


SETUP INSTRUCTIONS FOR ONLINE COUNSELING

How to Use Zoom

Thrive Counseling & Consulting PLLC's clinicians use Zoom to conduct telemental (online counseling) sessions when it is not practical to hold the session in person. The following steps will get you ready to participate in video-conference sessions with your clinician. We recommend using Zoom's smartphone app for the easiest setup; however, you can also use a personal computer that has the features to support video conferencing. **A basic Zoom account is free for you to set up and free for you to use.**

SMARTPHONE APP SETUP

- 1. Download the Zoom app.** Go to the App Store (iPhone users) or Google Play (Android users) and search "Zoom". The Zoom app will be one of the first results, and will look like this:
- 2. Create your account.** Once the app has downloaded, open it and select "Sign Up", then follow the steps to create your free account. Zoom will send a verification link to the email address you choose to complete account signup.
- 3. Once the account is created, log in to the Zoom app.** Go back to the app on your phone and log in with the username and password you just created.
- 4. Enable app permissions.** The Zoom app will need permission to access several features on your phone: Contacts, Calendars, Microphone, Camera, Cellular Data, and Notifications. You can do this in two ways:
 - o Choose "Yes" on each request that pops up as you begin using the Zoom app
 - o Go to your phone's Settings → Zoom App → Permissions and turn on access for the various phone features
- 5. Pair your phone number.** In the Zoom app, you will see a list of icons at the bottom of the screen that read: Meet & Chat, Meetings, Contacts, and Settings. Tap Contacts, then tap the + icon at the top right. You will then be prompted to enter your phone number.
- 6. Add your clinician as a contact.** After your phone number is entered, go again to Contact → + icon. Enter your clinician's email address in the search bar. Add them as a contact. If you don't know your clinician's email address, you can call our office at **910.483.5884**.
- 7. Once your clinician accepts your contact request, you will be able to conduct video chat meetings.**
- 8. Do not use Zoom for communicating with your clinician other than during scheduled telemental counseling sessions. For all communication outside of scheduled telemental counseling sessions, please contact your clinician at the phone number he/she has provided to you.**

**PREFER NOT TO USE A SMARTPHONE?
TURN OVER FOR COMPUTER SETUP INSTRUCTIONS.**

COMPUTER SETUP

***Please Note: Your computer must have a video camera and a microphone in order to use Zoom for telemental counseling. You must also have a high-speed internet connection.**

1. Go to www.zoom.us,
2. **Create your account.** At the top right of the home page, click “Sign Up, It’s Free” and follow the steps to create your free account. Zoom will send a verification link to the email address you choose to complete account signup.
3. **Once the account is created, log in to the Zoom website.** You can skip the page that asks you to invite other users to join Zoom.
4. **Download the Zoom program to your computer.** Click “Test Meeting”. Zoom’s website will begin the software download. You may need to give it permission to download, depending on your computer’s security settings.
5. **Install the Zoom program on your computer.** When the program has finished downloading, you will need to click on the downloaded file to start installation. The installation steps may be different depending on what kind of computer you are using (i.e., Apple vs PC/Microsoft Windows).
6. **Open the Zoom program and sign in.** Use the username and password you set up earlier.
7. **Enable video and audio settings.** In the program home window, click the icon with your initials located at the top right, then click Settings.
 - Under Video, choose the camera you want to use from the dropdown box. If you do not see any options in the Camera dropdown box, your computer does not have a camera and cannot be used for two-way video conferencing.
 - Under Audio:
 - Choose the speakers that you want to use for incoming sound. Most computers have a speaker system built in. You can also connect a speaker system or connect your computer to another device that has built-in speakers, such as a TV screen.
 - Choose the microphone that you want to use for outgoing sound. Your computer may have a microphone built in. If not, you will need to connect a microphone device, such a microphone-equipped headphone set.
8. **Add your clinician as a contact.** At the top of the Zoom program window, click Contacts. On the left, you will see tabs that say Directory and Channels, followed by a + icon. Click the + icon; next, click Add a Contact. Enter your clinician’s email address in the search bar and click Add. If you don’t know your clinician’s email address, you can call our office at **910.483.5884**.
9. **Once your clinician accepts your contact request, you will be able to conduct video chat meetings.**
10. **Do not use Zoom for communicating with your clinician other than during scheduled telemental counseling sessions. For all communication outside of scheduled telemental counseling sessions, please contact your clinician at the phone number he/she has provided to you.**