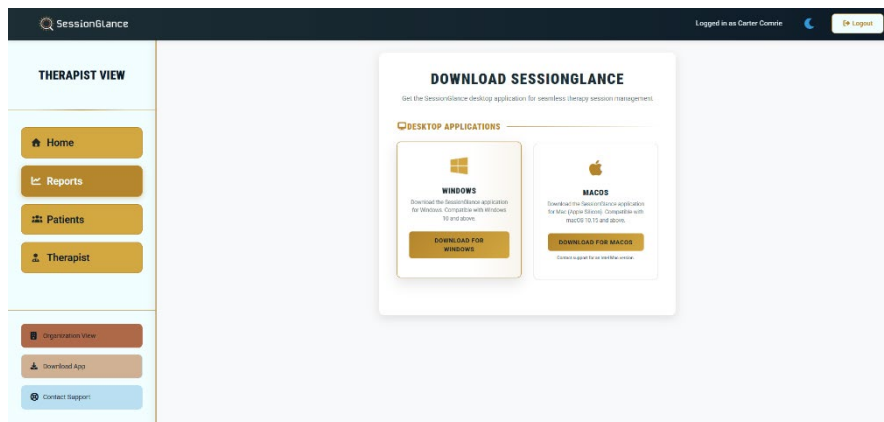# SessionGlance – Installation Guide (macOS)

This guide walks you through installing SessionGlance on macOS from start to finish. It covers logging into the SessionGlance user portal, downloading and installing the macOS application, setting up a required virtual audio driver, and completing the initial audio configuration so SessionGlance can capture audio during telehealth sessions. By the end of this guide, SessionGlance will be fully installed and ready for recording.

A link to contact support is included at the bottom.

SECTION 1 — INSTALL THE SESSIONGLANCE macOS APPLICATION

1. Step 1 — Open the SessionGlance User Portal
    1. Go to www.sessionglance.com.
    2. Select User Portal.
    3. Enter your username and password.
    4. If this is your first login, enable two-factor authentication using an authenticator app.

2. Download the SessionGlance Installer
    • Log into your SessionGlance therapist portal.
    • Select "Download App."

    • Choose macOS version of the installer.

Step 3 — Install SessionGlance on Your Mac

1. Open the downloaded install file.

2. Drag the **SessionGlance** icon into the **Applications** folder.

3. Wait for the copy to complete fully.

4. Close the installer window.

5. (Optional) Eject the installer disk image.

If SessionGlance does not appear in **Applications** after copying, repeat the drag-and-drop step and wait until the copy finishes fully.
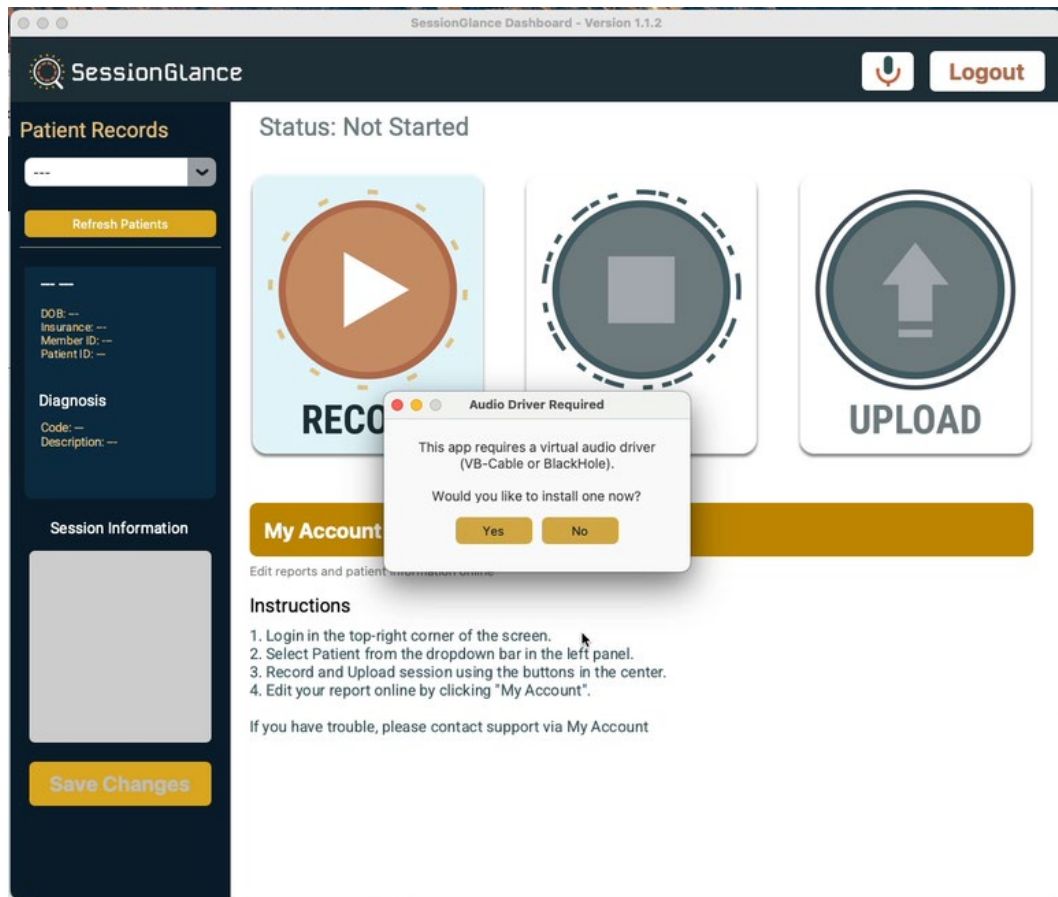
Step 4 — Open SessionGlance and Sign In

1. Open **Finder → Applications**.

2. Open **SessionGlance**.
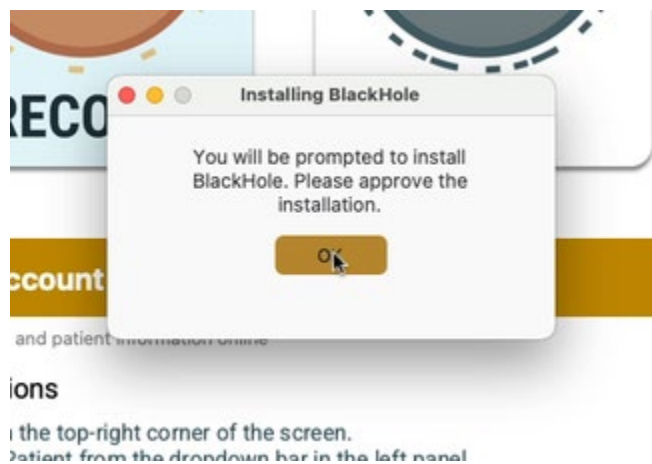
3. Enter your **username** and **password** to log in.

(Optional) Add SessionGlance to your Dock or menu bar for quicker access.

Step 5 — Install a Virtual Audio Driver When Prompted

1. After logging in, SessionGlance will check whether a compatible virtual audio driver is installed.
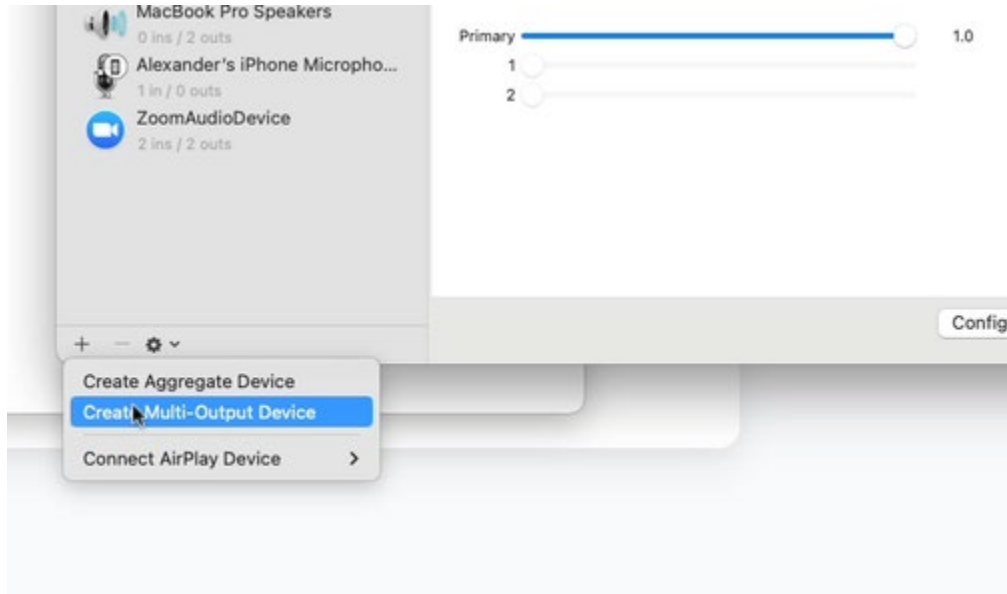
2. If prompted, choose whether to install **VB cable** or **BlackHole**.

3. Select the option to install the driver.

4. Complete the installation prompts until the driver is installed.

Step 6 — Create a Multi-Output Device in Audio MIDI Setup

1. Open **Launchpad**.

2. Search for and open **Audio MIDI Setup**.

3. Click the **+** icon → select **Create Multi-Output Device**.

4. Check the box for your virtual audio driver (example: **BlackHole**).

5. Check the box for your Mac speakers (or your primary output device).

6. (Recommended) Rename the multi-output device to **SessionGlance Audio**.

This routes audio to the virtual driver (for SessionGlance capture) while still allowing you to hear audio through your speakers.

Step 7 — Select Clinician and Patient Devices in SessionGlance

Patient Device

1. Select the virtual audio driver you installed (**BlackHole 2ch** or **VB cable**).

Clinician Device

1. Select the microphone you will use for sessions (built-in microphone, wired mic, or webcam mic).

A wired microphone is recommended to reduce battery-related or connection interruptions.

Finish — Confirm You're Ready to Record

1. Add a patient to your account (if needed) and refresh the patient list.

2. Select the patient.

3. Record → Stop → Upload when ready.

Support

If issues continue, reach out to SessionGlance Support.

- Support page: **https://sessionglance.com/support**

- Email: **support@sessionglance.com**

- Instructional video (backup link):
  https://drive.google.com/file/d/1gP8KNHKg82XJRHR8rfk6opvzPtixENNt/view?usp=sharing