

CFC Internet Counselling Client Guide v2.0 last modified 12/05/22

This service is for clients with an agreed appointment time and therapist.

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Get started

GET READY

We use Microsoft Teams for counselling sessions.

- Download and install the Microsoft Teams App for your device.
- Your counsellor will email you to a *Meeting Invitation* with a link. Your device may add this to your calendar according to your preference.

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Before each session

PAY

Clients receiving free sessions skip this step. At least one hour before your session, visit <https://www.thecfc.org.uk/online> and pay the previously agreed charge for your session, or you can call us to pay during office hours on 0161 941 7754.

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At your session time

COUNSELLING

Just before your agreed session time:

- Be in a suitable space for your session.
- Click **Join** in the Meeting Invitation email, your calendar or Teams App.
- Ensure video + microphone enabled. Enter your name and click **Join now** if asked to.
- Enter the waiting area and your counsellor will admit you at the session start time.

What is Microsoft Teams?

Teams has an internet video conferencing solution, similar to Zoom and Facetime. It does lots of other things, but we use it specifically for the video function. The Teams App is free.

Do I have to accept a meeting request? / My invite has disappeared!

When you get an email invite from your counsellor, we do not need you to reply or RSVP to accept the meeting as the meeting will already have been agreed with you.

Some email / calendar programmes will ask you to click Accept, Decline or Tentative. This relates to putting the meeting into *your own* electronic calendar – be aware that this can move the actual invite email to your deleted items, but the Join button and meeting details will now be transferred to your calendar.

How do I cancel an appointment?

You must contact the CFC appointments team by telephone or email to cancel an appointment. Your counsellor cannot take cancellations between sessions. Meeting requests they send you are for meetings which you have already agreed to / accepted. Pressing Decline in your calendar or invite does not cancel your appointment with us, though it will remove the entry from your calendar.

How do I join a Teams meeting?

To join a meeting, click the link / join button in the email you have been sent by your counsellor, or in the entry that may have been added to your calendar when you received the meeting invite. [Further help in this video from Microsoft >](#)

Where do I find the Microsoft Teams App?

You can get Teams from Microsoft here:

<https://www.microsoft.com/en-gb/microsoft-teams/download-app>

It is also available in the Apple and Google Play App stores.

Which Teams App do I need?

On a computer / laptop

You can use Teams just in your internet browser, but Microsoft recommend using the free Teams Desktop App where possible.

On a mobile device (tablet or mobile phone)

You must have the free Teams Mobile App installed.

Do I need an account to use Teams?

You don't need a Teams or Microsoft account to join a Teams meeting if you join as a guest.

[More information from Microsoft here >](#)

Is Teams secure?

Teams uses end-to-end encryption to ensure nobody can intercept your session. Do not share your meeting invitation with anyone else.

Can I contact my counsellor outside session times?

We ask that you do not contact your counsellor directly with Teams, the chat function or email outside of session times. All enquiries should be referred to the CFC appointments team – see www.thecfc.org.uk for contact details.

Anything else?

Don't leave it until the last minute. If you are new to Teams, have a play before your first session to get comfortable with the controls. You can practice joining the meeting in advance to check things are working.

Counselling sessions are confidential so you should be in a private space.

Sessions typically last 50 minutes so we recommend a setup which you can sit comfortably in front of such as a desktop PC or a laptop or tablet on a flat surface. Try to sit so that you are lit from the front so that your counsellor can see you properly.

Ensure there is no background noise and that anyone else in your space knows not to disturb you. You need to be free to focus on yourself for the duration of your session. Earbuds or headphones with a microphone can improve the experience.

Have your phone to hand as a backup. If there are unforeseen technical problems your counsellor will try to telephone you.

If you still have problems, contact CFC at www.thecfc.org.uk and we will try our best to help. Latest service updates can be found at www.thecfc.org.uk/online.