



P.O. Box 581 · Laurel, MD 20725
Phone: (301)490-3825 · Fax: (301)490-3827

What you will need for TeleCounseling:

- 1. Do you have a laptop, desktop PC, or Mac that is three years old or newer?**
Older devices may struggle to run the program properly.
- 2. Is your space equipped with a modern internet connection that is reliable?**
Connecting directly to your router using an Ethernet cable for wired internet is recommended though wireless networks can work fine as well.
- 3. Have you downloaded [Chrome](#) or [Firefox](#) to your computer to use as your internet browser?**
Standard browsers such as Internet Explorer, Microsoft Edge, or Safari on a Mac may encounter compatibility issues with the video software as those browsers are not as up to date with modern code.
- 4. Do you have access to a working webcam?**
Most modern laptops have built-in webcams which will work great for online counseling! If you have a desktop PC or Mac you may need to purchase and set up an external webcam.
- 5. Are you comfortable navigating computer software?** The online portal is easy to navigate and does not require any training to use. However, those who find computers to be confusing or frustrating in general may not be a good fit for online counseling.
- 6. You may also use a cell phone or a tablet for the session. All cell phones must be on Do not disturb to include notifications, alarms, and phone calls to avoid interrupting the session.**
- 7. Do you have a private space where you will not be interrupted or distracted by children, pets, other family members, loud noises, etc.? Please note: if you do not have a private place to meet, your session will have to be rescheduled or canceled. We cannot make exceptions.**

Please sign your name below acknowledging that you have read and are able to comply with the TeleCounseling requirements.

Signature: _____ Date: _____