

## Joining a Counseling Appointment in Zoom

1. **You will receive an email with a link to join a zoom counseling appointment.**
2. **Approximately 5-10 minutes before your meeting, click on the link to download any needed software and make sure your audio and video equipment is working.**

### Sample of email:

You have scheduled a Live Video Counseling (Zoom) appointment for 3/19/2020 at 10:00 AM with David Campos.

We understand that doing a Zoom (video) appointment for the first time can be challenging and we are here to help! Please let us know if you need any assistance in getting started with video appointments.


In order for you to use this service please do the following:

1. Download, install, and test the audio and video of the ZOOM application well **BEFORE** your appointment. The better prepared you are with the software, the more you'll be able to jump right in to the online counseling appointment. Please go to this website to download Zoom: [https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting). Zoom is also available as a mobile app, but that may limit your appointment if you need to view or send documents during the appointment.
2. Have a photo ID ready (to prove you are you) to show the counselor when you log in.
3. Click on the Zoom link at least 5 minutes prior to the appointment. A late check in or technical difficulties will count toward minutes in your appointment and you may need to reschedule.
4. If you have transcripts or other materials you would like the Counselor to review there are two options: *Option 1* is to email the transcripts to [counseling@solano.edu](mailto:counseling@solano.edu) noting the date/time of your meeting in the subject line and the counselor will be given the transcripts to review with you. *Option 2* is to get them in electronic format and keep them on your computer or mobile device, then open them during your appointment. Find the "share screen" function in Zoom and the counselor will see your screen and the transcripts.
5. Review the Terms and Conditions at the bottom of the email, as logging in and attending the on appointment constitutes your agreement to these terms and conditions.

If you cannot make this appointment, experience technical difficulties that result in you missing the appointment, or do not agree to the Terms and Conditions please call Counseling Services to cancel or reschedule to another appointment format, (707) 864-7101.

To start your appointment:

Join from PC, Mac, Linux, iOS or Android: <https://cccconfer.zoom.us/j/636819994>



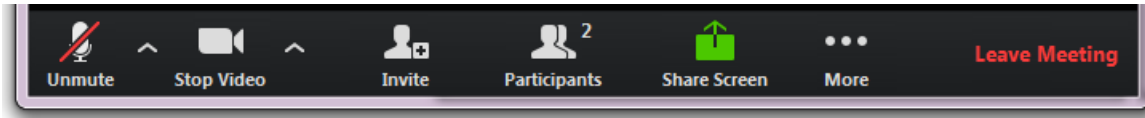
**Link to start meeting. Please read all instructions for setting up meeting BEFORE your meeting.**

3. **You may be asked to download and launch software or an app to join the meeting. Follow the prompts on screens for downloads.**
4. **If you are connecting from a mobile device you may have pop ups for audio and video use asking to allow using the device audio and video or the external attachments (speakers, etc.) that you have connected. If connecting from a desktop a pop up on using the computer audio or dialing in using a phone will be asked.**

5. To make changes to your audio and video, use the tool bar icons.

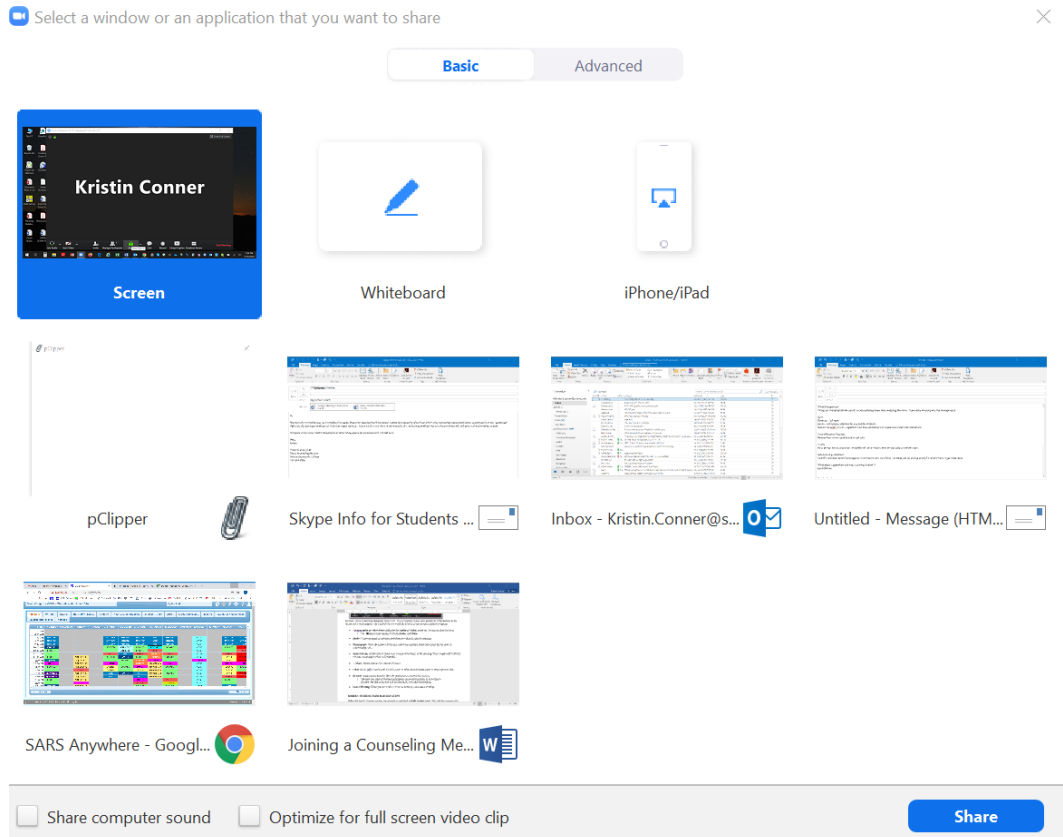
**TOOLBAR**

The tool bar is located at the bottom of your screen. Descriptions of each icon are below.



At times, the icon bar may disappear from view. On a computer, hover your pointer over the bottom of the screen and it will reappear. On a mobile device touch the bottom of the screen to make it reappear.

- **/ across audio or video icons:** Indicates the **Audio** or **Video**, is not on. To turn on click the icon.
  - The opens more options for both **Audio** and **Video**.
- **Invite:** Create an email or calendar invitation for others to join the meeting.
- **Participants:** View the names of who has joined this meeting. Raise your hand for the Host to acknowledge you.
- **Share Screen:** Allows you to share your screens with others in the meeting. This is especially useful if you have transcript to show a Counselor. Tip: open the document you would like to share before your meeting to save time. Then, when you want to share the document click on the icon and choose the document, website, or other text, etc. that you want to share.



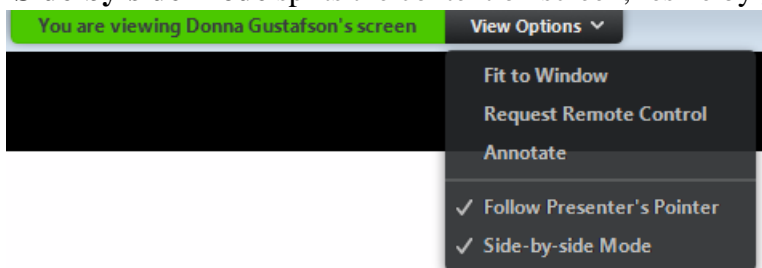
- **...More:** Opens options for Chat and Record
- **Chat:** Select **All** to send a chat for all to read, or select an individual name to send a private chat.

- **Record:** Sends a request to the Host for permission to record this session.
  - The host can control whether participants can record meeting. If recording is allowed, the link to the file will be emailed to you after the meeting.
- **Leave Meeting:** When you are ready to leave to meeting, click leave meeting.

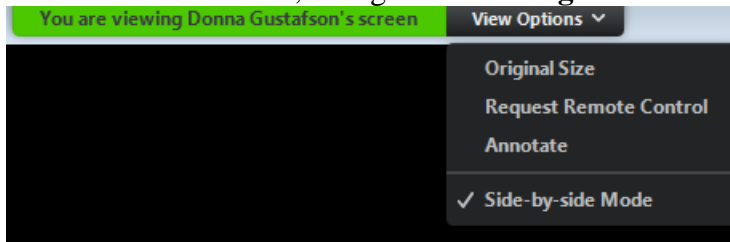
## SCREEN SHARING TOOLBAR LOCATION

When the host is sharing screens, the content is displayed in **Full Screen** mode. The tool bar moves to the top of your screen (and may disappear at times – hover to make it reappear) and a **View Options** menu appears. Click to choose from several options:

- **Fit to Window** resizes the screen.
  - **Side-by-side Mode** splits the content on screen, resize by grabbing the vertical split line.



- While in **Fit to Screen** mode, change back to **Original Size** from the **View Options** menu.



- Note: **Annotate** and **Request remote control** options are available only in **Full Screen, Fit to Window** and **Original Size**.

Want to learn more: <https://zoom.us/resources>