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

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