# Students Guide to Using Zoom for Online Counselling

College of Agriculture, Engineering and Science Student Support Services

During these difficulties presented by the COVID-19 virus, where face-to-face therapy sessions are not advisable for a while, we want to provide you with some practical information to help you understand what to expect with online sessions and also provide some tips to make sure the process runs smoothly.We know that it might feel unsettling or uncertain to have some sessions online, but they can be as effective as meeting face to face, so long as we each follow the tips below. Our goal is to create a safe and contained space to work with you.
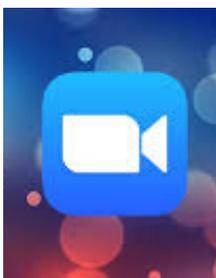
ONLINE SESSION

-Make an appointment with one of the counsellors using the following link: **https://caes-ukzn.bookem.com.** or by emailing **Aessupport@ukzn.ac.za**
-If you and your counsellor have decided to have your session using zoom, your counsellor will send you a link via email
-At the time of your appointment click the link and you will be placed into the "waiting room'
-Your counsellor will then allow you into the session when it is time for your appointment and they are ready to start
-If you will be accessing the session via a computer, you don't need to install the Zoom app, as you can join via a web browser. However, it's preferable to install the app as this will give you additional functionality.If you will access your session via a mobile device, you need to install the Android or iOS Zoom app.

DOWNLOAD THE APP TO A COMPUTER

- On the Zoom website (https://zoom.us/) scroll to the very bottom of the webpage.
- In the "Downloads" column, click the "Meetings Client" link

DOWNLOAD THE APP TO A PHONE

- You may find the zoom app in your app store or using the following link: https://zoom.us/download#mobile_app

CONTROL VIDEO AND AUDIO SETTINGS

-You can choose to join the meeting with video and audio (i.e. picture and voice) or voice only. We'd like to encourage you to choose the "with Video" option, as it means we can see each other as we speak, but this is entirely up to you and we'll respect your preference.
 -"Mute" and "Stop Video" controls are located along the bottom left of the meeting window.
- TIP: If the internet is bad, disabling video can help maintain a better overall internet connection using just audio, this also uses less data

WHY USE ZOOM OVER OTHER PLATFORMS?

-Zoom uses less data than WhatsApp video calls and Skype
-It is also a secure encrypted line, ensuring that your session is confidential

PLEASE ENSURE THAT:

-You consider where you will be at the time of your session. Practicalities like good connection to the internet is important, but it is also important you have the time and privacy to engage in your session. Your counsellor takes every precaution to protect the privacy of your session, and it is important you do your best to ensure you will not be disturbed during your session.
-You consider using earphones or a headset to enhance the privacy of the session and to block out other sounds that may be distracting.
- Unless it has been discussed and agreed upon with your counsellor, we request that you do not record the session.
- When booking an appointment, you complete and return the online consent form which will be sent to you by your counsellor before the session.

OTHER RESOURCES

-**Zooms Getting Started Guide:**
 https://support.zoom.us/hc/en-us/categories/200101697
-**Online Help Centre:**
https://support.zoom.us/hc/en-us

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