

PLEASE READ BEFORE THE ONLINE COUNSELING APPOINTMENT:

You will need to have access to a computer with specific technical requirements listed below:

Browser: Latest version of Chrome or Firefox

Webcam: Required for face-to-face online appointments

Microphone: Required for online appointments

Headset/Earbuds: Optional, but highly recommended for online appointments

Android and Windows Device Meeting Requirements:

Use Chrome

Have your web camera ready and activated

Have a headset with microphone ready – your cell phone headset will work great

iOS – Apple Device Meeting Requirements:

iOS devices can use advising chat and schedule a meeting with their handheld device through Safari and Chrome browsers.

Operating Systems:

Windows 7 or higher

OS 10 or higher (iMac/MacBook 2009 or later)/iOS will be active with the latest version of Safari. Release date November 2018.

Linux/Android Specs: any version of Linux that supports the latest Firefox or Chrome build

Bandwidth: 1 Mbps or higher

Webcam: (optional)

Microphone: (optional)

Headset / Earbuds: (optional)

Steps for Online Counseling

1. **If this is your first time logging on, please create an account** using your GCC student email.
2. Please log on 10 minutes before the appointment time. Please have a form of identification ready to show the counselor. (Your Student ID)
3. Wait for your counselor's invitation to your individual counseling appointment, which will appear in your private chat appointment.
4. Make sure to save any documents created with your counselor onto your computer before the appointment ends and you log out.

Your appointment should be conducted in a quiet and private place. Please find a location where you will be able to communicate with the counselor effectively. (Do not log in from a public setting; Log in from a secured site.) Counseling appointments are confidential. The use of a private computer is strongly encouraged and if using a public/shared computer take all necessary measures to protect your data at the end of the appointment.