



User manual for video consultation with your counselor

Internet Explorer version IE9 and above is required for your online video consultation.

1. Windows OS users

1.1. For first-time VSee users

Use these instructions to review the process of connecting and downloading the secure video conferencing software—VSee.

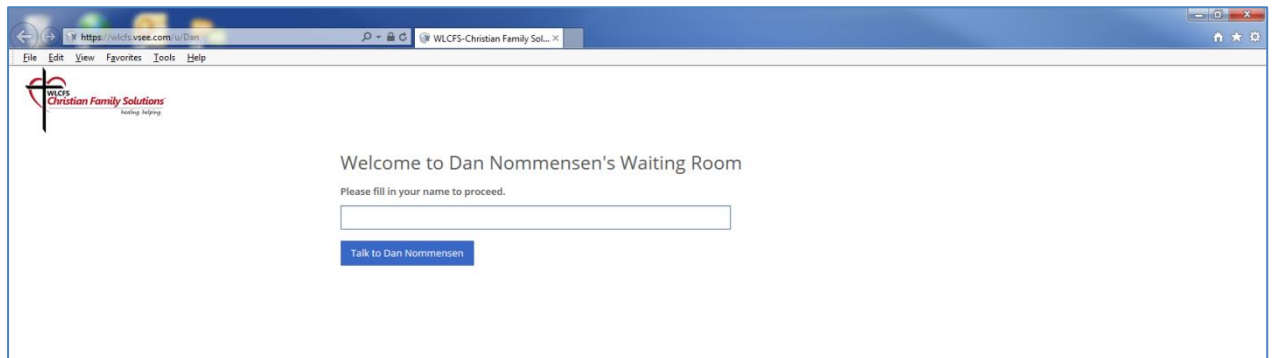
1.2. For existing VSee users

Use these instructions to review the process of connecting if you have already installed VSee.

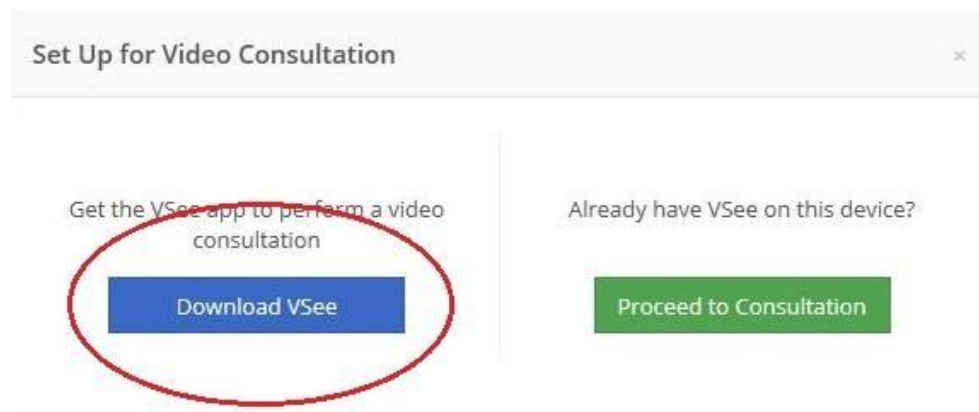
1. Windows OS users

1.1. For first-time VSee users

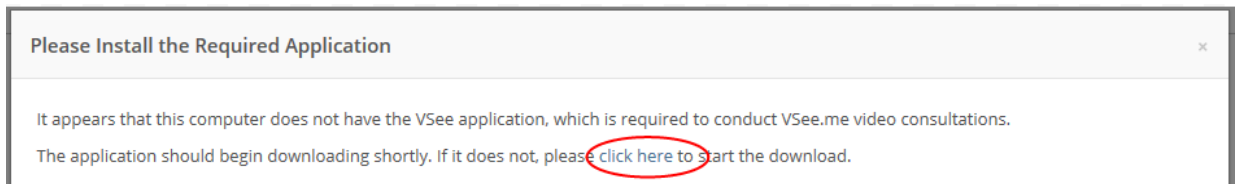
- A. Click on your counselor's meeting room link in the confirmation e-mail you received, or go to www.christianfamilysolutions.org and click on Connect to a Counselor and find your counselor's link there. This will open a window, and you will enter your counselor's waiting room.
- B. Please enter your full name and click **“Talk to [Counselor].”**



- C. Please choose **“Download VSee,”** which is the application you'll use for your online consultation.



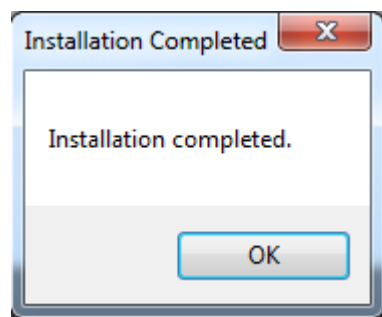
- D. An application called “**vsee.exe**” will download automatically. If it does not download within one minute, you may “click here” to start the download manually.



- a. Once the VSee app downloads, click “**Run**” at bottom of the web page.



- b. Click “**OK**” to complete the installation.

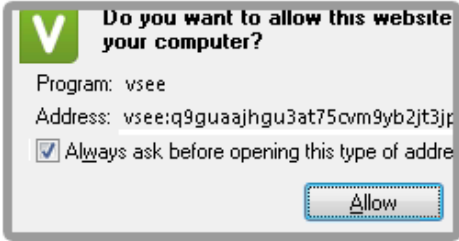


- c. Click “**Start Test**” to test your camera and audio equipment.

Check Your Audio and Video Settings

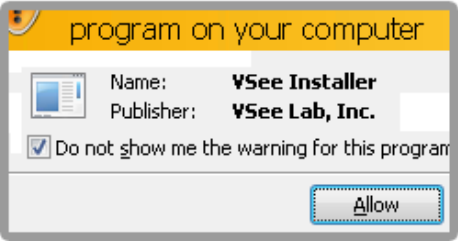
Click on the **Start Test** button below to test your camera and audio equipment. You may be prompted with some security warnings. Please proceed as follows.

Step 1



Click on "Allow" to run the program.

Step 2



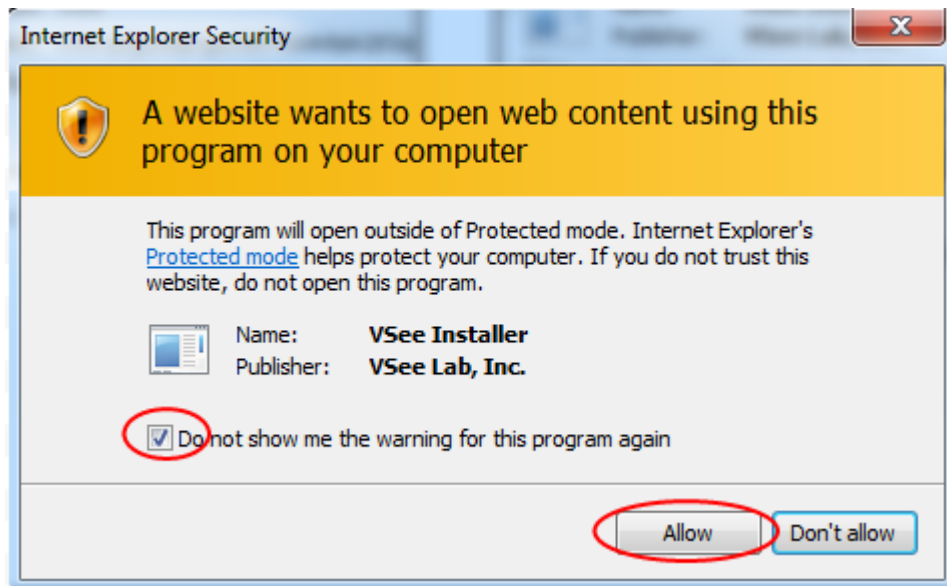
1. Select "Do not show me the warning for this program again".
2. Click on "Allow" to run the program.

Start Test

- d. The window will prompt you to open the VSee application. Please **UNCHECK** the box “**Always ask before...**” and click “**Allow.**”



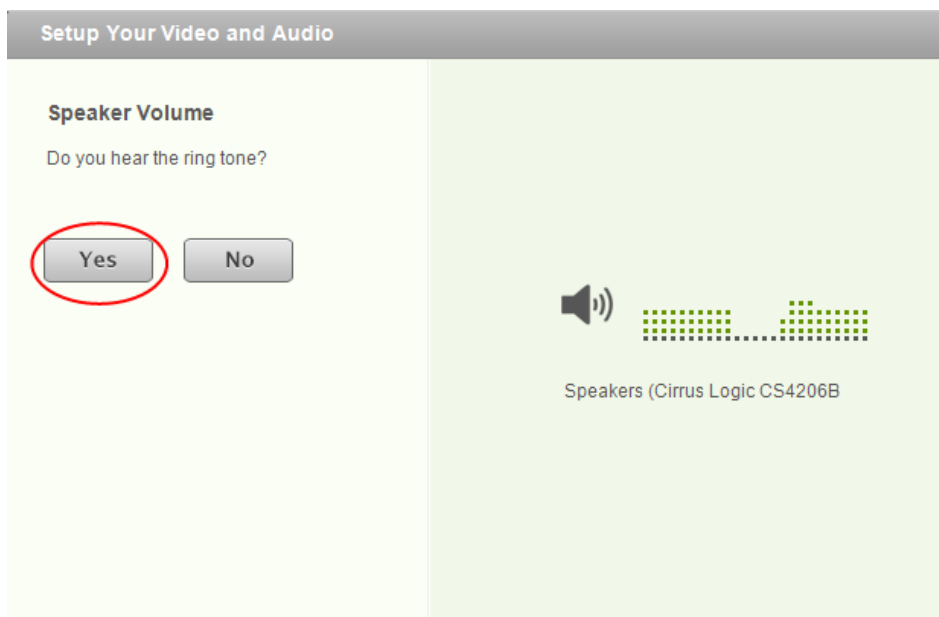
- e. Internet Explorer will prompt you to allow the VSee application. Click “**Allow.**”



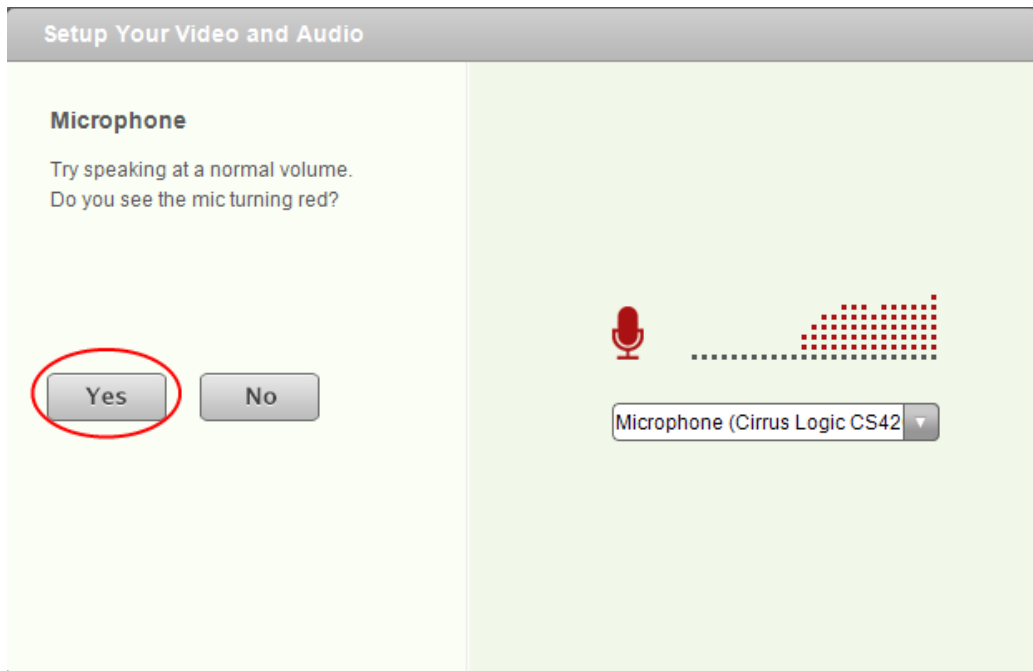
- f. Please click “**Yes**” if you see yourself. Otherwise, choose a different camera from the dropdown menu.



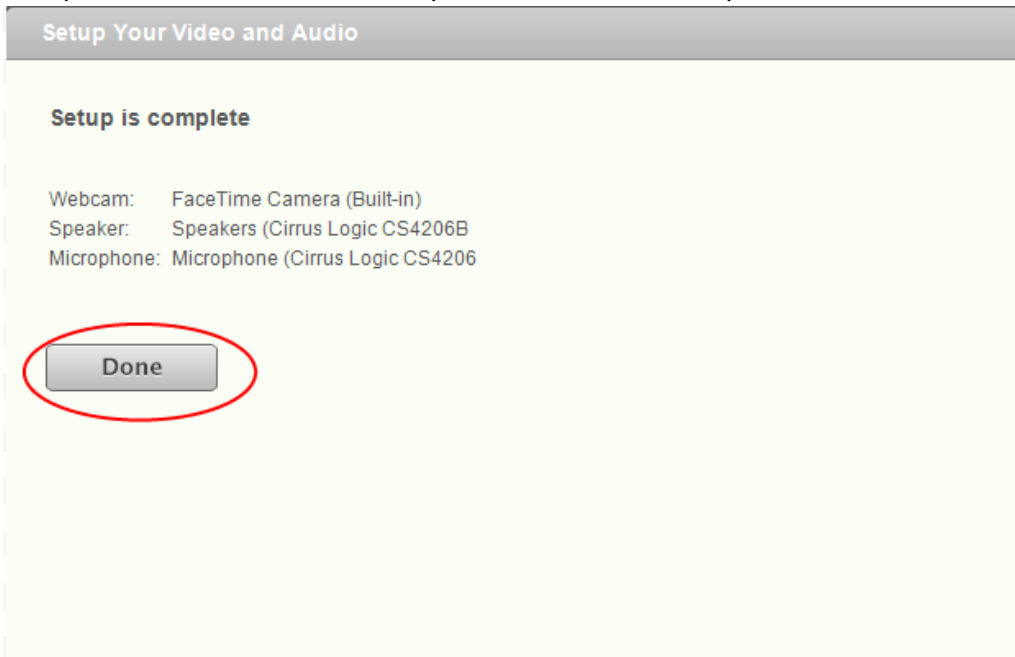
- g. Please click **“Yes”** if you hear a ring tone. Otherwise, please switch to a different speaker from the dropdown menu.



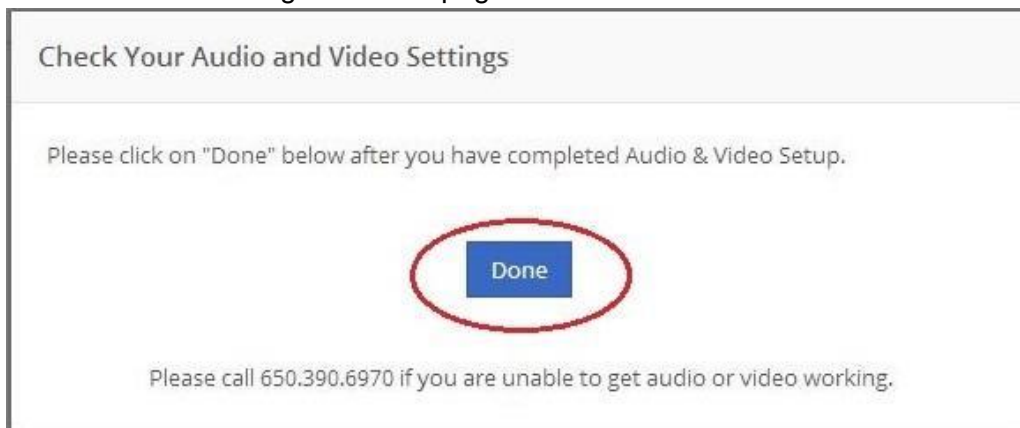
- h. To set up your microphone, try speaking at normal volume. Click **“Yes”** if you see the mic turning red when you speak. Otherwise, please switch to a different microphone from the dropdown menu.



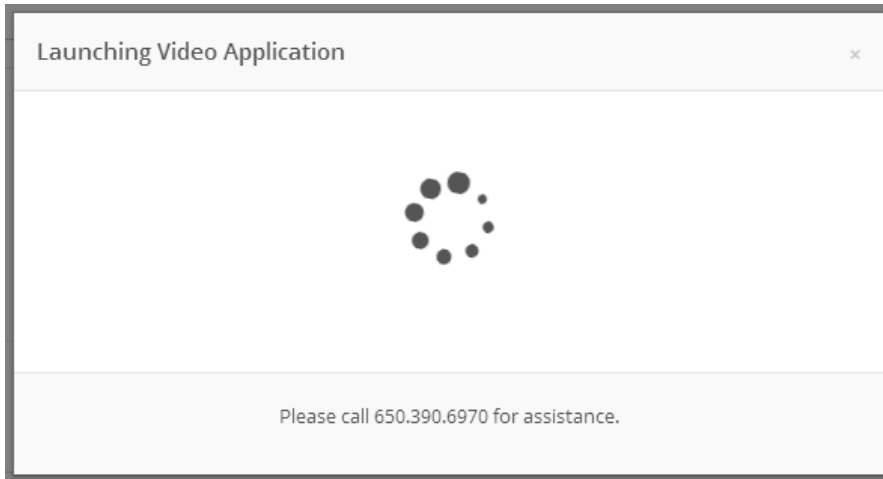
- i. Setup for video and audio is complete. Click **“Done”** to proceed.



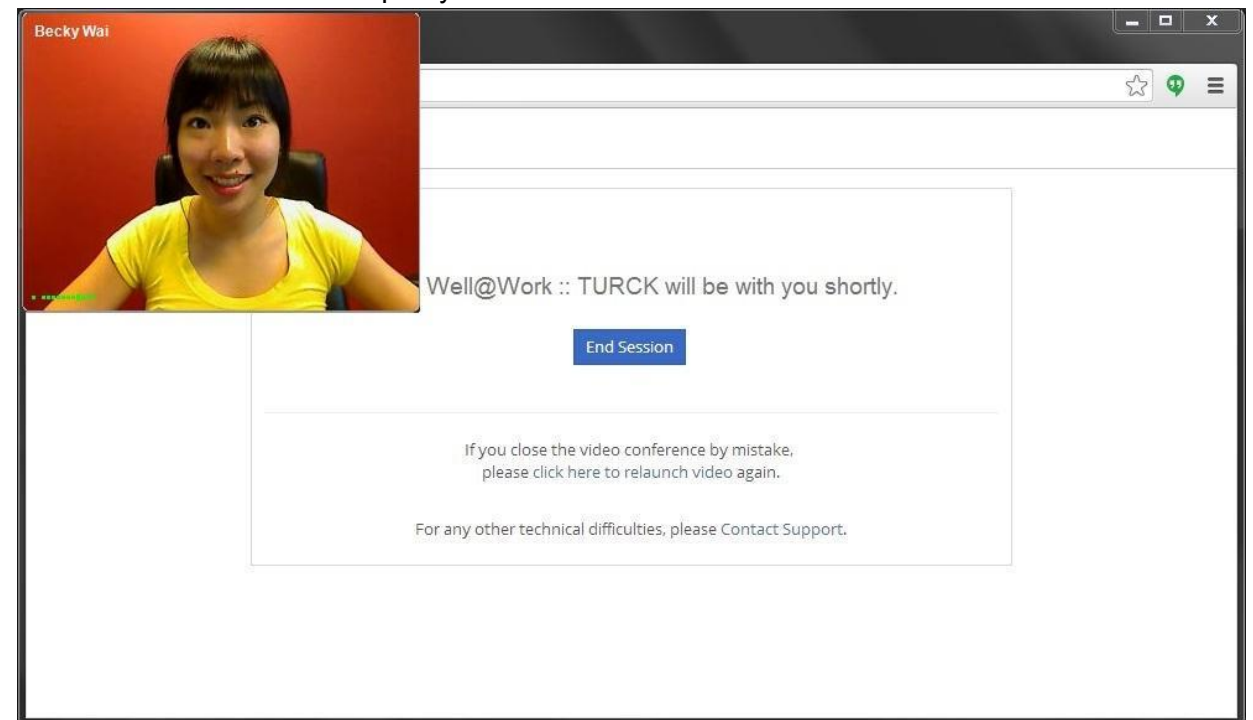
- E. Go back to the waiting room web page and click **“Done.”**



- F. Please wait patiently. Your local video window will launch in few seconds and you will see yourself. If the video call doesn't start in 40 seconds, you will see a "Relaunch" button appear. Click it to proceed.



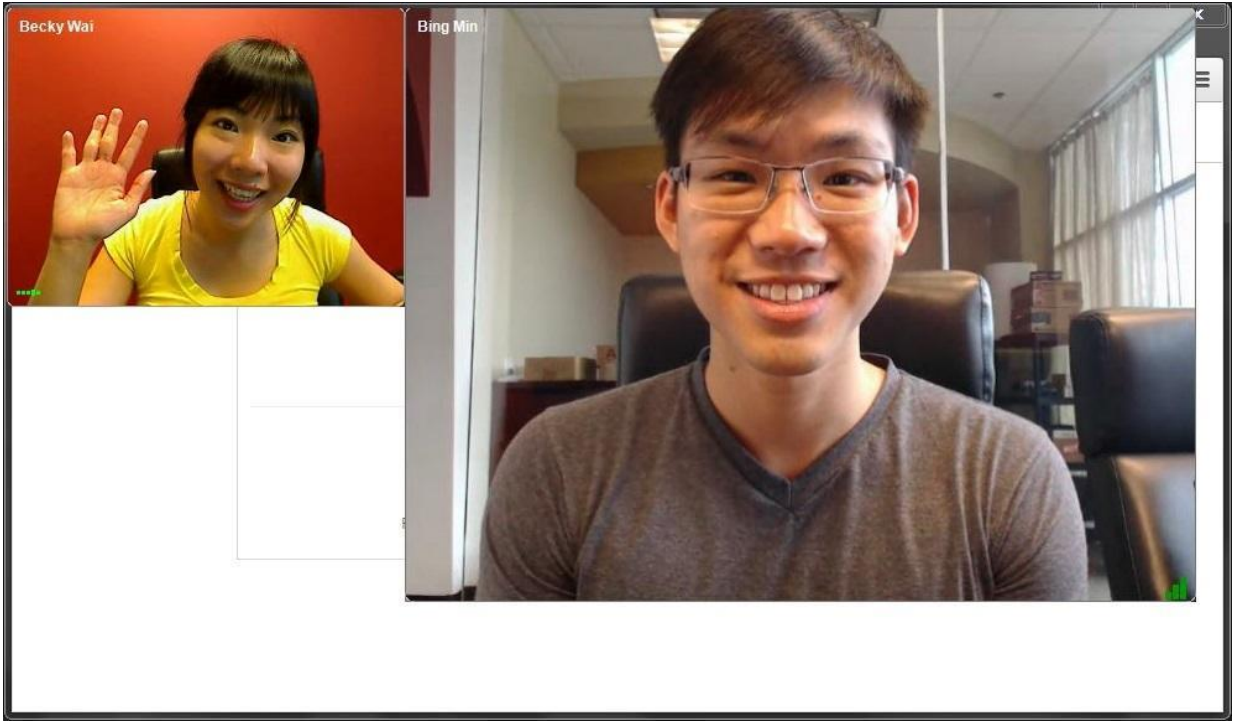
- G. Now your counselor knows that you're in the waiting room. Please wait patiently. Your counselor's video will show up anytime soon.



- H. Check the counselor's status.

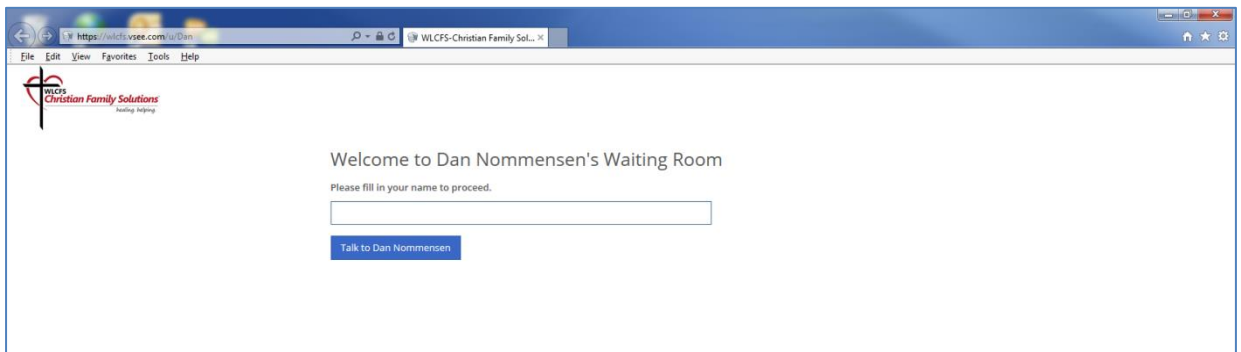
Message	Status
COUNSELOR will be with you shortly.	The counselor is online and will call you shortly.
COUNSELOR is unavailable right now.	The counselor is offline and will log in shortly to call you.

- I. Enjoy your first video calling with your counselor!

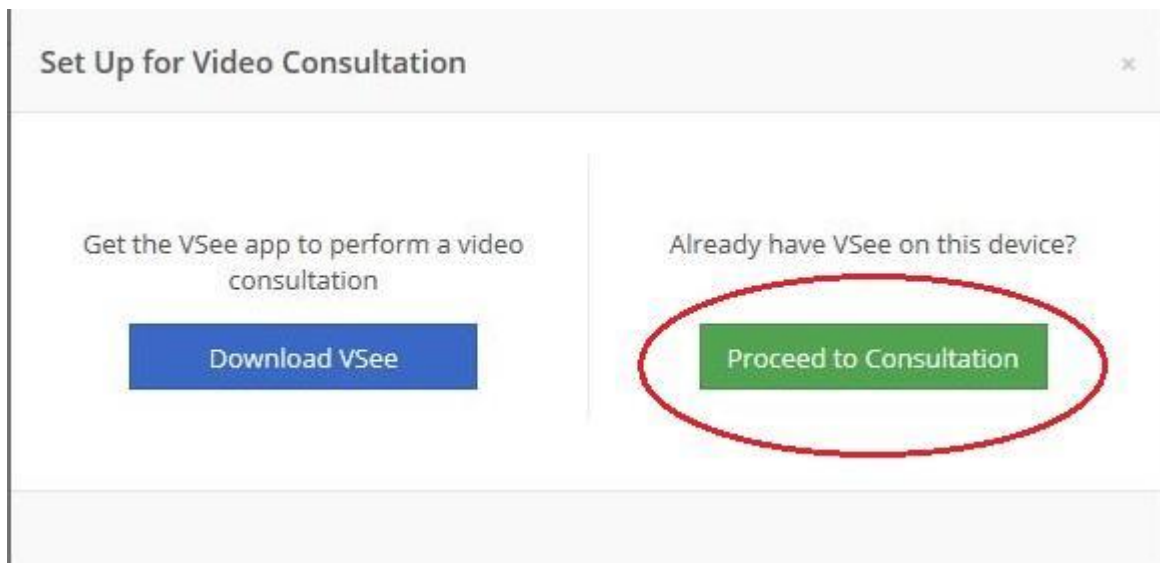


1.2. For existing VSee users

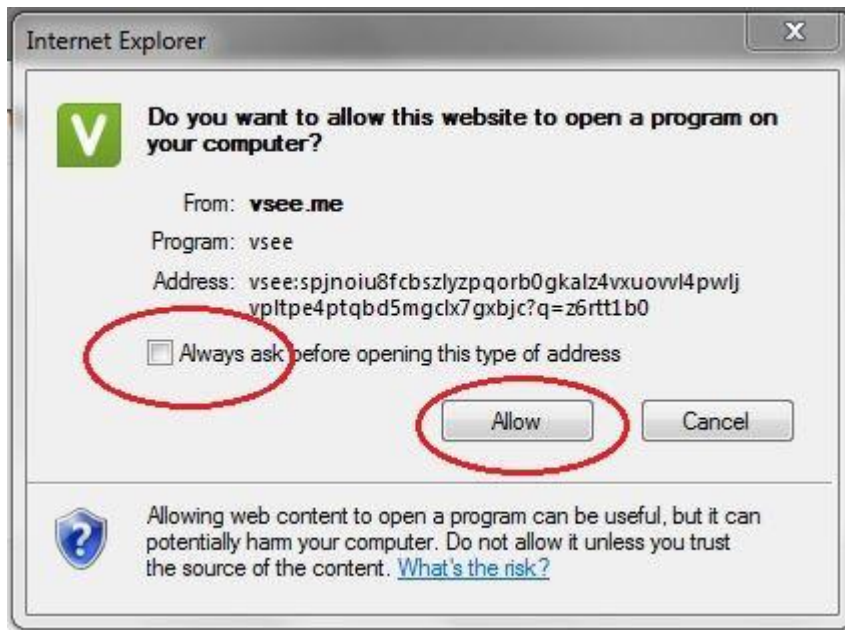
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- B. Click **“Allow”** for VseeDetection at bottom of the webpage.
- C. Please fill in your name and click **“Talk to [Counselor].”**



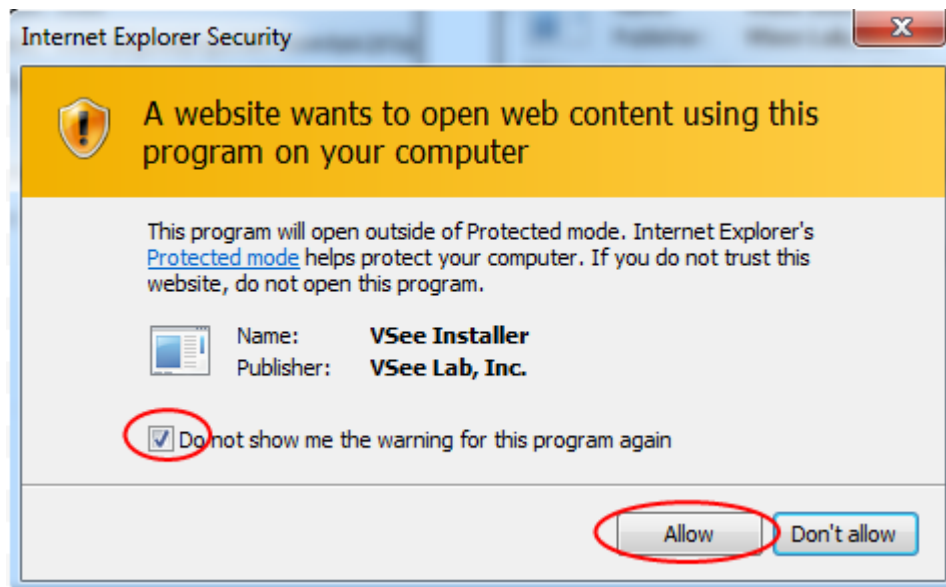
- D. If you have VSee on your computer, please choose **“Proceed to Consultation.”**



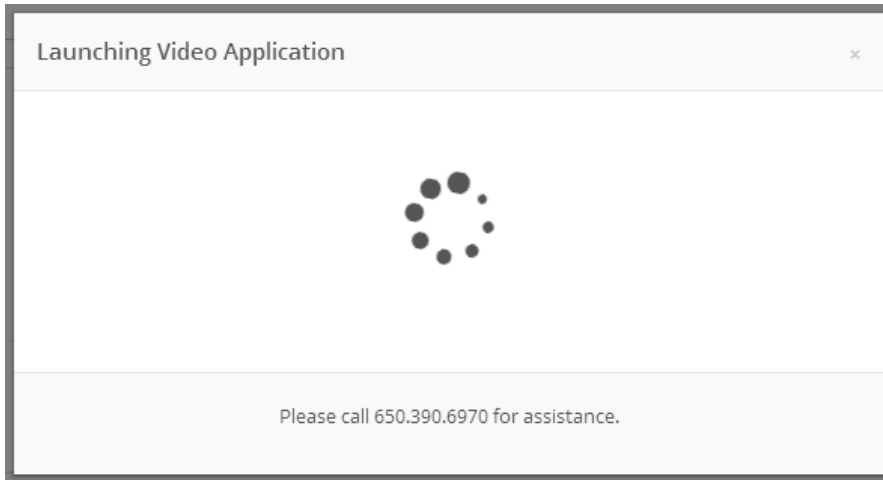
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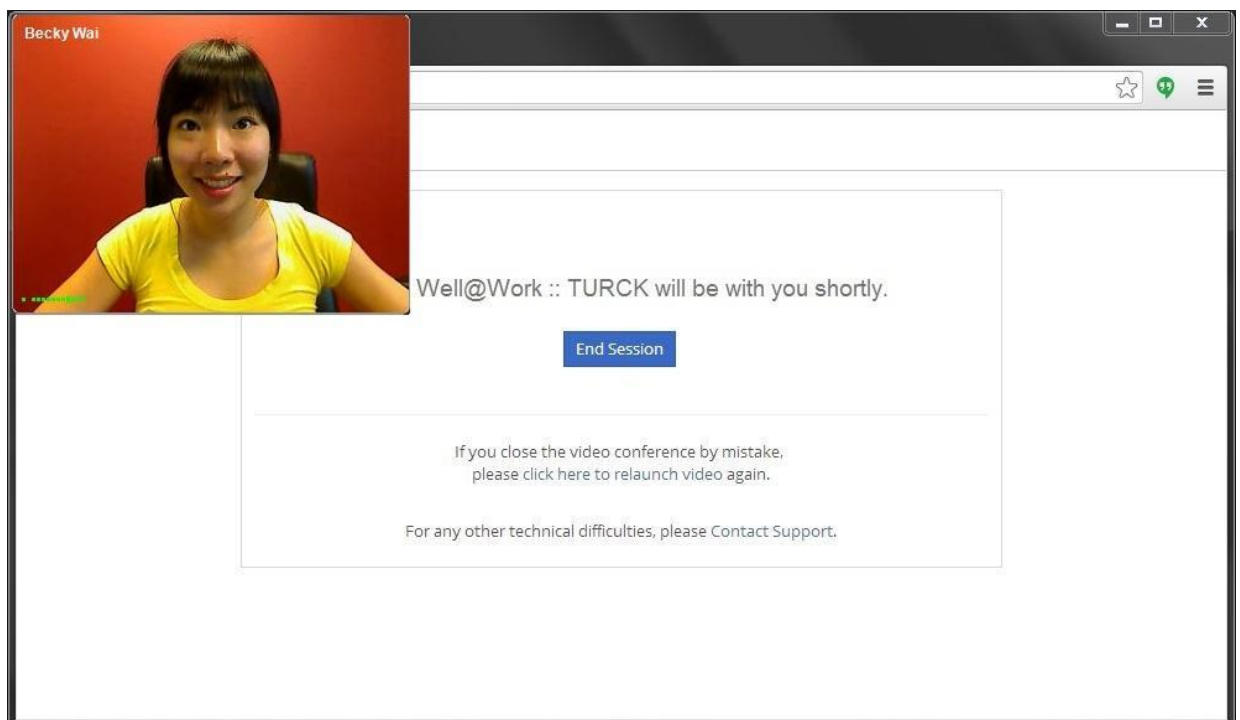
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