

How to Access Video Counseling Through Zoom

Zoom Counseling Information

Your session will be held through a secure conferencing platform Zoom. Prior to your appointment, please familiarize yourself with this technology.

Make sure you have a webcam installed on your computer or phone.

If you have issues connecting reach out to your internal IT or the main helpdesk at 512-475-9400.

How to Sign in to Zoom

1. Go to <https://zoom.us/>. Click the “Sign In” button to configure your account. If you do not already have a zoom account, you will need to create one by clicking ‘sign up, it’s free’ in the upper right hand side.
2. If you do not currently have a zoom account and are creating one, you will need to enter your email address in the allotted field and click ‘sign up’. You will then receive an email, to the address you inputted, with a link to activate your account
3. After clicking on ‘activate account’ you will then be asked to enter your credentials.
4. You will then have the option to invite others to a meeting – you will click ‘skip this step on the bottom right’.
5. You will then receive an email with a meeting ID and a link inviting you to join at the scheduled appointment time. You will click on that link to the meeting, with your EAP counselor. Zoom will launch and you will be prompted to connect your audio via phone or using computer audio. Click the Camera icon in the bottom left to start video. If you are placed in a Zoom “Waiting Room” the meeting will start once the host/counselor arrives.

Preparing for Your Appointment:

1. A helpful informational video about how to use zoom can be found at https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1
2. Be prepared to communicate to your counselor your address and phone number.
3. If disconnected please try reconnect through Zoom. If you cannot connect the counselor will call you back with the number you have provided. In case the counselor does not immediately call you back call 512-471-3366 to speak to the EAP admin.. In the unlikely event, you are unable to get through and need urgent help, please call 512-471-3399.