



How To Record, View & Share An Online Therapy Session

This guide will show you how to:

- Record an online therapy session
- Save the recording at the end of the session
- View the session recording
- Share the recording (e.g. with your supervisor)

An hour of recording will use ~500mb (0.5gb) of disk space

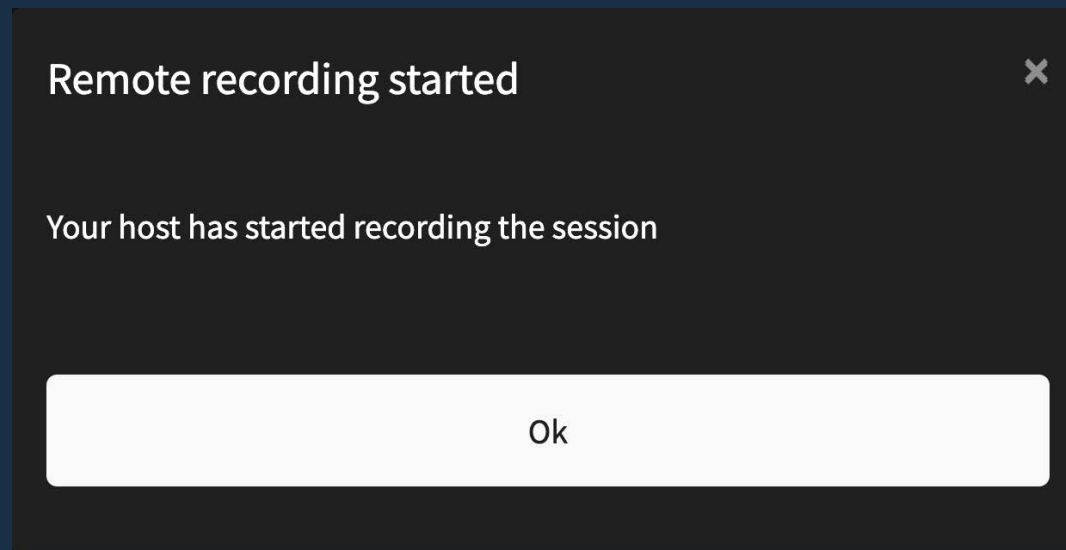
Once you and your client are connected, click the 'Record Session' button so that it turns red, to indicate that the recording has started.



Record Session

Stop Recording

When you start recording, your client will see a message on their screen.



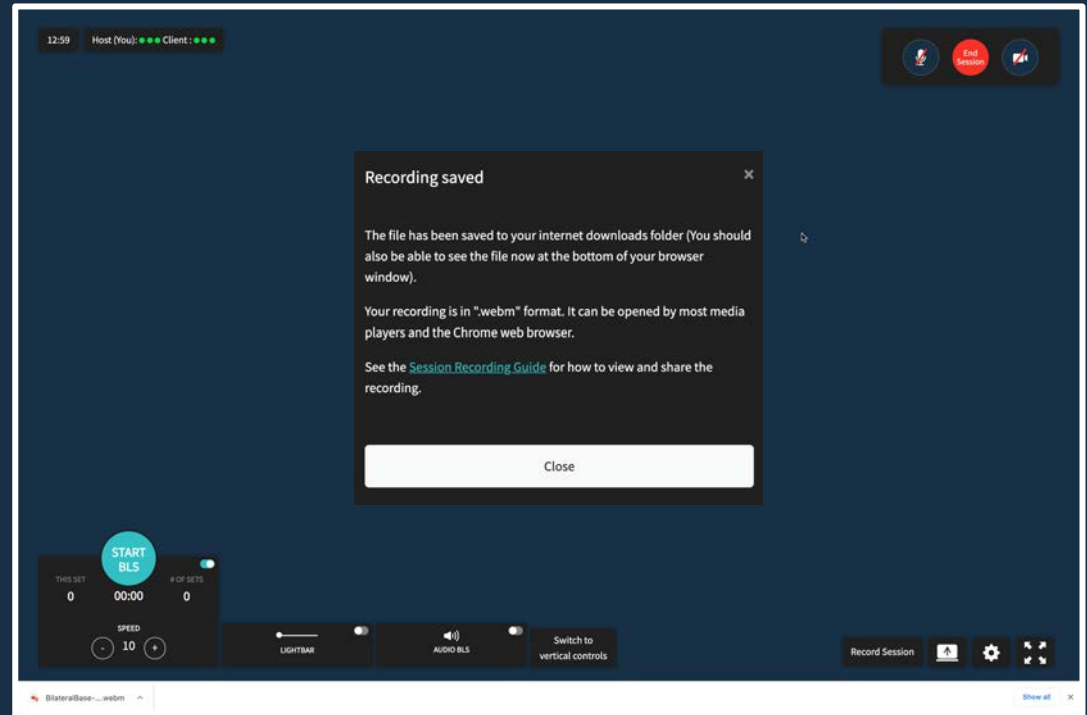
When you are ready to stop recording:

Click the red 'Stop Recording' button

Stop Recording

Your file will be saved to your
'internet downloads' folder

If you're unsure where this is
located, see next page for how to
find it.



How to find where your recordings are saved

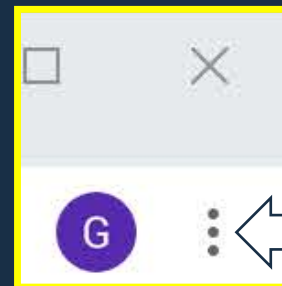
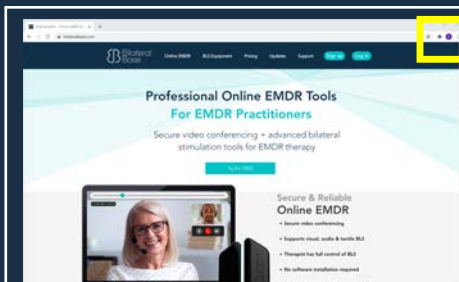
Once you have stopped your session recording, it will be saved to whichever folder has been set for internet downloads. This will be the default folder unless this has been changed.

Windows default folder:
\\Users\\<username>\\Downloads

Mac default folder:
/Users/<username>/Downloads

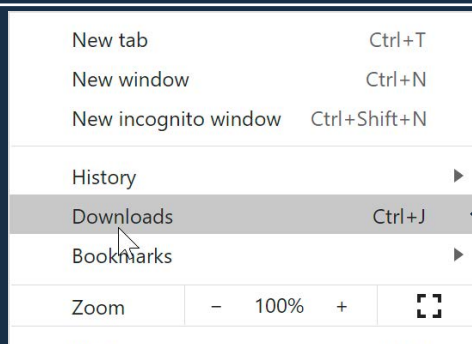
If you're unsure where this is, see the steps opposite for how to find your internet downloads in Google Chrome (it is very similar in other browsers)

1



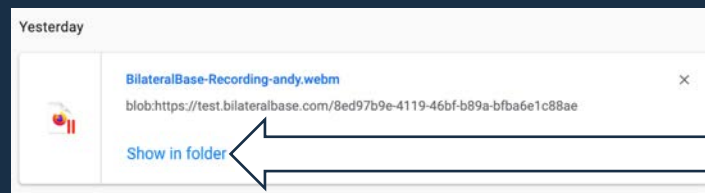
Open Chrome Browser and Click the 3 'dots'

2



Click 'Downloads'

3



You will now be able to see your saved files in Chrome.

The file name will include 'BilateralBase-Recording' + your client's name / identifier

Click 'Show in folder' to see where it has been saved

How to view a recording

Session recordings will be saved in the .webm format. This video file type provides excellent quality in a small file size. It is now supported by most media players, and an easy way to view is by using the Google Chrome web browser.

How to view your video file in Google Chrome:

Method 1 – Open Chrome → press CTRL + O (CMD⌘ + O on Mac)
→ locate video and click 'open'

Method 2 – Locate the video file in 'File Explorer' → Right click on the file → choose 'open with' --> choose 'Chrome'

How to share your session recording

To help protect the privacy of you and your clients, recordings of your sessions are only stored on your local computer.

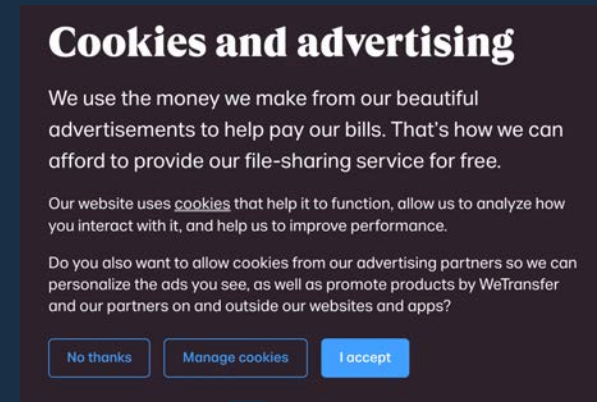
Here are some suggested ways that you can safely share your file with a trusted recipient:

Method 1 - Using a cloud storage space like [Google Drive](#), [Dropbox](#), or [OneDrive](#) is one of the easiest and most popular methods for sending large files.*

Method 2 - [WeTransfer.com](#) is a simple, free service for transferring large files and you don't need to create an account (see next page for instructions)*

Share session recording using [WeTransfer](https://www.wetransfer.com)

Go to:
[www.WeTransfer.com](https://www.wetransfer.com)



Select the recording file you want to share

 **Add your files**
Or select a folder

Enter the email address of the person to share the recording with

Email to

Enter your email address (and follow the verification instructions)

Your email

Enter a message for the recipient of the recording. We recommend you include this link which gives instructions on how to best view the recording.

<https://www.bilateralbase.com/record-sessions>

Message



Transfer