

How to use Zoom for On-line Counseling Services (Telehealth) at Faith Promise Church

Zoom can be downloaded on your computer or phone for free to meet with your counselor online.

1. To access Zoom one of the options below will be necessary to access your session:
 - a. To use your computer: Go to www.zoom.us and create a free account.
 - b. To use your smart phone: Go to your app store and download “Zoom Cloud Meeting app – look for this symbol.



- c. If you are scheduling your first appointment, you will receive electronic documents to complete before your first appointment. After completing each document, click “submit” and the documents will be automatically sent.
2. You will receive an email indicating that you have been invited to a “zoom meeting”, with a link included in the body of the message. When the meeting time approaches, your counselor will “open” the meeting. Click the link to join the meeting.
3. See icons at the bottom of the Zoom page indicating features of the meeting. Click on those features (video, audio, etc) to give “permission” to access audio, video, etc. You should see your face in a small window, and your counselor’s face should come into view.
4. After the meeting has started, **should the technology fail, your counselor will call you at the phone number you have provided.** Your counseling will end the meeting.