

SCU CAPS Telepsychology/Telepsychiatry Technology Tips for Clients

How to “check in” to virtual waiting room at the time of our appointment:

- **Before entering your TPT session.** Please test your audio, microphone, and video when prompted by the teleconferencing app.
- Check into Zoom meeting with your Zoom Meeting ID and/or password for added security.

Very important reminder before beginning your session:

- Be sure you're in a private room with a closed door, where you will not be overheard or interrupted for the duration of our session.
- If you have roommates or visitors, notify them in advance that they are to stay out.
- Consider locking the door and putting up a note on the outside stating you are not to be disturbed.

Tips for technology and a good internet connection during session:

- Use your own computer/device with updated operating and anti-virus software.
- Use secure and strong (full strength) WiFi internet or an ethernet connection.
- Close unused programs or restart your computer.
- Update to latest web browser version.
- Close email, other messaging apps, and turn off app notifications, as they might be disruptive to your TPT session.
- If internet connection is lost during session, reload the website. If we aren't able to reconnect after 2 minutes, I will call you.

Tips for good visibility during session:

- Keep webcam at eye level.
- Do not sit with a window or bright light directly behind you.
- Keep your smartphone or computer in one position the whole time (don't hold it in your hand; prop it up on a stack of books if needed).
- Do not switch between Wi-Fi and cellular during call- the picture will freeze.
- Do not move around a lot during call-it can make you pixelated.
- Ensure that you are in a well-lit room and consider adding a second desk lamp to illuminate your face.
- Experiment with different lamp placement options to reduce glare if you wear glasses.

Additional tips:

- **Restart your computer before the appointment.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
- **Use fast internet with ethernet cable.** Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience.
- **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
- **Use headphones.** Typically your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, please use headphones.