

## Your Video Sessions at TLC: Talk, Listen, Change

Many people find online support flexible and convenient. It's a great solution for people with caring responsibilities, disabilities or for those whose busy schedules make it difficult for them to attend support sessions in-person.

With the UK currently coping with Covid-19, TLC's services are now being offered exclusively online via a video chat platform called Zoom.

Zoom is free, simple to use and can be used on smartphones, tablets and computers. We have chosen it as it is secure, uses less data and can be used without a super-fast internet connection.

### How will my sessions work?

Once you've agreed your session date and time with one of our administrators and they have taken payment, we will let you know the name of the person who will be conducting your session.

That person will send you an email containing a Zoom link.

If you don't receive an email within 48 hours of your session, check your junk mail folder. If the link has not arrived, please email us at: [enquiries@talklistenchange.org.uk](mailto:enquiries@talklistenchange.org.uk).

### On a PC or Mac:

Click on the link and you will be asked to download the Zoom launcher. Click on the file, install the launcher and join the Zoom session.

Click on the image below to view a short video on joining a Zoom session from a computer. The image is a weblink, so you will need to be connected to the internet to view the video.



**On a smartphone or tablet:**

Go to Google Play or the App Store and search for *Zoom Cloud Meetings*. Download and install the app.

When you are ready to attend your session, click on the link sent to you. This will open the Zoom app and start the meeting.

**Things to consider before your sessions**

**Equipment:** Does your device have a microphone and a camera? If you have an older laptop or desktop machine, you may need to purchase or borrow a headset. It may be a good idea to practice using Zoom before your first session.

**Location:** Think about where you want to hold your session. Choose somewhere that feels comfortable and secure. Consider how you might feel after the session. For example, your bedroom might feel comfortable – but it could be helpful to have the session somewhere that feels separate.

**Privacy:** Do you have a place where you can attend sessions each week where you won't be interrupted? If you're having individual sessions, rather than couple counselling, headphones may be helpful to ensure your privacy. If you are in a shared household, do you need to make sure people know not to disturb you for an hour?

**Safety and confidentiality:** We will be sending you the session link by email. If you don't want anyone to know you are having sessions, make sure you stay logged out of your email on your device and have a password that no one else knows.

**We hope you find your sessions helpful and supportive. If you have any problems getting started please let us know and we will do our best to help.**