

Videoconference Instructions

Please note that due to COVID-19 precautions, typical procedures are being modified in the Counseling Center on a temporary basis.

1. Check your email for an invitation to register from TAO Connect sent to you via your counselor. *You will know videoconferencing is enabled if you see the Videoconference Tab on your upper navigation bar in TAO.*
2. Log into your TAO account ahead of time, click on the Videoconference Tab in the upper navigation bar, and select go. (Note that the first time you do a videoconference, you will need to download and install the small Zoom executable to your device – this happens automatically, and you will receive instructions as you go.)
3. Follow the general guidelines in the next section to set up your space appropriately for a videoconference session. Test your speakers and video to make sure they're working.
 - Create a confidential and private space where you will not be interrupted and your conversation will not be overheard. Consider creating white noise outside the doorway, and use headphones or earbuds.
 - Use the biggest screen size available to you (i.e. a laptop rather than a phone). Ensure that the device is stable and the camera level with your eyes. Make sure that you're well-lit with no bright light source directly behind you.
 - Clear your internet by closing out of any programs you don't need. (For more detailed instructions, watch the video at <https://personcenteredtech.com/tmh/clients>.)
 - Recognize that eye contact can be difficult to establish via videoconference, even if your counselor is trying.

Your access to TAO also connects you with a wide range of evidence-based mental health resources (available 24/7), so feel free to explore those even when you're not videoconferencing with a counselor! Engaging with TAO self-help resources is shown to be just as effective as individual therapy in reducing symptoms.

Thanks for working with us to stay physically and mentally healthy during this season!