



## How to/FAQ for Technology Assisted Counseling

If you are receiving this How To/FAQ for Technology Assisted Counseling (aka TeleTherapy or TeleHealth), you have expressed an interest or scheduled an appointment for a TAC/Telehealth appointment. Below is what you can expect during the session, tips for success and an FAQ.

### What is TeleHealth?

Through audio and video over the internet, you can meet with Launch Point Counseling on-the-go from your desktop, laptop, tablet, or mobile device (iOS or Android) - it's your choice!

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

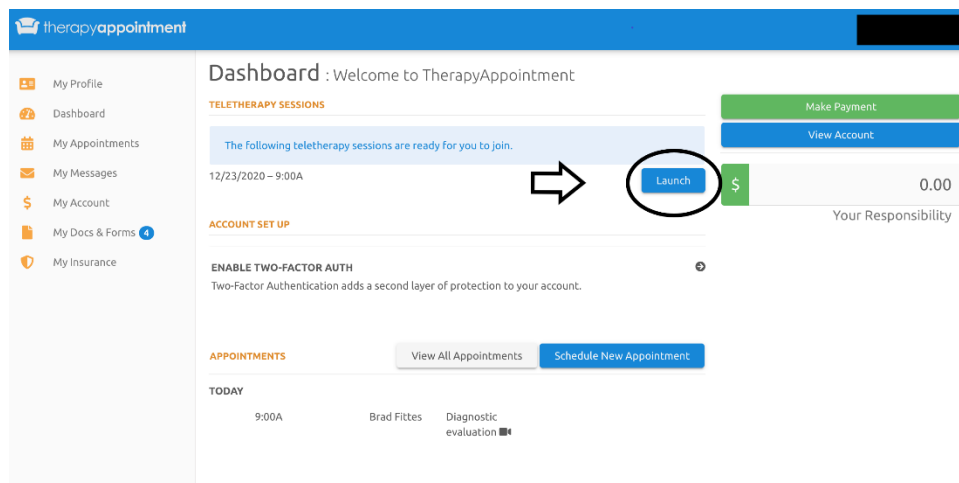
### What equipment do I need?

To participate in Telehealth appointments from your home, you will need one of the following devices:

- **Desktop computer** with a webcam, speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Laptop computer** with built-in webcam and speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Tablet device** with built-in webcam and speakers, **OR**
- **Smartphone** with *at least* iOS 10 or Android 7.0
- **You will also need an internet connection that is at least 10mbps.** For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10 mbps will minimize connection issues and provide the best quality.

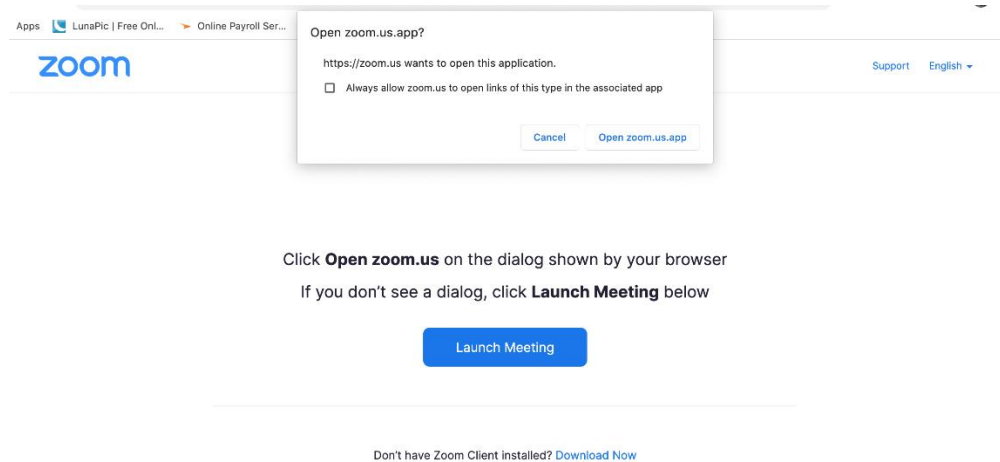
### How do I start the session?

15 minutes before the appointment time, log into the client portal and you will be prompted to launch the Teletherapy Session from the Dashboard in the Client Portal.

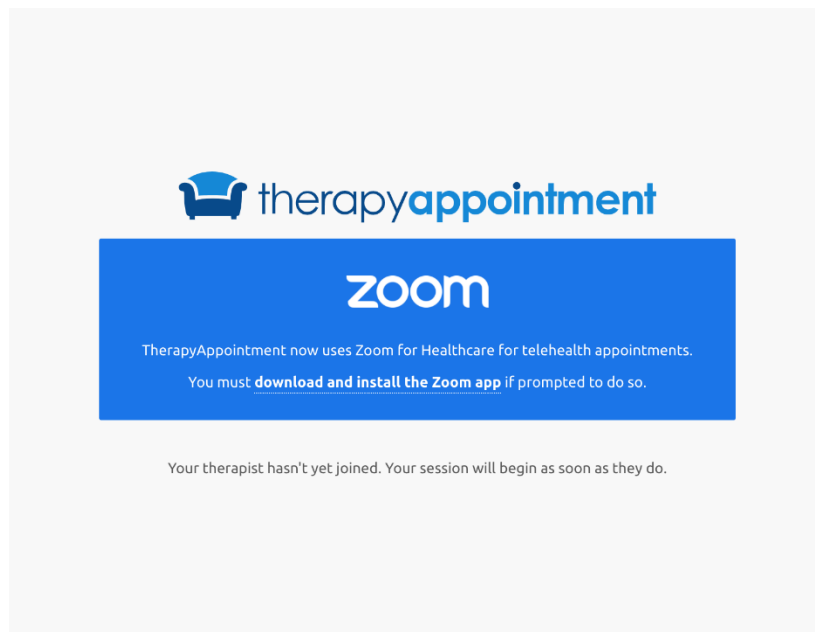


## How to/FAQ for Technology Assisted Counseling

Provided that you have downloaded the Zoom software, you will then see the following screen. Go ahead and click “launch meeting.” If you haven’t downloaded the software yet, you may do so here: <https://zoom.us/download>.



Please note: It is possible that you as the client will join the session first. If this does occur, you will enter a Telehealth Waiting Room. In the Waiting Room, you will see the following screen:



Once both the Therapist and Client have joined the session, a new tab will open with the actual telehealth video platform.



## How to/FAQ for Technology Assisted Counseling

### Tips for Success

- If you experience a lag or interference while using Wifi, we recommend moving closer to your router. Depending upon the strength of your router, wired internet can give you a much smoother, more consistent experience.
- Test your internet connection speed. Google provides an easy way to test your internet connection directly from the google homepage. Simply search: internet speed test. Click the blue button that says **Run Speed Test**. If it is under 10mbps and you're using wifi, try restarting your router.
- Close other programs. If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.
- Identify a suitable room that is quiet, private, and free of distractions.
- To keep background noise to a minimum, make sure to close any doors, shut windows, turn off the television, and keep loud pets in another room if possible. Consider hanging a "Do Not Disturb" sign on the door to avoid interruptions.

### Reminders

- At the start of each session, I will verify:
  - That we can see/hear each other
  - Your location for safety purposes and to ensure that you are located within the state of Ohio
- We will also review the back up plan (i.e. alternative platform, phone) in the event that we have technology issues that prevent us from connecting by video. If we lose connection, I will attempt to call you to re-establish connection and troubleshoot the issue.
- Please remember to update and/or add the following contact information in your client portal prior to the first session:
  - Your most up to date address (address section)
  - An emergency contact (contacts section)
  - The contact information for your local police department (contacts section)