

Tech Set-Up and Troubleshooting

For Online Sessions

1 Zoom Set-Up

Online therapy is delivered by Southwest Counselling Services using Zoom, a web-based program. This can be accessed on a laptop, computer, smartphone, or tablet. There are two ways that you can get ready to use Zoom. You can either go to: <https://zoom.us/download> and manually install, or you can click the link provided by your therapist for your appointment. The web client package will automatically download when you use Zoom for the first time. Simply follow the prompts that pop up.

2 Internet Browsers

The minimum internet browser requirements are:

- Internet Explorer 10 or higher
- Microsoft Edge 38.14393.0.0 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 49.0 or higher

Please note that the client web feature functions best on **Google Chrome**.

Turning all other streaming devices off and ending all other browsing activity on your device during your session will support a clear and stable connection.

3 Logging On

At your scheduled appointment time, simply click the Zoom link provided by your therapist via email. If given a 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 therapist in the meeting room waiting for you. If Zoom does not launch when you click on the link, copy and paste the meeting link directly into the address bar of your browser.

4 Confidentiality

Although Zoom complies with all applicable privacy standards, please use a secure internet connection to minimize confidentiality breaches. The use of a headset is a good way of making sure no one overhears what your therapist is saying. Please also consider what is visible in the background where you are sitting.

5 Additional Equipment

If your computer does not have a built-in camera, you will need to set up a webcam. Although Zoom can be used with the microphone built into your device, using this does not provide the best sound quality. Earbuds or a headset with a microphone are recommended. They will also help maintain privacy and help to block out any noise that may come from the environment around you. Having a noise machine or fan on near the door of the space where you are sitting will also help to block out distractions and improve the audio experience.

6 Audio, Video, & Chat

When you log-on to Zoom, you will find the audio and video controls located in the bottom left of the Zoom window (icons = microphone and camera). If there is a red line through the icon, that feature is turned off. To turn each feature on, simply click the icon. If you want to switch to a different microphone or camera, click the arrow pointing up beside the icon and a list of options will appear. Click on the one that you want to use. Zoom also has a live chat function. To open the chat box, click the chat icon on the bottom middle of the Zoom window. A dialogue box will open and you can begin typing at the bottom.

7 Troubleshooting

If you cannot enter the Zoom meeting room, make sure you are using the correct address. If your internet connection is not stable, you can enter via telephone using the phone number attached to your meeting invite. If you have audio/video problems, make sure your video is on, you are not muted, your volume is turned up, and that your camera and microphone are plugged in. If you continue to have problems, leave the meeting and try using a different web browser or restarting your computer. You can communicate with your therapist using the chat feature if your audio and video are not working.

8 Keep Calm

If you are unable to resolve any tech issues by yourself, please contact your therapist by telephone or email. They will be happy to support you through basic troubleshooting. If tech issues arise that cannot be resolved and your session cannot go ahead, you will not be charged.



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