

Instructions for Online Counseling Appointments

Online Counseling is offering easy access to students who are unable to meet with a counselor in a traditional face-to-face session. Please be prepared for the session as you would for an in-person session on campus. As you are aware, web-based counseling is new to many and this guide will give you an overview of appropriate etiquette when interacting in this new environment.

Prior to Your Appointment:

- ⇒ Test your computer **a day in advance** to make sure it is ready for the online counseling session by visiting the [Cranium Café](#) website. Chrome or Firefox browsers are suggested.
- ⇒ Test to make sure your mic and webcam is properly working:
<https://my.craniumcafe.com/pre-meeting-check>

Preparing Day of: 30min to 1 hr before

- ⇒ Appear the same way as if you are meeting with a counselor in person. Wear proper attire.
- ⇒ Prepare your room/location. Make sure there is little to no background noise.
- ⇒ Make sure there is proper lighting in the room.
- ⇒ Ensure that there will be no interruptions and the space allows for confidentiality.
- ⇒ Log-in **10** minutes **BEFORE** your appointment and wait for your counselor's invitation in the Lobby.

During the Appointment:

- ⇒ Be prepared to provide a form of identification (e.g. SBVC ID, Legal ID, Photo Bank Card). ⇒ A list of questions to ask the counselor.
- ⇒ A notepad to take notes of the session.
- ⇒ Do not answer phone calls, texts or surf the web during the session. It is important to give your full attention to the counselor.
- ⇒ Be respectful when communicating with your counselor.
- ⇒ END OF SESSION: click **Exit Meeting** to take our survey so that we can better our service in the future.

Privacy & Confidentiality

It is recommended that you do not log in from a public setting and instead log in from a secure location. The counseling sessions are confidential. The counselor may share confidential information that needs to remain private. Be sure that others are not around to listen to the conversation that is taking place online. If a private setting is not available, it is recommended that you use a headset.