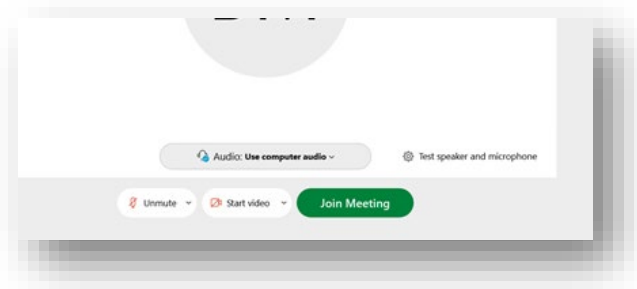


## Technical Guidelines for Virtual Appointments

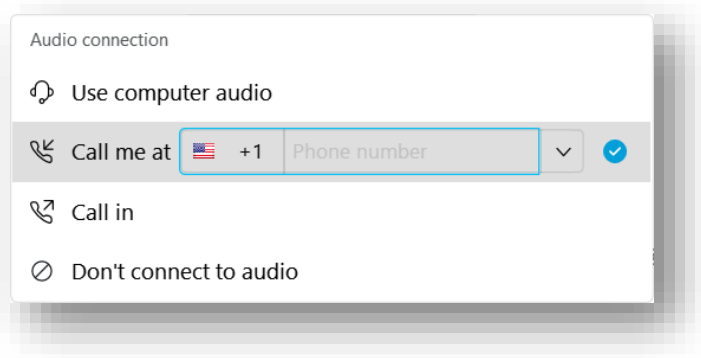
**IMPORTANT:** To ensure that you have the best experience possible, follow the guidelines below.

You will need the following four items to join this virtual appointment:

1. Your computer must be an up-to-date **laptop with an integrated web camera** or a **desktop computer with an external Webcam**. If you do not have one of these, you cannot participate in the virtual appointment.
  - a. If you use a **PC**, it must have:
    - i. Windows 7, 8,8.1 or 10 and
    - ii. Internet Explorer 11, Mozilla Firefox 52 and later, or Chrome which may require update to latest version. Microsoft Edge is not recommended at this time.
  - b. If you use a **MAC**, it must have:
    - i. OS X version (10.13 - High Sierra; 10.14 - Mojave; 10.15 – Catalina; 11.0 - Big Sur) and
    - ii. Firefox 52 and later, Safari 11 and later or Chrome which may require update to latest version.
2. You must have a **good high-speed internet connection** to participate.
  - If you will participate from your agency, you should **use your office network**.
  - If you are not at your agency, **connect directly** to the internet from home WiFi or network (Spectrum, AT&T CenturyLink etc.) using the link we send you. **Do Not use VPN, Virtual Desktop, etc. to connect to your office network**
3. **WebEx app** (WebEx from Cisco is the video app we will use.)
  - Click the link we send you and follow the prompts.
  - Download the WebEx app. If your network firewall does not allow this, select the web browser option.
  - Join the WebEx session at least five minutes before your appointment to ensure you're ready to start at the scheduled time.
4. A **cellphone or smartphone**
  - You must use your cellphone to join the Audio portion of your WebEx session. For privacy reasons and prevent echoes and feedback, **do not use your computer to join the audio**.
  - Find the **"Audio"** selection.



- Choose the “**Call me at**” option from the drop down menu.



- Enter your cell phone number.
- Use telephone earphones/earbuds. To ensure better audio, do not use your speakerphone.

Your Counselor will work with you to establish a good video and audio connection. If we cannot do this within a reasonable time, we will end the video session and conduct your appointment by phone.