



# Getting Started with XRHealth

A Comprehensive Guide to  
Beginning Your VR Therapy  
Journey



April 2026

## Welcome to XRHealth!

You're about to experience a new way to manage your treatment, right from home.  
We're here to support you every step of the way.  
Inside, you'll find the guides you need to get your VR headset ready and running.

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## Your Onboarding Options

Everything you need to get started with XRHealth:  
Onboarding, training, and community support

### 1. Attend an Onboarding Webinar

We offer daily webinars designed to **help you get started** and make the most of XRHealth. Scan the QR code or visit: [www.xr.health/us/dme/welcome](http://www.xr.health/us/dme/welcome) to see the daily schedule.



### 2. Schedule a One-on-One Onboarding Session

If you'd prefer **personalized support**, you can schedule a one-on-one onboarding session with our team. Additional resources and guidance are also available on your Welcome Page: <https://www.xr.health/us/dme/welcome/>

### 3. Join Innerworld Onboarding

Innerworld is our unlimited peer social support platform. Join an introductory onboarding meeting to **meet fellow members**, learn how the platform works, and ask any questions you may have. This welcoming session, **Introduction to Innerworld**, will help you feel comfortable, informed, and ready to explore everything Innerworld has to offer.



## Quick Start Guide: What's in the Box

Here is everything that came with the kit you just received. This guide will help you identify each item in the box so you're ready to get started.

### VR Headset Carrying Case

Designed to protect your headset and accessories, making it easy to store and carry your VR equipment wherever you go.



### Meta Quest 3S Headset

Your main device for immersive VR therapy experiences.



### Controllers

Two ergonomic VR controllers—one for each hand.



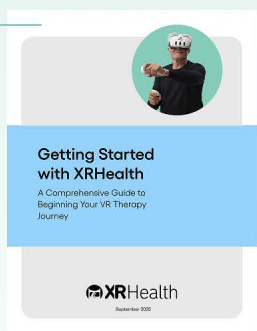
### An additional set of controller batteries

Your controllers already come with batteries, and your kit includes two extra.



### Getting Started with XRHealth Guide

This booklet walks you through everything you need to begin your VR therapy journey. It provides clear, step-by-step instructions and tips to help you set up.



### Charger and Cleaning Wipe

Charger to keep your device powered and a soft cloth to gently clean the headset lenses for clear sessions.



### Customer Support Magnet

Place this magnet where it's easy to see. On it you'll find our customer service phone number and email address, a quick reminder that help is just a call or message away.



**XRHealth Stickers**  
A pair of XRHealth branded stickers.

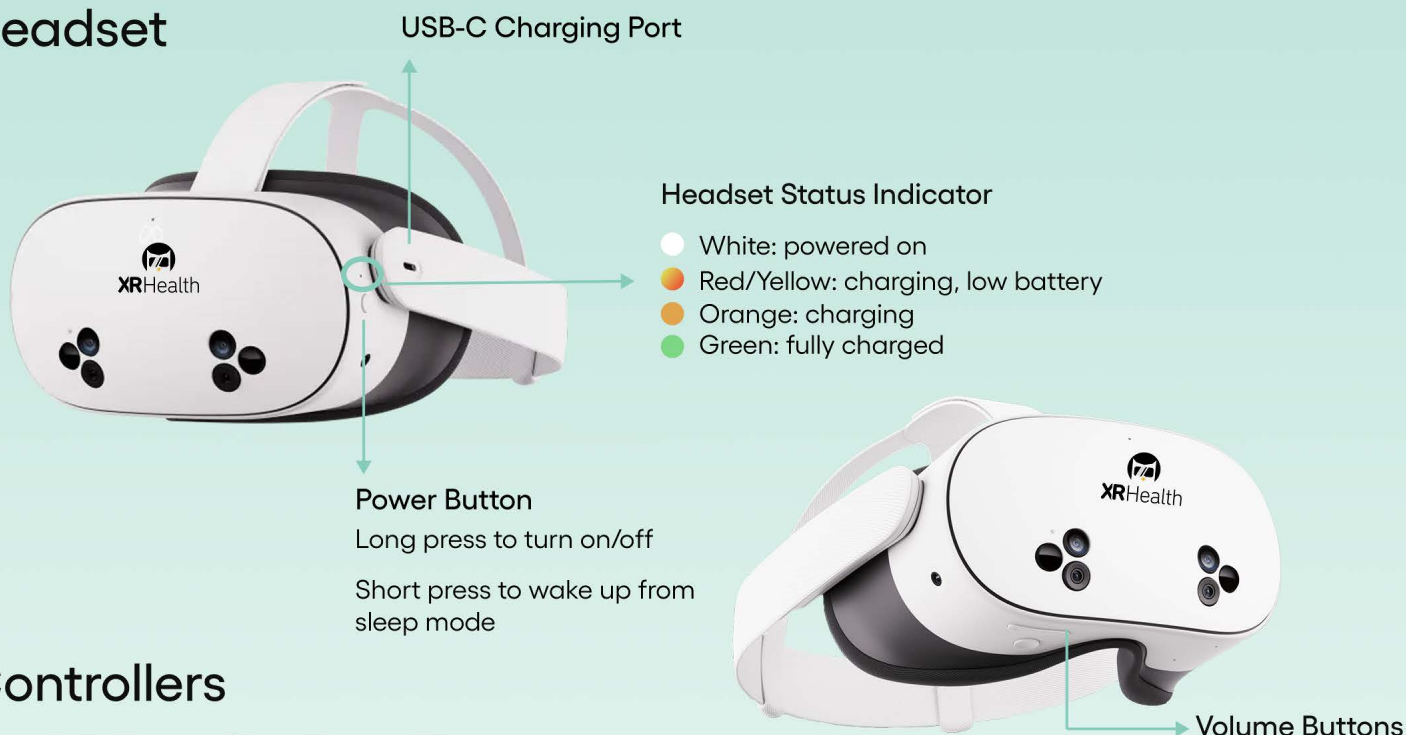




## Quick Start Guide: Meta Quest 3S Headset

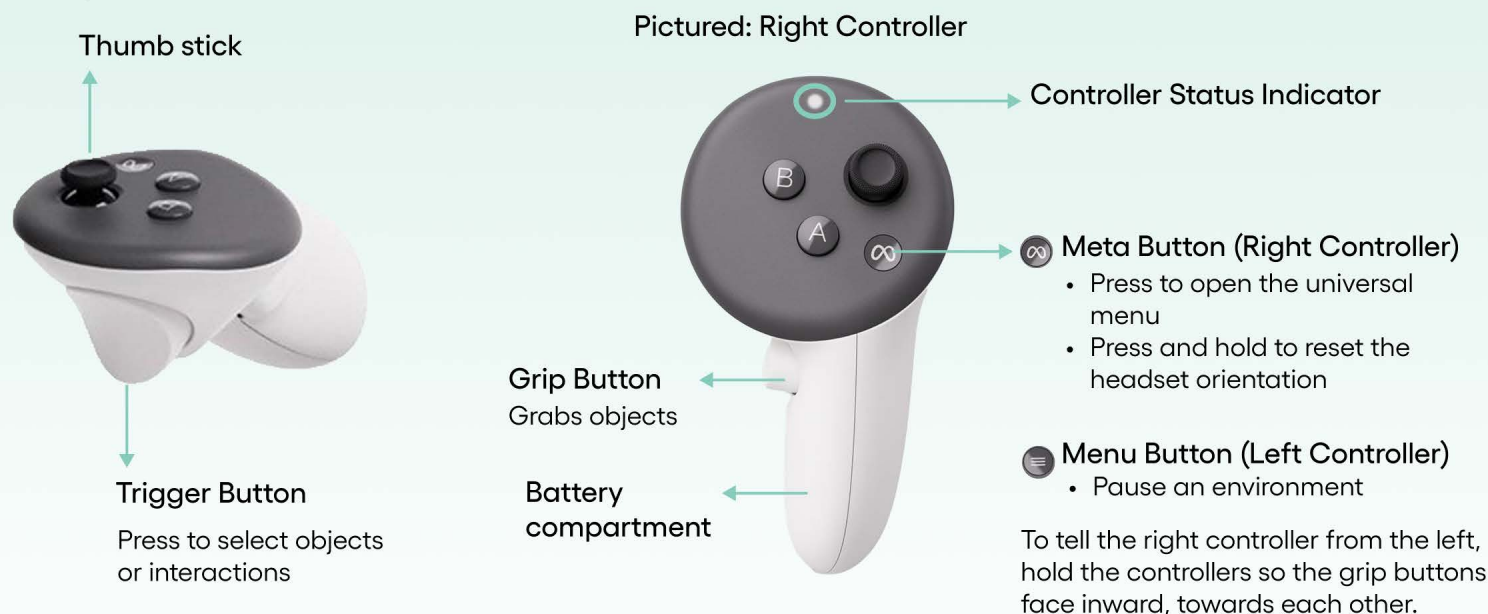
Getting to Know Your VR Headset

### Headset



### Controllers

The main buttons you'll need to use with XRHealth are the trigger button, the Meta button, and the Menu button.



\*You can press any button to wake the controllers after you turn on your headset.



## Quick Start Guide: Meta Quest 3S Headset

### Wearing & Using the Headset

#### 1. Power On the Device

- **Headset:** Press the power button on the headset until the white light appears.
- **Controllers:** You can press any button to wake the controllers after you turn on your headset.



#### 2. Wearing the Headset

- a. **Back strap adjustment**  
Twist the rear adjustment dial clockwise to tighten the back straps and counter-clockwise to loosen them.
- b. **Top strap adjustment**  
Detach the self-fastening strip and pull up to improve support and reduce pressure on your cheeks.
- c. **Lens adjustment**  
Gently push the lenses closer together or farther apart until you find the clearest view.



#### Disclaimer



Some XRHealth applications involve physical activity, including full arm movements. Ensure that your play area is safe and free from any objects. For your safety, it is advised to use the device while seated. Improper use of Virtual Reality experiences involving movement may lead to accidents.

\*Your headset model may differ from the one shown here. If you need support, don't hesitate to reach out.



## Quick Start Guide: Controller Usage

Learn more about how to use Meta Quest Touch Plus controllers.

### How to Hold the Controllers

1. **Thumbs** rest lightly on the thumbstick and face buttons (A/B on the right, X/Y on the left), ready for quick movement.
2. **Index fingers** curve over the trigger on the front underside, used for selecting or interacting.



3. **Middle fingers** wrap around the grip button along the side, used to grab or hold virtual objects.
4. **Ring and little fingers** support the controller base, keeping it stable and balanced.



### Changing the battery in your controllers

When the battery level in your controller is low, the status display lights on your controller in headset will show a red dot. To change the battery in your Touch Plus controller:

1. Press the battery cover release button located near the thumbstick on the side of your controller.
2. Remove the battery cover.
3. Carefully remove the existing battery.
4. Insert a new battery, ensuring that the positive end is pointed downwards towards the bottom of the controller.
5. Replace the battery cover.





## Quick Start Guide:

### How to Connect your Headset to Wi-Fi

**1. Turn on and put on your VR headset.**  
Your headset will take you to the XR Portal launcher screen. If you are already inside the XR Portal just click the Meta button on your right controller and select "Quit" to go back to the launcher screen.



**2. Use your controllers to click on the Wi-Fi Settings button.**  
Note: The Wi-Fi Settings button is on the Menu Bar, which is located just below the XRPortal. Please look a little lower to find it.

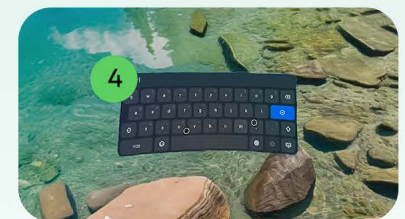


**3. Click on your network.**  
Note: When the Wi-Fi list opens, your network may not appear at the top.

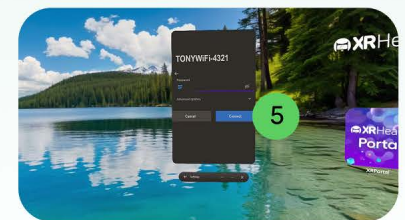
- To see more networks, move down the list using the thumb stick on your controller.
- The white circle (your cursor) must be inside the Wi-Fi menu. If it is outside, the list will not scroll.



**4. The keyboard should automatically pop up to enter the password.** If the keyboard doesn't appear, click into the password field to bring it up.  
Note: The keyboard appears at the bottom of the screen. Please look down to find it.

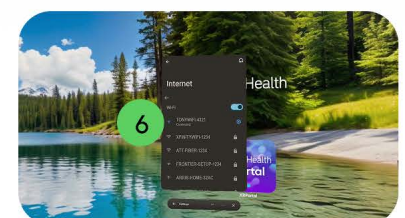


**5. Enter the password, then press the blue "Connect" button.**



**6. Confirm Connection.** After you press Connect, you will return to the list of Wi-Fi networks.

- If the connection is successful, your network will show **'Connected'** just below its name.
- If the password was incorrect, it will show **'Saved / Check password and try again.'** In that case, click on your network again to re-enter the correct password.







## Quick Start Guide: XR Portal

A guide to the XR Portal's main features and layout so you can navigate with confidence from the very first session.

The first time you click on the XR Portal icon, a welcome box will appear with important Terms & Conditions about data use and privacy. Please read them carefully, then click on the blue bar below to continue to your VR therapy experience.



### Exit button

This will take you to the XR Portal launcher screen.

### Home

This will take you to the XR Portal launcher screen.

### Library

This is the first thing you'll see when you enter, and here you'll find all the apps and environments you can choose from.

### Settings

This will take you to the settings on your headset.



## Quick Start Guide:

### Getting Started with the XR Portal

The XR Portal is what you'll find inside your Meta Quest 3S headset. It gives you access to XRHealth's virtual reality world, including therapeutic environments, interactive activities, and wellness tools – all created to help you feel and function better.

#### Before you start

Make sure your headset is fully charged and your controllers have working batteries.

#### 1. Turn on your headset



Power Button

#### 2. Follow the onboarding tutorial

Learn how to use the controllers and adjust your headset for a comfortable fit.  
*This tutorial will appear only the first time you use the headset.*

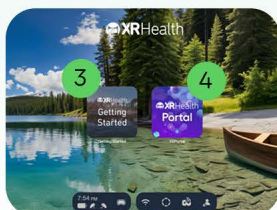


#### 3. Launch the Getting Started app

On the launcher screen, use your controller to select the "Getting Started" to set up Wi-Fi and watch a short tutorial on using the XRHealth Portal.

#### 4. Enter the XR Portal

Select the "XR Portal" app to start your journey.



#### 5. Launch an Environment

5.1 Enter the **Library** tab  
The Library is organized by categories called "Spaces."

Click on a category to see all the environments included in the Space.

*\*Your headset comes with Behavioral Space and Reliever Space. Working with a clinician can activate more content.*



5.2 Choose an environment to learn more about it

5.3 Adjust any available settings if needed

5.4 Click **Start** to begin



#### 6. Return to the Library

6.1 Press the **Menu button on the left controller**. This pauses the app and opens a menu where you can quit the environment.

6.2 If you're watching a 3D video, tap the **home icon** on the video bar.



#### 7. Exit the XR Portal

7.1 Click "Quit"







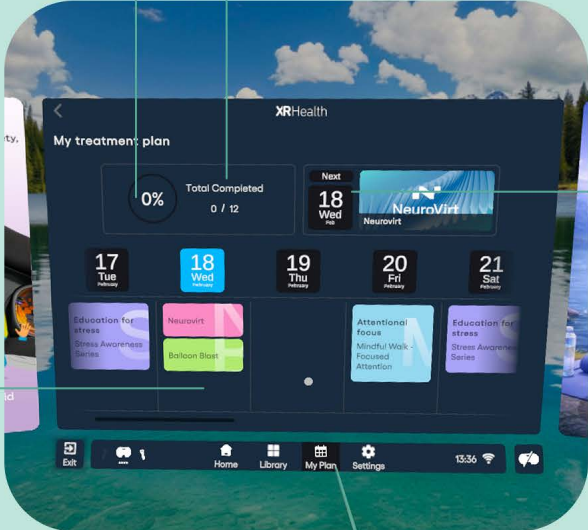
## Quick Start Guide:

### Care Plan

The Care Plan is your personalized program created by your XRHealth clinician or support coach. It provides a clear schedule of sessions designed specifically for your needs, so you always know what to do next.

## How to Access Your Care Plan

1. In the XRPortal, select **My Plan** from the bottom navigation bar.
2. The **My Care Plan** screen will open, displaying your weekly schedule.
3. Select the session scheduled for today.  
After selecting a session, a message from your coach or therapist may appear. Read the note carefully, then click **Start** to begin.
4. Follow the instructions and complete the session.



Your **completion percentage**.

**Total Completed**, showing how many sessions you have completed.

Your **next scheduled session** — click it to begin.

A **weekly calendar** displaying sessions scheduled for each day.

You can always access your Care Plan here.

## Important:

- Your headset must be connected to the internet for new sessions to sync automatically to your Care Plan.
- If you do not see your scheduled sessions, check your Wi-Fi connection and restart the headset if needed.





## Quick Start Guide: MyXRHealth App

MyXRHealth is your personal XRHealth hub. View your care plan, track your progress, explore your VR library, and reach your support team, all from your phone or web browser, anytime.

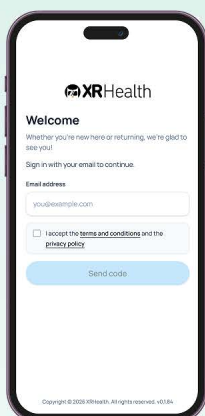
## How to Log In

1.

Go to **my.xr.health** on your phone or computer.

1.1 Enter your **email address**.

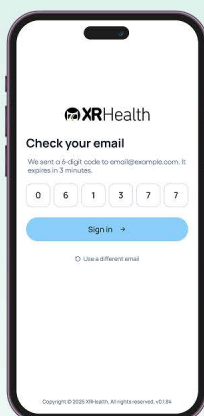
1.2 Tap **Send code**.



2.

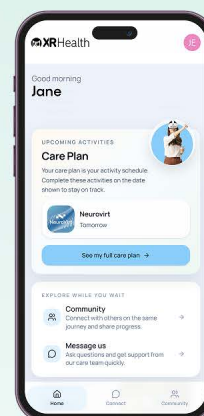
Check your email for a **verification code**.

Return to MyXRHealth, **enter the code**, and **click Sign in**.



3.

You'll be signed in **without needing to create or remember a password**.



## Keep in mind:

- You do not need to remember or save a password to log in.
- Sign in using your email address and a **one-time verification code**.
- Your verification code should stay active for about 15 minutes.
- MyXRHealth is designed primarily for use on your phone, but it can also be accessed on a computer.

## What You'll Find Once You Log In

- Your **Care Plan**, including upcoming sessions and activities tailored to you
- A quick view of your **next steps** to stay on track with your progress
- Easy **access to support** (email, text, or call) whenever you need help
- A community section where you can explore experiences like **Innerworld**
- Helpful content and resources you can browse while not using your headset
- Information about your connected headset, such as status and battery level



## Device Care & Maintenance

# Best Practices for Using the Virtual Reality Therapy Device

1.

### Keep the Headset Charged

Always keep your headset charging when it's not in use, so it's ready for your next session.

2.

### Stay Connected to Wi-Fi

This ensures updates are installed and feedback/data from your sessions are uploaded.

3.

### Use a Dedicated Therapy Area

Choose a quiet, open space free of obstacles or distractions. Charge the headset at that location.

4.

### Stick to a Routine

Set a regular schedule with reminders to stay consistent. For example, you can try starting each day with a calming meditation or guided imagery session.

5.

### Keep Lenses Clean and Protected

Never leave your headset in direct sunlight - this can permanently damage the lenses. Only use a dry microfiber cloth (included in your kit) to gently clean your lenses after each use and avoid touching them with sharp or abrasive objects.

6.

### Restart if Something Feels Off

If apps freeze or don't load, restart the headset before trying again.

1. Put on the headset and press the power button until you see "Shutting Down."
2. Wait a few seconds.
3. Press the power button again until the Meta logo appears.



## XR Portal: Your Guide to VR Therapeutic Apps

The XR Portal is your entry point into XRHealth's library of therapeutic VR experiences. Inside, you'll find immersive environments, activities, and videos designed to support pain management, relaxation, and mental wellness.

### Where to Find These Apps

Your apps are organized by different categories called "Spaces."

#### Behavioral Space

This space offers structured, self-guided 8-week programs like First Resort to help you begin your journey at your own pace. If you work with a clinician or health coach, you may also access additional guided programs.

#### Reliever Space

Here you'll find a flexible library of apps to explore at your own pace, including:

- *Pain Management – environments and exercises to reframe pain perception, build body awareness, and release physical tension.*
- *Mental Health – tools to improve focus and emotional balance, including attentional focus training and emotional regulation practices.*
- *Relaxation – immersive environments to promote calm and rest, with guided meditation, and mindfulness practices designed to reduce stress and improve sleep.*

#### Innerworld Space

Here you'll find an anonymous, peer-driven virtual world that fosters connection through shared experiences and social support. It offers a safe, welcoming community alongside accessible mental health tools.

### Tips for a Better Experience

- Use VR in a quiet, comfortable space with minimal distractions.
- Aim for 15–30 minutes per session, 3–5 times per week.
- Try different apps and notice which ones best support your goals.
- Keep a simple journal to reflect on how each session affects your mood or pain.
- Don't hesitate to reach out to us if you'd like guidance on which apps fit your care plan.



## User Guide:

### First Resort

VR App for Cognitive Behavioral Therapy (CBT)

## What is First Resort?

First Resort is a virtual reality (VR) program designed to support your emotional well-being through Cognitive Behavioral Therapy (CBT). Over the course of 8 weeks, it will help you identify your values, set goals, and explore how your thoughts influence how you feel and act. Through guided practices, self-assessments, and calming VR exercises, you'll build awareness, emotional resilience, and a stronger sense of control - one step at a time.

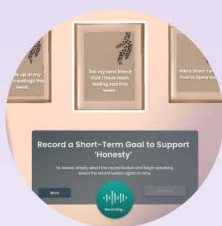
## How Does It Work?

You'll go through an 8-week journey. Each week unlocks a new session. Each session lasts around 20 min, and includes:



### Cognitive Behavioral Education

Short, engaging videos introduce foundational CBT concepts such as thought patterns, emotional regulation, and behavior change strategies.



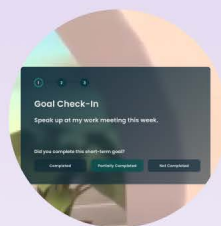
### Values & Goal Setting

Users are guided to identify meaningful values, establish long-term goals, and define short-term, actionable steps that align with those values.



### Mindfulness Practice

Calming, guided mindfulness experiences are included throughout the program to support emotional self-regulation and stress reduction.



### Reflection & Reinforcement

Each week includes opportunities to revisit previous content and reinforce key skills through interactive practices and goal check-ins.



## Disclaimer

First Resort is a seated or stationary virtual reality experience that involves gentle hand movements, such as reaching forward. Make sure you're in a quiet, safe indoor space, free of distractions or obstacles. If you feel unwell, overwhelmed, or need a break - feel free to pause at any time.

## User Guide: First Resort

VR App for Cognitive Behavioral Therapy (CBT)

### Step-by-Step Guide for First-Time Users

1.

**Select First Resort** from the XR Portal Library. You will find the app under Behavioral Space.



2.

**Watch the first time tutorial.**

You'll watch the tutorial in the app, but you can also watch it here by scanning this code with your phone camera:



3.

**Complete the short assessments** - help the app get to know you and track your mood.



4.

**Set your values** - watch a short video about values, then choose the ones that matter most to you.



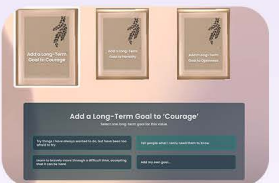
5.

**Practice mindfulness** - watch an introduction to mindfulness, then follow a guided practice in a calming VR environment.



6.

**Set your long-term goals** - watch a video on goal setting, then define a meaningful long-term goal for yourself.



7.

**You're all done!** You're now in the Home screen, where you can explore, revisit content, or continue at your own pace.



## User Guide:

### First Resort

VR App for Cognitive Behavioral Therapy (CBT)

## Your 8-Week Journey

Here's a week-by-week look at what you'll experience in the program:

| Week 1                                  | Week 2                                  | Week 3                 | Week 4-7                                           | Week 8                                             |
|-----------------------------------------|-----------------------------------------|------------------------|----------------------------------------------------|----------------------------------------------------|
| Introduction to CBT + How to Get Around | Progress Assessment                     | Progress Assessment    | Progress Assessment                                | Goal Check-In                                      |
| First Assessment                        | Short-Term Goal Setting                 | Importance of Practice | Goal Check-In                                      | Final Assessment                                   |
| Introduction to Values + Values Setting | The Power of Your Thoughts Video        | Goal Check-In          | Optional: Practice Shifting Thinking / Mindfulness | Graduation and Maintenance                         |
| Mindfulness: Introduction + Practice    | Shifting Your Thinking Video + Practice |                        |                                                    | Optional: Practice Shifting Thinking / Mindfulness |
| Long-Term Goal Setting                  |                                         |                        |                                                    |                                                    |

### Notes:

- Each week begins with a short mental health assessment (PHQ-2, GAD-2, PSS-4 on weeks 1, 4, 8).
- You can always revisit previous content, and the app will suggest practices to repeat.
- Most users find the first two weeks the most content-heavy - it is recommended to split them into 2-3 shorter sessions.
- To exit the application, press the Menu button on your right controller and select "Quit."





## Getting Started with Innerworld in VR

Innerworld is a peer-driven virtual world offering a safe, welcoming community and life-changing mental health tools.

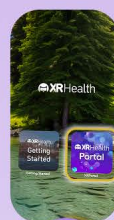
1.

### Open Innerworld

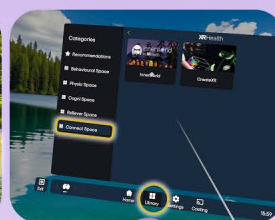
1.1 From the Main Portal, select “XRPortal” on the right.

1.2 On the bottom toolbar, select “Library.” Then, on the left hand menu, select “Connect Space.”

1.3 Select Innerworld, then select “Start.”



1.1



1.2



1.3

2.

### Complete Onboarding

2.1 Customize your avatar.

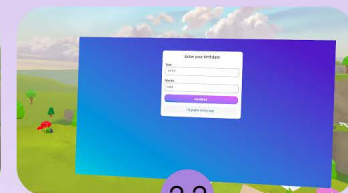
2.2 Enter your birth month and year.

2.3 Set your username and agree to the Terms and Conditions, and then select “Enter Innerworld.”

2.4 Watch the video to learn the basics.



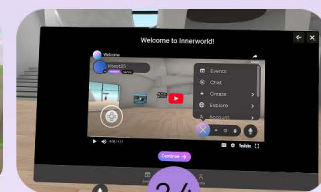
2.1



2.2



2.3



2.4

3.

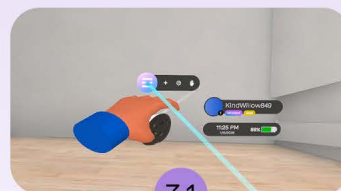
### RSVP and Join an Event

3.1 Open the Main Menu.

3.2 Select “Events.”

3.3 Then, select an event, and RSVP to it.

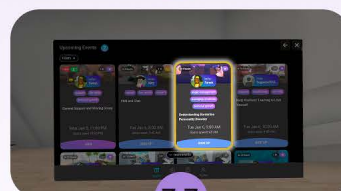
3.4 When it's time to attend, open Innerworld, navigate to the event, and select “Join.”



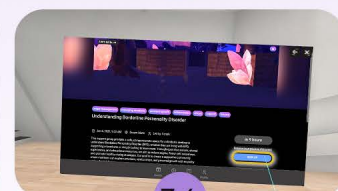
3.1



3.2



3.3



3.4

### Disclaimer

Innerworld Peer Support Groups are peer-led and are not facilitated by your clinician. Please ask our team about additional support options, including 1:1 Peer Support, 1:1 Therapy, and Group Therapy led by licensed clinicians.



## Getting Started with Innerworld on Mobile and Tablet

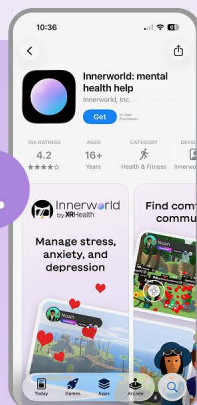
Innerworld is a peer-driven virtual world offering a safe, welcoming community and life-changing mental health tools.

1.

### Download Innerworld

Go to the Apple App Store (iPhone, iPad) or Google Play Store (Android devices). Search “Innerworld” and download the app.

1.

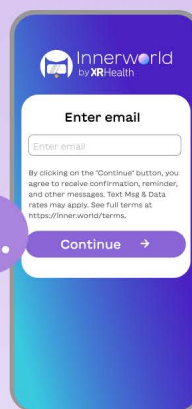


2.

### Open the App

Enter your email (the same one you use for your XRHealth account) and select “Continue.” You will receive an email for verification. Verify, then proceed with account set up.

2.



3.

### Complete Onboarding

**3.1** Create your username and customize your avatar.

**3.2** Complete a brief survey to personalize event recommendations.

**3.3** Agree to the Terms and Conditions, and you're all set.

3.



There will be someone guiding you through each onboarding step.

4.

### RSVP and Join an Event

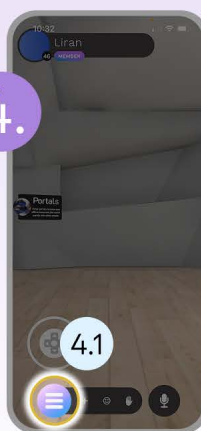
**4.1** Open the Main Menu.

**4.2** Select “Events.”

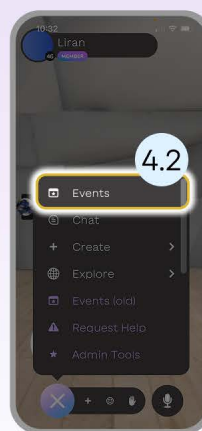
**4.3** Then, select an event, and RSVP to it.

**4.4** When it's time to attend, open Innerworld, navigate to the event, and select “Join.”

4.



4.2



4.3

4.4



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We're here for you.  
Reach out if you need support.

Our support team is available  
Monday through Friday, 9 AM to 5 PM (EST).

→ +1 (888) 977-6828

→ support@xr.health

→ [support.xr.health](mailto:support.xr.health)

