

# Telehealth at UCS

## How to Prepare for Your Session

### Plan Ahead



If possible, use a laptop or tablet rather than a phone. Check your connection and update software.



Find a place where you can be alone, not interrupted, and not overheard for the appointment. Ask for privacy.



Setup Zoom by [installing the free app](#) or [testing the browser version](#).



Use a private network (e.g., eduroam) rather than public WiFi.

### Get Ready



Pick a comfortable place where you can sit up. Place your camera at eye level about 3-4 feet from you.



Close programs and websites, put away books and papers, and silence incoming messages and notifications.



Adjust the lighting so you are not back-lit. Charge your device.



Use the bathroom or get some water. Breathe and ask yourself... *How am I feeling? What's on my mind today?*

### Start Your Session



Click on the Zoom link emailed to you. Entering the "waiting room" lets your therapist know you are ready.



Go to the options menu connected to your live video and select "Hide Self View." Settle in for your session.



Your therapist will start by asking your name, location and phone number.



If interrupted, return to the Zoom session and watch for a phone call. If needed, call UCS at 617-552-3310.

*If you are in crisis, call UHS at 617-552-3225 or BCPD at 617-552-4444 and ask to speak to the PEC.*

Gasson Hall Suite 001, 140 Commonwealth Ave, Chestnut Hill, MA 02467  
tel: 617-552-3310 fax: 617-552-2562 web: [www.bc.edu/counseling](http://www.bc.edu/counseling)

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