

How to prepare for your therapy session by video call**1. Day before your call:**

- ✓ Download the applications 'Zoom' <https://zoom.us/> and 'Signal' <https://signal.org/> to your computer and mobile phone. You can set up an account for free on both. Zoom is the videoconferencing application we will normally use, but Signal is a good back up, plus it allows secure messaging and phone calls between us.
- ✓ Plan where you are going to speak to me from. Please choose a room where you can be alone and not overheard. It is important that you can talk freely and are not going to be disturbed. Choose a place that makes you feel comfortable and safe. Ideally this room will have a desk with your computer set up on it.
- ✓ Decide what computing device you will use to have your video call. A desktop, laptop or tablet is better than a mobile phone because you can plug into Ethernet and with a bigger screen we can screen share. If you want to use your mobile phone for video calling then check your mobile phone signal and data plan. An hour of video calling can take up a lot of data!
- ✓ Check this room has a good internet connection. Preferably plug into Ethernet as this provides the most stable connection. See my separate guide on Ethernet.
- ✓ Locate a headset or earbuds with microphone and have them ready. They protect your privacy if someone were to come into the room, or there is poor soundproofing.
- ✓ Complete the Session Bridging and Preparation Sheet. This prompts you to think about what we talked about in our last session, reviews your homework, and asks you to consider what you would like to focus on in this week's session.

2. 30 minutes before your call:

- ✓ Logon to your computer and open Zoom. Test your webcam, headset/earbuds or speakers. Adjust lighting and angle of your camera. Make sure your face, head and shoulders can be clearly seen by the camera. Don't have a window or strong light source behind you as your face will be in shadow.
- ✓ Check you don't have any confidential documents open on your desktop as we may use screen sharing.
- ✓ Close all unnecessary applications, especially ones like Skype or apps that update and connect to the internet in the background. These will use up memory and hog the internet bandwidth. Your video call quality may suffer as a result.
- ✓ Turn off audible and visual notifications on your computer and mobile phone. These will be distracting during our call otherwise.
- ✓ Check the wifi signal and plug into Ethernet if it is weak.
- ✓ Check there is sufficient battery power or that you are plugged in.
- ✓ Collect paper and pen, appointments diary and a drink.
- ✓ Complete the pre-session online questionnaire (if one has been assigned).
- ✓ Gather any notes or completed assignments from a previous session.

3. At the time of our call please click on the Zoom meeting link I will have sent you. It doesn't matter if you click on the link early, as you will be placed in a virtual 'waiting room' until I'm ready to 'admit you' at the scheduled time.

Plan B if technical glitches occur

Video call quality bad or lost connection:

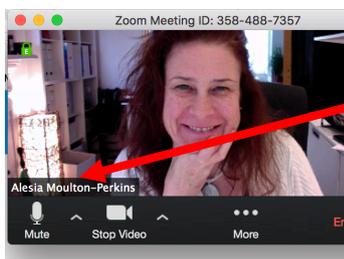
1. Try coming out of Zoom and going back into the meeting room.
2. If this still doesn't work then I will call you to troubleshoot the reason we lost connection. If I cannot reach you, please call me on +44 1903 357 012 or +44 7903 653177.
3. Over the telephone I will try trouble shooting the problem with you.

Check:

- ✓ You haven't got Skype or other applications running in the background
 - ✓ You haven't forgotten to switch to Ethernet
 - ✓ No one else in your house is watching videos over the internet while we speak. This may hog all your bandwidth and slow up your video signal.
 - ✓ You have closed all other applications – having several Google Chrome windows can hog internet so shut them down.
4. If that doesn't work, I will try video calling you on our back up application Signal.
 5. If this doesn't work, we can agree to continue by telephone or cancel and reschedule.

Audio – no sound or too quiet:

- ✓ Check that the volume is turned up on the computer's system tray/volume control
- ✓ That the volume is turned up on your headset or speakers
- ✓ Check your audio and video settings on Zoom – make sure you haven't muted yourself by accident.



Audio setting on little arrow next to 'Mute'.

Video settings on little arrow next to 'Stop Video'

