



Transformative Place Counselling Service

How To Use Zoom

Before your session:

As online counselling is different to face-to-face counselling, please have these things in order before the first session

1. Have this contract and the background information form filled in and emailed to me (counsellortpcs@gmail.com). Please scan and attach 1 form of photo ID and any concession entitlements.
2. Have access to a device (mobile, tablet or computer) which has good and reliable internet connectivity
3. The device you use must have a camera, or webcam and please use the Zoom function to test your microphones and headphones/speakers
4. You need to have a private space where you can guarantee that you will not be disturbed for an hour, please note that a session will be terminated if other people interrupt.
5. Please turn off or silence mobile phones and other background noise

How the sessions start:

You are not required to download anything; you will be sent a Zoom invite link via an email. About 15 minutes before the time of your appointment click on this Zoom link to 'open link'. At this point, a pop-up box will ask you to join computer audio, click on this and turn on the webcam once in the session. After the session, the counsellor will end the Zoom session and the Zoom platform will close on your device.

What to do if the technology or connection fails

The counsellor will contact you via the phone number you provide, and ask if you wish to try rejoining and continuing the Zoom session or reschedule another time so technological issues can be rectified.