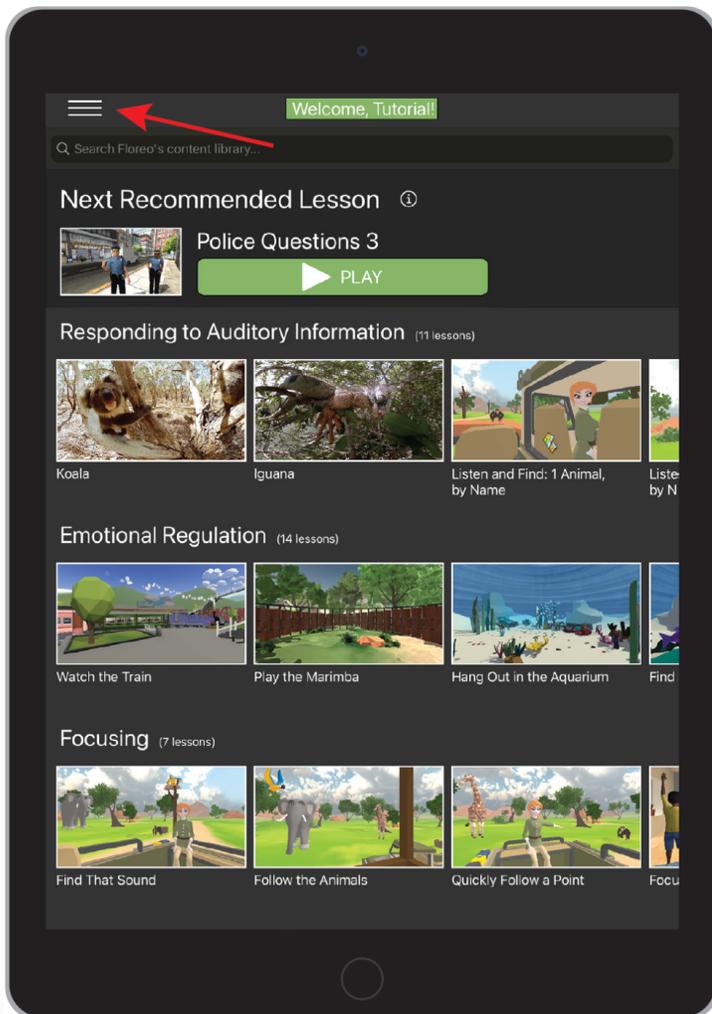
- The Coach should read the error message that appears on the iPad.
- The Coach and the Guide should force quit the app on the iPad and iPhone.
- Both iPad and iPhone use the same steps for force quitting apps.
 - Double click the Home button and then swipe up on the app.
 - OR
 - Swipe up from the bottom and then swipe up on the app.

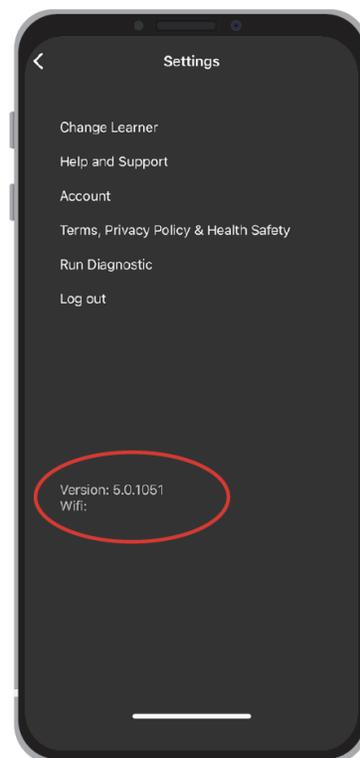
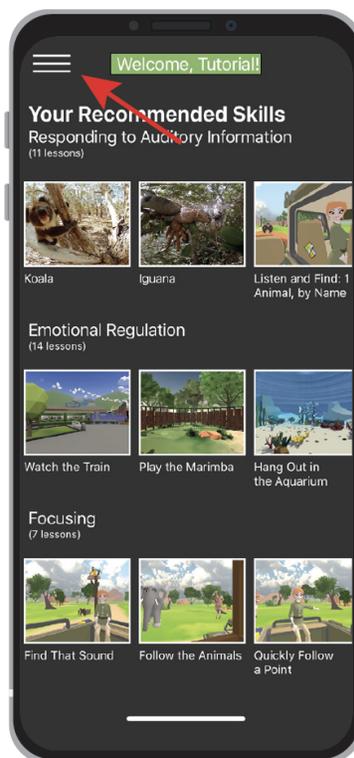
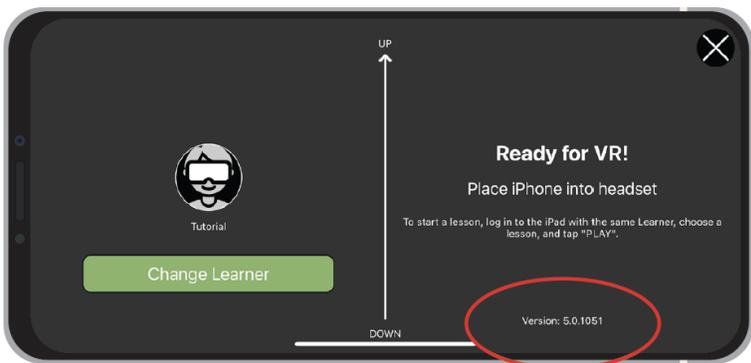




Step 2: Verify Floreo Version Number on iPad and iPhone

- The Floreo app's version number must be identical on both the iPad and the iPhone.
- The Coach can see the version of Floreo they are currently using by navigating to the Settings menu, which is located in the top left corner of the app.
- The Guide can see the version of Floreo they are currently using after selecting the Learner profile and double tapping on the lobby screen.





The Floreo app's version number must be identical on both the iPad and the iPhone in order to successfully pair the devices

- If pairing fails due to any other reason, both the Guide and the Coach should force quit the application on the iPhone and iPad, respectively.
- After this, the app should be reopened on both devices and the same Learner profile should be selected.
- The Coach can restart the pairing process by selecting a lesson.
- If you need additional assistance, please email: support@floreotech.com

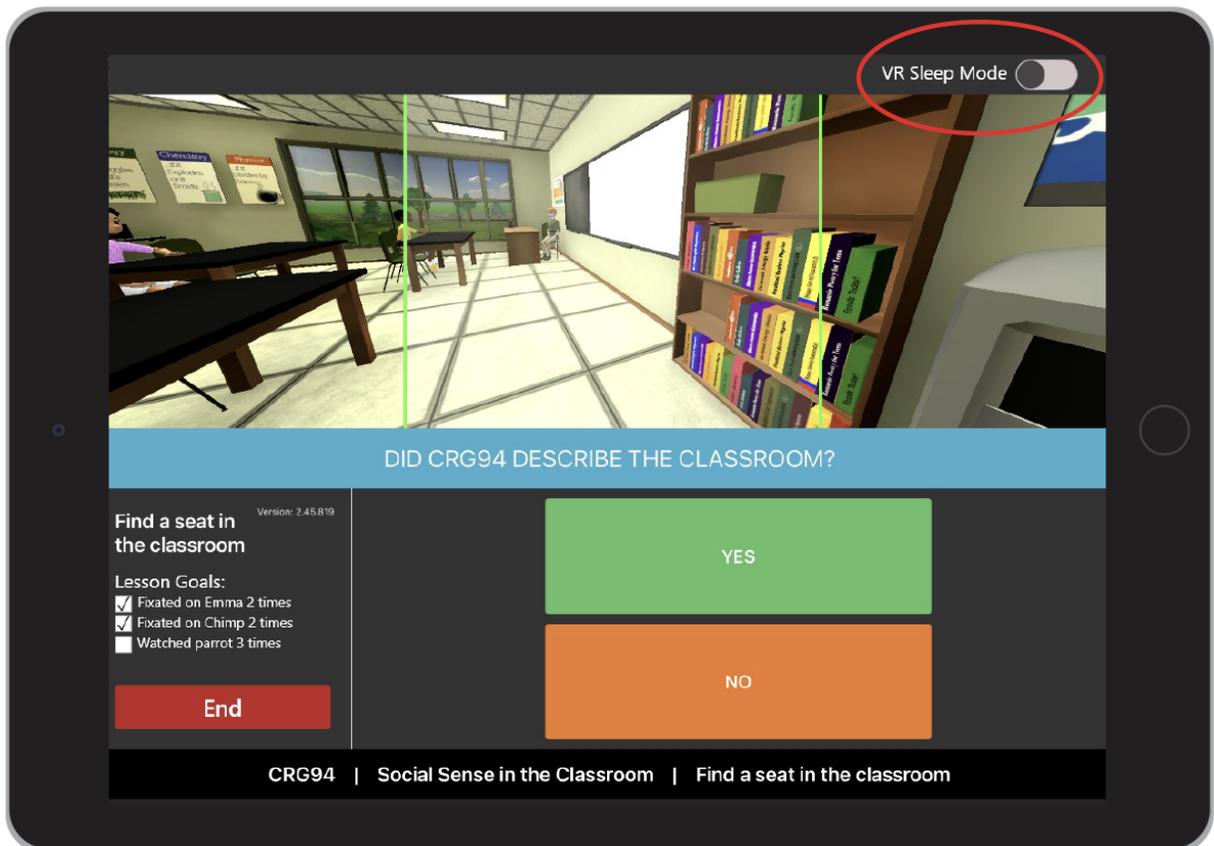


During the Session

Roles and Responsibilities

The Coach's Role

- Provide live feedback and instruction to your Learner.
- Check in with your Learner (or their Guide) about how they are feeling throughout the session.
- Start and stop lessons as needed. We recommend starting with 1-2 lessons for your first telehealth session and then gradually increasing.
- Control VR sleep mode when the devices are paired.
 - VR sleep mode turns the screen black on the iPhone, giving the Coach the ability to disable the iPhone screen if needed.





The Guide's Role

- Pay attention to your Learner while they are in the headset.
- Maintain a safe environment and ensure that your Learner is safely positioned in their seat.
- Provide encouragement and assistance to your Learner as they work through the lesson.
- Monitor your Learner's responses and reactions. If they seem distressed, disoriented, or uncomfortable, you might need to pause or stop the session.
- Check in with your Learner about how they are feeling throughout the session.

Ending the Telehealth Session

- After the lessons are finished, the Guide should help the Learner take off the VR headset.
 - For some, the transition back into "real life" can feel a bit uncomfortable. You can engage your Learner in some hand-eye tasks or games to help.
- Both Coach and Guide must force quit the app on their respective devices.
- The Coach can review and analyze data collected during the session by visiting the [Floreo Portal](#).
 - portal.floreovr.com/