Hello,

We are using an online platform called Therapy Assisted Online (TAO) in order to provide remote services at this time. All Counseling Center services will be through videoconferencing sessions and/or phone sessions. You have been entered into the TAO system which has generated an email being sent to you to create an account with TAO. If you do not get the email in your inbox, please check your spam/trash folder. Further instructions on how to access videoconferencing are provided on our website: https://counseling.uci.edu/services/forms.html

Please activate the email and log-in to the TAO system as soon as possible so that we are ready to meet through videoconferencing at the time of our appointment and can meet for the full session time scheduled. You will see in the list of instructions there are several steps that have to be taken in order to set up your TAO profile and access videoconferencing sessions.

Please keep your phone turned on during the day of your appointment. The Counseling Center front office or I will call your phone 30 mins prior to your scheduled appointment to check you in. This number will show up blocked so please be aware and still answer. Once you are checked-in, you need to go to the student health portal to complete the intake questionnaires, informed consent to services in the Center and for Telebehavioral Health Services, and a notice to clients.

Here is the link to the health portal: https://osh.shs.uci.edu/. It is suggested that you complete the questionnaire using an IPAD or laptop. Otherwise, it is hard to complete the appropriate forms on small screen from your phone. If you do not have a device readily available, please call the Counseling Center (949-824-6457) and leave a message informing the center of this so that alternative options may be set up.

Once you complete the questionnaire, log on to TAO and start the video conference call by selecting “Dr. Choy” when prompted to select a group. Dr. Choy will be on the other end to begin your videoconferencing session. Be sure that you have a webcam on your device with video and audio capacity and high-speed internet. You also need to be physically located in the State of California, and you need to be in a private space without distraction or noise. For new patients, please have an official ID available so that I can verify your identity before start of video session.

Thank you,

Dr. Yujuan Choy