



The Center *Welcome to Tele-Counseling*

Follow these instructions and you'll be connected in no time.

Counseling at your convenience



Counseling is available on your phone, tablet or desktop.

Keep this sheet for reference.

Getting Ready

Preparing for Your Appointment

Unless you have otherwise opted out, you will receive a text reminder of your session 48 hours prior. You will then receive an email from "telemedvisit@alert.insynchcs.net" with a link to access your Zoom session 24 hours prior to your scheduled session and again once your counselor has started the Zoom session on the scheduled start date/time of the appointment. You will be able to access your virtual session through the emailed Zoom link either via your mobile device or computer.

- We suggest that you download the Zoom video meetings app to your electronic device prior to your session time. www.zoom.us/download
- A few minutes before your appointment time, open the email you received from "telemedvisit@alert.insynchcs.net".
- Click on the "JOIN MEETING" link within the email.
 - If joining from a computer or laptop: After selecting the link, you will automatically be connected to a video Zoom meeting using your device's microphone, speaker and camera.
 - If joining from your mobile device or tablet: After selecting the link, the Zoom video meetings app will open and invite you to join the virtual meeting as a guest. You can choose whether you want to join the meeting by video call or audio only and confirm that you want to join.
- You will be added to the virtual waiting room in Zoom until your therapist starts your session.
- Please unmute your microphone and give your camera access within the app.
- Please Note - You will receive a newly emailed Zoom link via for each virtual Zoom session.

In addition to the emailed Zoom links, you will also have the option to join the Zoom meeting directly from your patient portal. Under "Messages" you will have an invitation to the session from your provider.

What You Need for a Great Virtual Visit

The Center recommends having these on hand for a successful virtual visit:

- A charged, plugged-in device (phone, laptop, iPad) with a strong signal. You don't want to run out of power or lose your connection during your session. Use Wi-Fi if your cellular data plan is limited.
- Use a headset or ear buds with a built-in microphone if you have it. It makes it easier for you to hear and for your therapist to hear you.
- Check your microphone on your device and volume.
- Find a quiet location with good lighting. Turn off the television and other distractions, mute notifications on your phone/device, and tell others in your house you'll be busy for the next 45 to 55 minutes.
- Be patient with technology. If your device is not working properly, phone sessions are effective and you'll have time to troubleshoot before your next session.

Your Session