



Zoom Instructions





Zoom Instructions



1. Join Zoom Meeting by clicking the Zoom Link provided to you via email.

An example Zoom link is seen here:



www.zoom.us/my/meeting.link

2. You may join via computer or smartphone.

3. Please save the link for future use.

4. Contact our front desk Support Staff if you did not receive the link:

Seoul Office

02-542-5553

support@seoulcounseling.com

Pyeongtaek office

031-692-5556

info@SeoulCounseling.com



Zoom Instructions



Test Your Device Connectivity In Advance.

To reduce the risk of connectivity problems (related to internet, audio and/or video connectivity issues), we recommend that you to test your Zoom Connection prior to your session by clicking the Zoom-provided Test Link below:

<https://zoom.us/test>

You will not see anyone in this test room, as this link is provided by Zoom just for testing purposes.

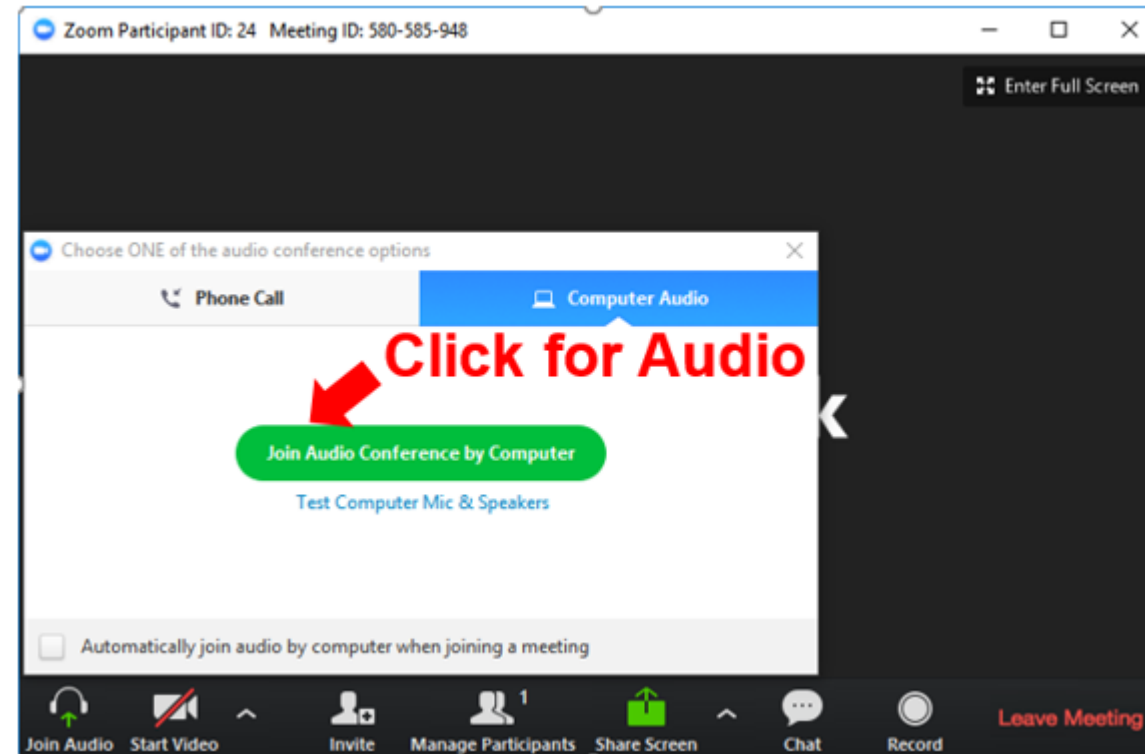


Zoom Instructions

To enable audio:

On Smart Phone: click “Call using Internet Audio”

On Computer: click the **Green Button** to join audio via your *computer* (recommended).

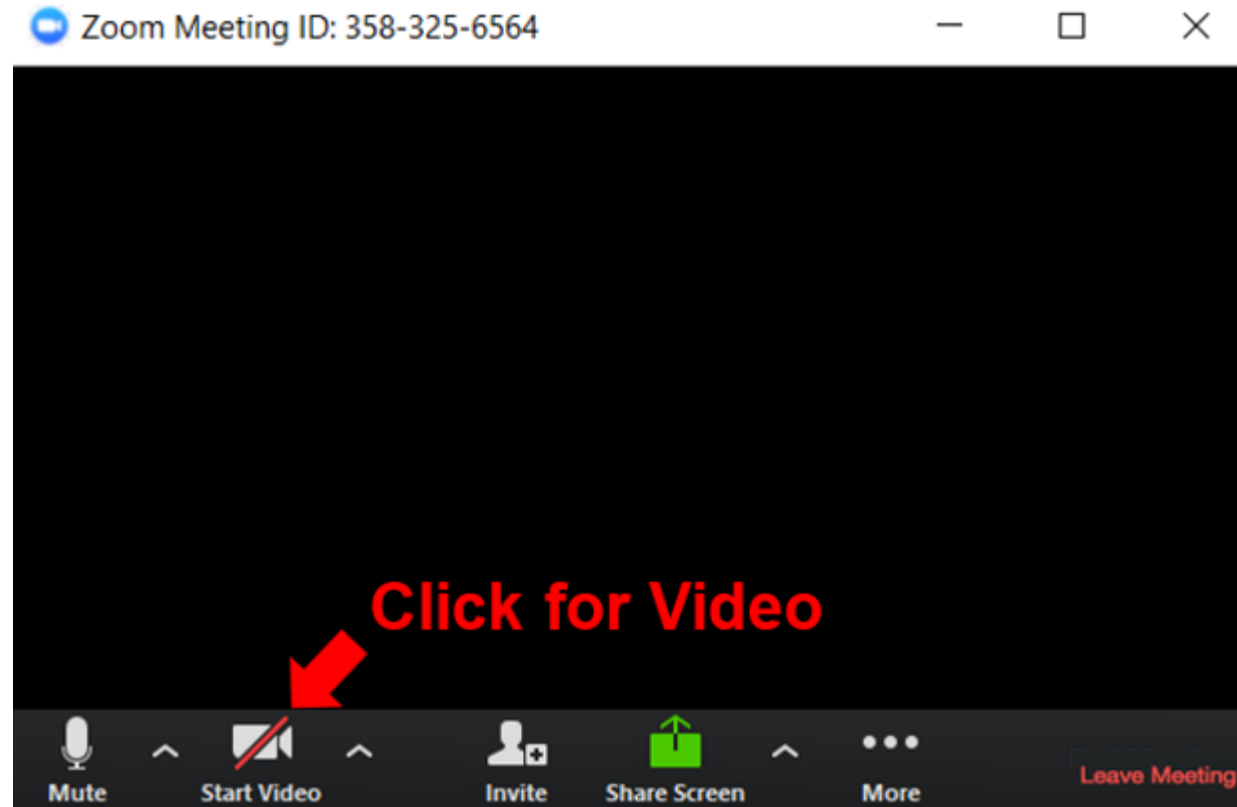




Zoom Instructions

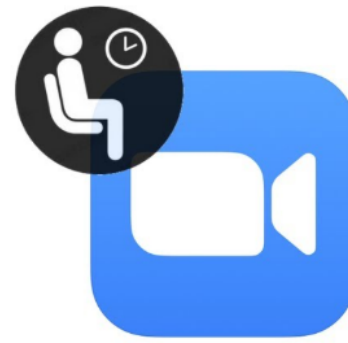
To enable video:

For video, click the “Start Video” button below to start your video (if your video is off).





Waiting Room **Explained**



Upon clicking the Zoom link, you will go directly into your therapist's **Waiting Room**.

Please wait there until your therapist lets you into the Zoom Room for your online session.

In the Waiting Room, no one will be able to see you; although your therapist will be notified that you are there waiting in the Waiting Room.

You will need to wait in the Waiting Room until your Therapist comes online or until your Therapist completes his/her previous online session with the other person.

This Waiting Room feature helps to ensure the Confidentiality and Privacy of your online Zoom sessions.



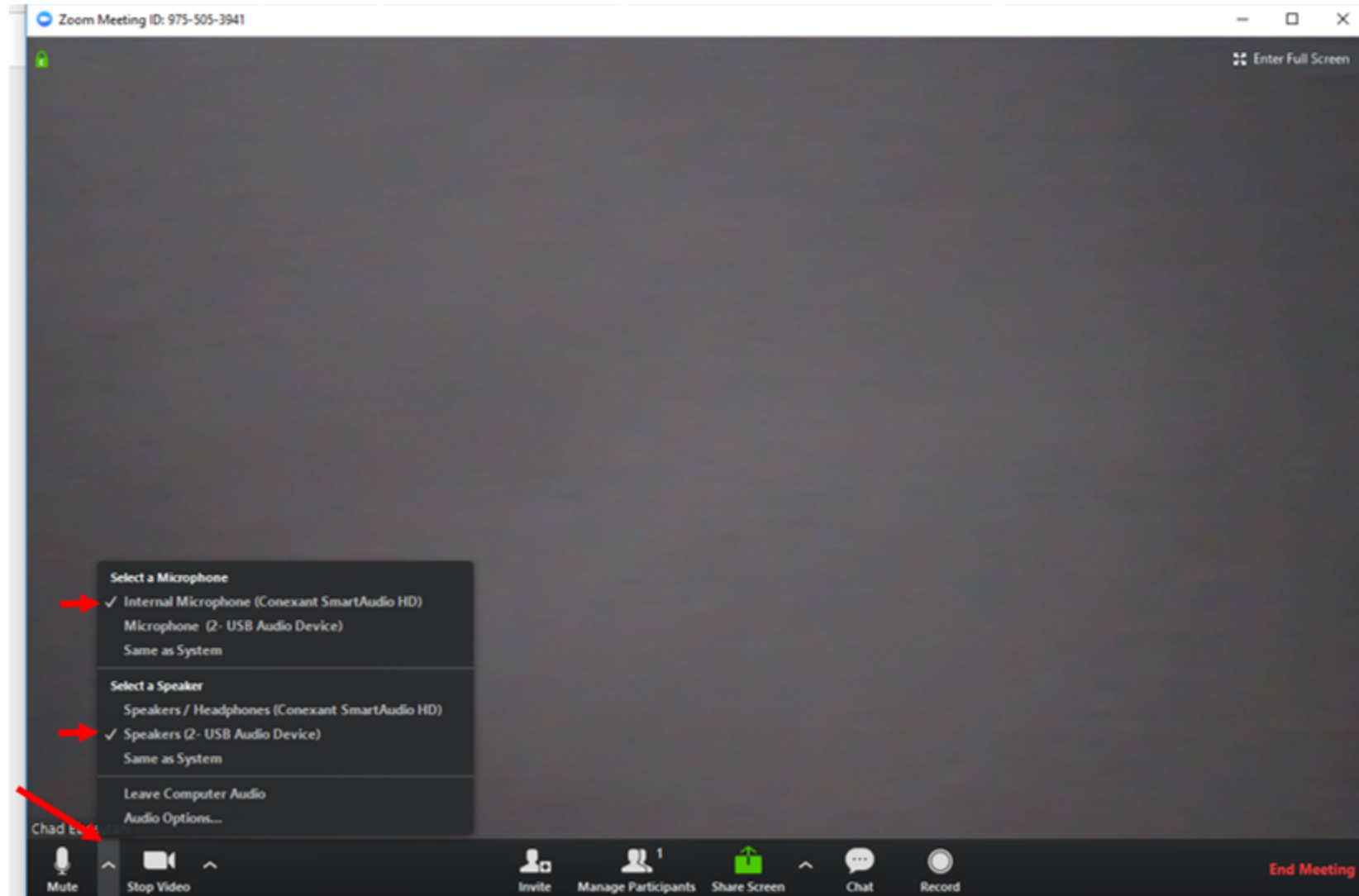
The audio isn't work!

Problems:

1. My microphone isn't working.
2. I cannot hear my therapist.

Solution:

1. Click on this button here, and make sure the microphone (and speaker) you have selected are the correct ones. Change as necessary.



The audio STILL isn't work!...

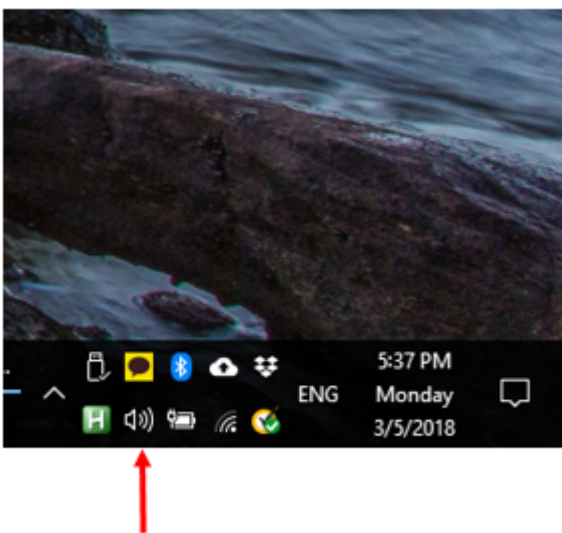
Problem:

You have tried the solution in the previous slide, but the audio is still not working.

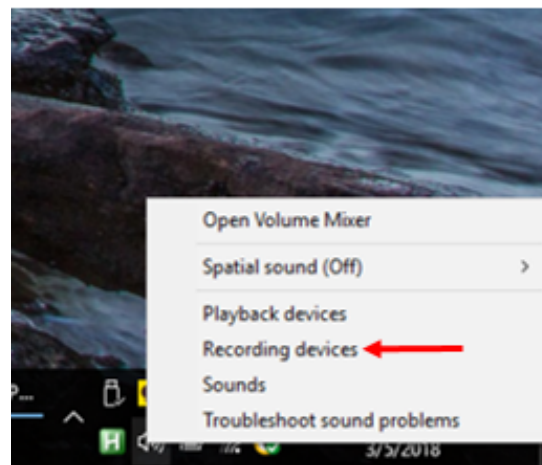
Solution:

Another possible solution is to make sure that only one Recording Device is active. Disable other microphones (if present) so that all other microphones say “Disabled” as shown below

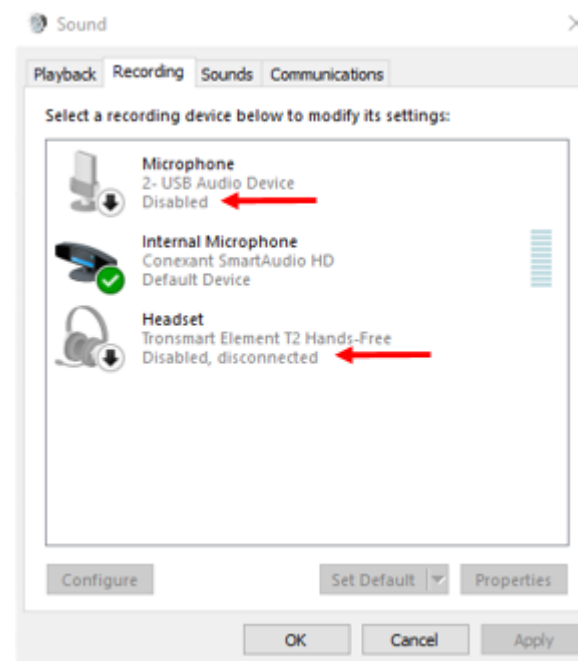
1. Right click Speaker icon



2. Select “Recording Device”



3. Disable any secondary microphones that are enabled





Other Technological Failures



- In the event of any Technological Failures, such as you not being able to connect with your therapist online for whatever reason:

1. **Call our Support Staff**

- **Seoul Office**

- 02-542-5553 / support@seoulcounseling.com

- **Pyeongtaek office**

- 031-692-5556 / info@SeoulCounseling.com

- They will offer you technical assistance, or they can help you reschedule your session, as needed.

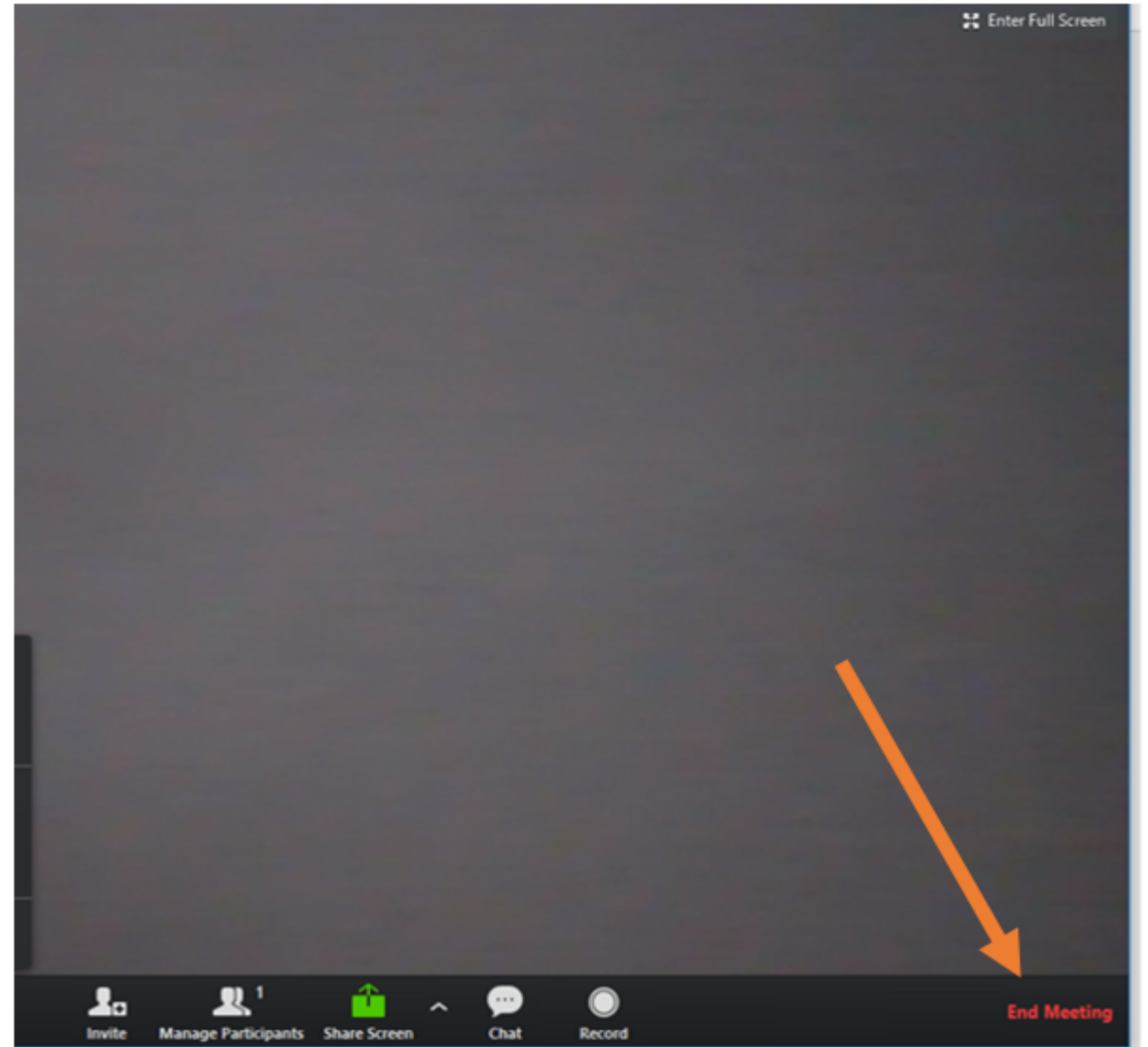
2. **If you are in an emergency and/or need urgent care, you may call:**

- 1339 (ext. 4 for English Emergency Services for Foreigners in Korea),
- 119 for Ambulance/Emergency care,
- Or go to your nearest Emergency Room.



End Meeting

Click here to End Meeting.





Data Security

Please know that Seoul Counseling Center has a **Business Associate Agreement (BAA)** with Zoom as part of our HIPAA compliance to ensure client confidentiality and data security when using Zoom with clients.

You can read about our HIPAA-compliant BAA with Zoom here:

<https://support.zoom.us/hc/en-us/articles/207652183-HIPAA-Business-Associate-Agreement-BAA->



Please let us know if you have any other questions.

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Thank you!

