

Setting up Zoom

The simplest way to use Zoom is to download the free app onto a tablet or smartphone. You do not need to create an account to use Zoom for your counselling sessions, as a Zoom link will be sent to you by The Birchall Trust. This will give you access to the weekly session your counsellor will have set up for you. Ensure you keep this email, as you will be using the same Zoom link each week.

Accessing your session

- Up to five minutes before your session starts click on the Zoom link that you have been sent.
- Select open with the Zoom app rather than a web browser.
- The Zoom app will open, and you will be asked to enter your name and then click ok.
- You will then be held in the waiting room, which notes 'Please wait, the meeting host will let you in soon'
- At the start of your session your counsellor will admit you into the session.
- You will then see your counsellor on screen. Click on 'Call via Device Audio' in the left-hand corner, or else you won't be able to speak to or hear your counsellor.
- At the end of the session click Leave in the top right-hand corner.
- Repeat for each week you have a Zoom session with your counsellor.

Please note that if you do not enter the Zoom counselling session at the start of your appointment, your counsellor will wait ten minutes for you to join, after ten minutes they will close the session and it will be marked as a missed session.