

Successful Online Sessions

Tips & Tricks

1 Get Ready

Schedule 10-15 minutes before your session to review any material sent by your therapist, including instructions on how to access the Zoom meeting room. Try logging into the meeting room before your session starts to make sure both the audio and video connection are working.

2 Minimize Distractions

Find a quiet place that is free from distractions where you feel safe to talk openly. This might be a quiet room, but a closet or even your car can work. Tell others in your home that you will be in a private meeting and that you cannot be disturbed. Ask them to lower the volume of music, the T.V., or other electronics if needed.

3 Equipment

Set up the equipment you plan to use ahead of time. A laptop or computer is best, but Zoom will also work on a smartphone or tablet. You can download zoom software from <https://zoom.us/download>. Test your internet connection and make sure your device is charged or connected to power.

4 Confidentiality

Although Zoom complies with all applicable privacy standards, please use a secure internet connection to minimize confidentiality breaches. Your therapist must be notified if you are not alone at the time of your session. The use of a headset is a good way of making sure no one overhears what your therapist is saying.

5 Logging On

At your scheduled appointment time, simply click the Zoom link provided by your therapist via email. If you have been given a meeting password, enter it when prompted. You will be either be taken to a virtual waiting room until your therapist starts your session, or you will find your therapists in the meeting room waiting for you.

6 Keep Calm

Tech issues are common, especially as we all adjust to using these tools in new ways. Contact your therapist by telephone or email if you experience problems while logging in or during your appointment. Refer to our Tech Troubleshooting quick reference sheet for support resolving issues.

7 Get Comfortable

Wear comfortable but appropriate clothing. Choose a cozy place to sit. Snuggle up with a comforting blanket and have tissues and a drink and/or snacks near by. If you have a pet that is not rambunctious and distracting, cuddling with them can be calming.

8 Creating Connection

Set your device on a flat surface rather than holding it. Make sure your face is fully in the frame. If possible, position your camera so that your upper body is shown as well. This allows your body language to be captured. Using headphones or earbuds provides the best sound quality. Look into your therapist's eyes, rather in into your camera. Turn off other streaming devices to improve internet stability.

9 A Regular Session

Although your session is taking place via video, it will otherwise be like a standard in person session. The use of technology, especially now, allows us to connect socially with one another, but when you are with your therapist the focus will remain on your therapeutic goals.

10 We Look Forward to Seeing You

