



## **Instructions and Tips for Videoconference Counseling through Doxy.me**

Doxy.me is a secure HIPAA compliant telehealth service for health professionals including psychological counseling.

### **To access your videoconference session, you need:**

1. A fully charged computer, tablet or phone (computer works best)
2. An external or integrated webcam
3. An external or integrated microphone
4. A wireless internet connection with the bandwidth of at least 10 MBPS or connect to modem with ethernet cable (ethernet works best)

### **Recommendations for client videoconference equipment and space:**

1. Find a quiet uninterrupted space.
2. If possible, desktops computers and laptops tend to work better than iPads and smartphones.
3. If possible, sitting close to your modem or directly connect to your modem with an ethernet cable tend to work better.
4. Use headphones or earbuds during the session for more privacy.
5. Close any other open apps and programs on your computer to gain optimal processing power.
6. Turn off computer and phone notifications.
7. Sit facing indirect light as much as possible, so that your face is visible to your therapist.
8. Adjust camera to establish natural eye contact with your therapist.
9. Unless otherwise arranged, children and other family members should not be present during the videoconference.
10. Wear clothes with solid colors to reduce pixel/bandwidth.
11. If you are not accustomed to videoconferencing, give yourself a break as you adjust to slightly different rhythm of conversation than a conversation in person.

### **Sign into your counselors Doxy.me waiting room**

1. On the day and time of your scheduled appointment, sign into <https://doxy.me/center4compassion> using a Google Chrome, Firefox or Safari browser on your laptop or desktop computer that has both a camera and a mic.
2. The link will bring you to a prompt where you type in your name and a passcode. The Passcode is 4140.
3. Doxy.me has the capability of taking payment through credit card after our meeting.

**Continued on the next page**

**Protocol for Technical Failure:**

1. If equipment or transmission failure occurs, first disconnect and attempt to reconnect with Doxy.me using the link <https://doxy.me/center4compassion>.
2. If unsuccessful, please call or your therapist. We will then work together to try to resolve the technical issue if possible.
3. If the technical issue is not resolved, together we may decide to complete the meeting on the phone, or together we may decide to postpone for another day.
4. Please call Carema Cook Masaud, at 720.480.6633 with questions or concerns. Please remember Carema does not have access to any of the technical information for use of Doxy.me.
5. If you like, you may go to [help.doxy.me](https://help.doxy.me) to gain more technical support.