

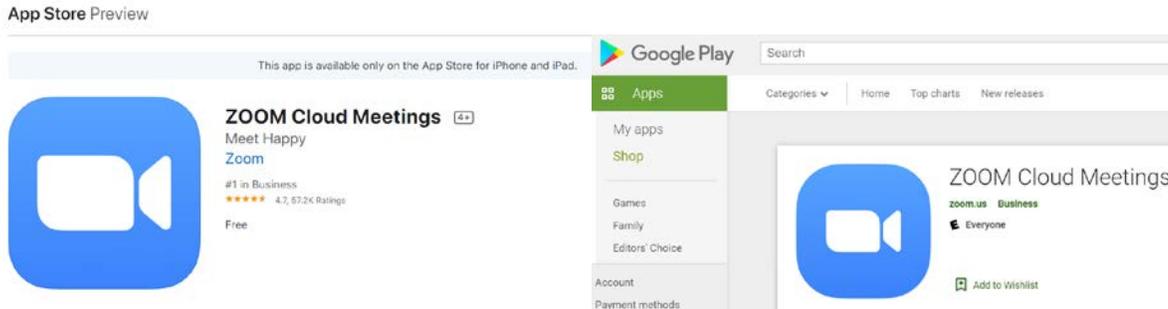


Can't get to campus? Try a video appointment!

Counselors are available for appointments over video streaming to discuss the same information as an in-person appointment. Please contact our front desk, 707-864-7101 to schedule this type of appointment.

Helpful Resources

<https://tinyurl.com/zoomdownload> – Download the Zoom app or desktop program, it's FREE!



FAQs

I've never used zoom, how hard is it to learn?

Not at all! If you have used Facetime or Skype on your phone it is very similar. You download the software, test out the audio and video settings and then with one click you join your meeting or appointment. If you are not familiar with video conferencing, zoom has a great overview for joining a meeting and figuring out the audio and video settings.

<https://tinyurl.com/zoomyoutube> - Tutorial: Joining & Configuring Audio & Video

Does this cost anything?

The software to access zoom is free. Any charges for your computer or mobile device to access wifi/internet would be at your own cost.

Do I have to create a Zoom account?

No. The link for the meeting will be in an email sent to you. You simply need to download the software/app prior to the appointment and then click on the meeting link. No sign-ups required.

What equipment do I need?

If you want to take advantage of the video portion, you need the ability to be seen and heard over video. This is usually done through some type of webcam (build in or connected to your device) to be seen and speakers and a microphone (again either built into your device or external, such as through ear buds with a mic). Alternatively, you can just use the audio portion of zoom, so you will need speakers/earphone and a microphone. This will limit your ability to show someone documents or information as you can through video.

What if I have transcripts that need to be reviewed?

That can be done during a Zoom video appointment. *Option 1* is to email the transcripts to counseling@solano.edu noting the date/time of your meeting and the counselor will be given the transcripts to review with you. *Option 2* is to get them in electronic format and keep them on your computer or mobile device, then open them during your appointment. Find the "share screen" function in Zoom and the counselor will see your screen and the transcripts.

I've open up the Zoom software for my meeting, but all the controls are suddenly gone!

On a desktop computer, hover your mouse pointer at the bottom of the screen. The menu of controls should appear. Sometimes the menu controls are at the top of the screen, as when you need to stop sharing a screen. On a mobile app, touch the bottom of the screen, usually where your name is and the zoom controls will appear.