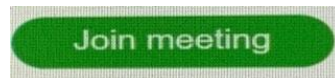




What equipment is needed?

A computer, laptop, smart phone or tablet with a webcam and microphone that has Internet connection. You will need access to wifi.

How do I connect to a session?



1. You will receive an email from BSC with connection details, a password and green 'join meeting' button.
2. Please connect 10 minutes prior to your scheduled appointment time. If you are having troubles connecting, call the office at 623-7677.
3. Ensure your video camera and microphone are working.

How do I prepare for my assessment?

- Ensure you have a quiet place to attend the appointment. Only clients who are scheduled to attend the appointment should be in the room while in session.
- Remove all distractions – turn off tv/radio, remove pets from the room.
- Have what you need in the room so you don't have to leave during your session – water, pen, paper, documentation, etc
- Have a pen and paper ready

Video Conference Etiquette – Remember, we can always see you 😊

- always have your microphone muted unless you are speaking
- do not shuffle paper, move items or use your keyboard while un-muted
- make eye contact with the camera when speaking
- always be respectful
- try to avoid side conversations during an appointment
- please do not chew gum or eat
- do not over talk others, let them finish before you talk

How can I receive technical support?

If you are having trouble connecting to your session please call our office at 623-7677 and reception will try to assist you in connecting or troubleshooting your problem.