

Your support meeting



ACCESS YOUR ONLINE SUPPORT SESSION FROM ANYWHERE USING ANY DEVICE

After you book your online session, you will be sent an email link. Follow the steps below to attend your session.

NOTE: Our online platform works on all major browsers (Chrome, Safari, Firefox and Microsoft Edge). Make sure you are using the latest version of your browser.

Accessing your session

1. Open the email containing your session link.

FIND A LOCATION TO ENROL

2. Select **Start a video call**.

START A VIDEO CALL



3. You will be prompted to a short demonstration to allow your camera and microphone. Select **Allow**.

4. If you are using a device with a camera, you will be asked **Do you see yourself?** Select **Yes**.

5. On the next screen you will be asked **Do you hear this sound?** If you hear the sound, select **Yes**.

6. On the next screen you will be asked to **Try speaking, is your microphone working?** Speak into your microphone to test and select **Yes** if it is working.

7. You will be asked to fill in your **First name** and **Last name** before selecting **Continue**.

8. You will then be asked to give consent to take part in your online session. If you give consent select **Continue**. If you do not give consent, select **Cancel**. NOTE: If you do not consent, you will not be able to take part in your online support session.

9. If you selected **Continue** you will now be admitted into the waiting area.

10. Once you have been admitted into your session, your allocated support staff member will soon join you.



Having trouble accessing your session?

- Are you in a quiet and safe environment for the session?
- Is your device connected to the internet?
- Are you using the latest version of your web browser?
- Have you selected the correct microphone, speaker and camera?
- Did you select **Continue** after reading the consent form?

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