

Student Guide: Zoom Counseling Appointment



Beginning on the week of April 6th we will have online/remote counseling appointments through Zoom. Counseling appointments can be **scheduled by clicking on the following icon on the counseling page.**



Request a LIVE VIDEO
Counseling
Appointment

Please complete and submit form to schedule a Live Video Counseling Appointment

We will respond as soon as possible, but please allow 24-72 business hours for someone to receive and respond to your request.

Once your appointment has been scheduled you will receive a confirmation email with the Zoom meeting link.

Please make sure to provide the best contact Email and Phone Number when scheduling your session.

Here is a guide on how to get your computer and Zoom software ready for your Zoom Counseling Appointment.

Note, you can watch Zoom video conferences on a smartphone, but this will make it very hard to see and communicate with your counselor, so we highly recommend you use a PC or a laptop to attend the Zoom appointment. If you can't afford a laptop the college is working out a program to lend Chromebooks to needy students. Also, if you need access to free or low cost internet please check these links out,

- **Low Cost Internet:** <https://foundationccc.org/What-We-Do/Student-Success/CaliforniaConnects>
- **Comcast is offering 2 months free internet to low-income households**
<https://www.internetessentials.com/covid19>

1) Update your Browsers: To make sure Zoom runs smoothly, make sure that you are using the most recent version of either Firefox, Chrome, or Safari. If you are unsure how to update your browsers, read the appropriate guides below:

Foxfire: <https://support.mozilla.org/en-US/kb/update-firefox-latest-release>

Chrome:

[https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop &hl=en](https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en)

Safari: <https://www.whatismybrowser.com/guides/how-to-update-your-browser/safari>

2) Download & Create Zoom Account: Download the Zoom software, and create a Zoom account. To do so, go to <https://zoom.us/> and watch the first 3 minutes of this video below to learn how to download the software and create your account:

https://www.youtube.com/watch?v=FCq7zX_UCqL.

3) Test your microphone/webcam: To make sure your microphone and/or webcam settings are ready for you Zoom meetings please watch this video:

<https://www.youtube.com/watch?v=YellQvrUSCw>

4) General Guidelines for Zoom Usage:

- a) You will need a PC or laptop to have full functionality and the ability to participate in Zoom.
- b) If you don't have a webcam, you can participate just using audio.
- c) If you don't have PC speakers, you can log in using your "phone audio" instead.
- d) Here's a Zoom Overview: <https://www.youtube.com/watch?v=5iap0Ffl5Lg>

Note: if you want a text guide on how to do the above things, and a list of all Zoom controls, you may consult this document: 510. 748.2209

<https://peralta.instructure.com/courses/442/pages/using-zoom>