TAO Video Conferencing Instructions for Clients

At this time the Video Conference option IS available through the phone app. (Please see the bottom of this document for information on downloading the phone app). You can access the videoconferencing feature from your desktop, laptop, iPad/tablet, or phone through a web-browser. **You will need to be able to have internet connection in order to use the TAO video/audio conference feature. If you do not have internet available please let your provider know as soon as possible in order to coordinate alternative means of communicating.**

You can access TAO Videoconferencing by logging to the following address and taking the steps below: [https://us.taoconnect.org](https://us.taoconnect.org)

**How to Access TAO Videoconferencing.**

1. A UCI Counseling Center staff member will enter your name and UCI email into the TAO online platform which will generate an email that will be sent to you stating that a new account has been created for you. Your Email ID will be your UCI email and you will be asked to set up a password. If you do not see the email in your inbox please check you spam/trash folders as it sometimes automatically goes there. The registration email looks like the one listed below.
2. Once you have completed the registration you will access the front page. At the top of this page you will see a video camera icon.
3. Once you click the “video conference” button you will be redirected to a new page that looks like the following (see below). Hit the button that says “Join (your therapist name) Private Room”. Videoconferencing sessions are available through a HIPAA compatible Zoom Account.

Once you have clicked “Join Therapist Private Room” you will be admitted into a virtual “waiting room”. Once your therapist is ready to start the session they will admit you into the meeting room. Please stay in the waiting room until your therapist admits you in. If you have been waiting for more than 5 minutes for your therapist to arrive or experience any technical difficulties please contact the UCI Counseling Center front office number at 949-824-6457 and they will put you in contact with your clinician.

If you have never downloaded Zoom on the device you are using you will see a prompt to download the Zoom program before the meeting can launch. If you are using a smart phone, iPad, or tablet you will have to download the Zoom app. Please make sure you have downloaded the Zoom application and that whatever device you are working from that you have allowed access to the microphone and videocamera.

**If you do not feel comfortable with videoconferencing sessions please speak to your provider to determine alternative options such as just audio within the TAO platform or determine if phone sessions are most appropriate.**
4. Once the video conference session has ended you will close the zoom meeting window.

5. Your therapist will not be available to video conference unless an appointment is scheduled and they have opened the application and admitted into the meeting from the virtual waiting room. Please note that if you click on the video conferencing option when you do not have an appointment scheduled no one will pick up on the other end. If you feel you are in need of emergency services please call the Counseling Center crises line at 949-824-6457 and select option “2” or call the National Suicide Prevention Lifeline at 1-800-273-8255. You can always call 911 or go to the nearest emergency room.

**NOTE:** As you may be seeing more than one clinician at UCI Counseling Center, you may be given the option to join different private rooms (see below). Please make sure you select the private room of the therapist you are scheduled to see at that date and time.
Here is the information related to downloading the TAO V3 phone app for iPhones and Androids:


**PLEASE NOTE:** The email verification link to register for TAO expires in 24 hours. If you do not verify their email in that 24 hour window, you will need to reset their password. Please see instructions below:

**How to reset your V3 TAO password if you did not get the welcome email. OR your welcome email link has expired.**

1. Navigate to US.taoconnect.org (USA) OR CA.taoconnect.org (Canadian).
2. Enter your email address here.
3. Click next then forgot password.
4. Check your inbox for the reset email, it is sent immediately.