INTREPID COUNSELING
TECH SETUP BASICS

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SUMMARY

When you go to a therapist's office the therapist sets up the space and controls the environment. What's different for online counseling is that you, the client, will control your own space. We will work together to create a set-up that facilitates a good counseling session.

SETTING UP YOUR SPACE

Privacy

- You'll need a space to be where you can talk at your regular voice level without being heard.
- You can use a white noise maker to mask sound. A cell phone app, a dryer, fan, radio playing static are all examples of this.
- Think about who might walk in and how you can prevent that.

Lighting

- The place you sit should be lighted from front and not from behind.
- A light like a window or lamp in front of you and a wall without a light-source can be behind you.

Comfort

- I'd like you to sit rather than lie down during our session, even though a bed may be the main seating in your room.
- Place the device you are using so that it can be at eye level without you having to hold it up.

TECHNOLOGY

Security

- Use a device that you control so that any personal information on the device related to the session is safe with you.
- Your device should have a password or way to lock it when not in use.
- Your device should have antivirus software.
- Use an internet connection you trust. A VPN is a great way to keep your online activities safe if you have to use unsecured WiFi.
- If you are concerned that someone may be upset that you are in counseling ask your therapist to help you make appropriate plans to communicate safely.

Audio and Video

- Take steps to decrease background noise during your session.
- If the therapist hears an echo, you may need to move your microphone farther away from your camera.

Internet Quality

- We can improve video quality by making sure your computer can upload and download as fast as possible. To do so make sure you've closed all unnecessary browser windows and tabs.
- Be as close as you can to your WiFi router.
- Reschedule any automatic back-ups, updates and antivirus scans to a time other than your session.
- Turn off anything else using the internet
- more help here: https://personcenteredtech.com/tmh/clients/