

# Preparing for your Online Video Sessions

## The Right Environment

### PRIVATE

Sessions can cover very sensitive and private topics. Find a private space where no one can hear you.

Tip: Wearing headphones can reduce the potential for others to hear details of your session that would otherwise be projected from speakers.

### QUIET

Minimize the potential for environmental noise. Take the appropriate steps to silence electronics, pets, etc. so you are not disturbed during your online video sessions.

### BRIGHT

Select a well lit area to connect to your session. The main light source should be in front of you to keep your face visible. Keep your background space clear to reduce distraction.

## The Right Tech Setup

### HARDWARE

You must have a desktop/laptop computer or mobile/tablet device with built-in or external speakers, microphone and webcam.

### SOFTWARE

Ensure you are using the latest version of your selected browser (Google Chrome, Safari, Firefox, etc.).

Confirm your username and password are accurate so you can log into the secure client portal at the appropriate time.

*NOTE:* Avoid the Microsoft Edge browser until Microsoft has completed phasing out the current version. Any other browser should work fine.

### CONNECTION

You must be able to connect to a high speed internet connection (Minimum connection speed: 512Kbps Upstream / 2 Mbps Downstream). Prior to your session, restarting your computer is recommended to shutdown any background processes. Confirm all other programs are closed so all bandwidth is dedicated to your session connection.

**Connect to your session prior to your session start time to test your internet connection and session settings. Confirm you have given permissions to your browser to access your camera and microphone, and that you can see yourself in the preview window at the bottom left of the open session window.**

## **Attending Your Session**

**Login** to the secure client portal a few minutes prior to your session. Your upcoming session will be displayed on your **Home** page. Click any of the details of your upcoming session to open the **Session Details** page, then click the **Start Video Session** button. A new window will open where your session will take place.

If you have completed the preparatory steps listed in the tech Setup section above, you should be taken directly to the virtual meeting room where you and your counselor will conduct your session. A display of what your counselor sees will show in the bottom left, while the rest of the screen will fill with your counselor's camera view.

Use the volume dials at the top of the window to adjust sound settings as needed. When the session is finished, **close the window** to end the connection

