

## SAMPLE Zoom Instructions for Client

*(This sample email has been created to help clients set up for sessions through Zoom and with input from counsellors who participated in the Video Counselling and Support Pilot).*

Hello \_\_\_\_\_

I wanted to touch base with you about the “Zoom” counselling option that we discussed via phone this morning. As discussed, we offer “Zoom” counselling or video counselling support through our centre. You may or may not be familiar with Skype or Facetime - Zoom is a similar service except it is much more secure – it is encrypted and the video session is never saved to the server or device that you may be using.

You will have the option to just use the audio or we can use video, however you feel the most comfortable. I would suggest that we set up zoom with video so that we can see each other for our first session and then go from there.

Zoom is a very easy service to use. For the first session, I will send you a link to Zoom. Once you click on it, Zoom will check to see if you have the plugin already installed on your device. If not, it will install it which will allow for the Zoom service to work properly. Once it’s installed, you won’t have to do it again if you are using the same device. This installation takes about a minute. You will then be taken to the session.

I am responsible for inviting you to access the Zoom sessions, which means you will receive an email invitation from myself that will look similar to the one that is below. You then will click the link at the time of your next session – which is next Wednesday, September 6<sup>th</sup>. Once you have clicked the link at the time of your session, it will bring you to a screen that will state that your host, myself, will allow you access to the session. We call this the virtual waiting room. At this point, I will be notified that you are in the waiting room. You may or not see any video at this time, this is normal. Please be sure to click “join by computer and audio” when prompted.

Sample of what a Zoom email invitation will look like:

\_\_\_\_\_

I am inviting you to a scheduled Zoom session.

Topic: M - SESSION

Time: Sep 6, 2017 3:30 PM Eastern Standard Time (US and Canada)

Click this link: <https://zoom.us/j/12345789>

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Please let me know if you have any questions before we start with our video counselling sessions.