

ZOOM VIDEO-CONFERENCE INSTRUCTIONS

*Download the free Zoom App before your appointment: on a PC, Mac, cellphone or tablet.

For PC or Mac

- Download the Zoom app from <https://zoom.us/download>
- Install the app, choosing *Zoom Client for Meetings*
- For PC and Mac instructions, see: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>
- for Mac troubleshooting, see: <https://support.zoom.us/hc/en-us/articles/203020795-How-To-Install-on-MacZoom>

For Cell Phone or Tablet

- go to the App Store or Google Play and download *Zoom Cloud Meetings*
- appts on a cell can be conducted on a cellular network without Wi-Fi, but require a clear cell signal (one 'bar' won't do it!); data charges may apply
- for help, see: <https://support.zoom.us/hc/en-us/categories/200101697>

Once Zoom is installed, create a free account by following in-app instructions. You *do not have to create a Zoom account to use Zoom*. However, creating an account has benefits, including 1-click-to-join meetings.

*If you don't want to download and install the Zoom app, there is a web interface you may use. However, it has fewer features, requires a reasonably fast internet/Wi-Fi connection and should be run on Chrome. See: <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client> for assistance.

Bottom Line

To be able to see and hear your counsellor (and vice versa) during an appointment you must go through Zoom. As described above, options for doing so are:

1. Download Zoom onto a device; creating an account or not **OR**
2. Access zoom web interface; creating an account or not

*a stable Wi-Fi/internet connection is required unless connecting on a cell phone on a cellular network