

Student Guide: Zoom DSPS Counseling Appointment



Beginning on the week of April 6, 2020 we will have online/remote counseling appointments through Zoom. DSPS Counseling appointments can be scheduled using our [online scheduling tool](https://esars.peralta.edu/esars/coa/dsps/eSARS.asp) (<https://esars.peralta.edu/esars/coa/dsps/eSARS.asp>)

A screenshot of the 'College of Alameda Online Appointment System' sign-in page. The page has a white background with a blue header containing the college logo and name. Below the header, the text 'Please sign in' is centered. There are three input fields: 'Student ID', 'Birth Date', and a checkbox for consent. At the bottom, there are two buttons: a blue 'Sign in' button and a red 'Cancel' button.

College of Alameda
Online Appointment System

Please sign in

Student ID

Birth Date

I am consenting to a live video counseling session with a College of Alameda Counselor

Sign in
Cancel

Once you have signed in, please **select the name of the counselor you usually work with at DSPS and choose an appointment time.**

Once you book the appointment, you will receive an email confirming your Zoom Counseling Appointment details along with the Zoom meeting link. **Please make sure to provide the best contact Email and Phone Number when scheduling your session.**

A screenshot of the 'eSARS On-line Appointment System Appointment Confirmation' page. The page has a white background with a blue header containing the college logo and name. Below the header, the text 'Appointment Confirmation' is centered. Below that, there is a message: 'Please verify your phone number, change as needed.' There are three input fields: 'Phone Number', 'Cell Phone', and 'Email address'. The 'Cell Phone' field has a small 'Opt in' checkbox. At the bottom, there are two buttons: a blue 'Go Back' button and a red 'Continue' button.

College of Alameda
eSARS On-line Appointment System

Appointment Confirmation

Please verify your phone number, change as needed.

Phone Number

Cell Phone
 Opt in

Email address

Go Back Continue

How to get your computer and Zoom software ready for your Zoom DSPS Counseling Appointment.

Note: While you can participate in Zoom video counseling on a smartphone, this will make it very hard to see and communicate with your counselor. We highly recommend you use a PC or a laptop to attend the Zoom appointment.

If you can't afford a laptop College of Alameda has a [Chromebook Loan Program](https://alameda.peralta.edu/chromebook-lending-program/) for current students (<https://alameda.peralta.edu/chromebook-lending-program/>)

Free or low cost internet may be available

- <https://foundationccc.org/What-We-Do/Student-Success/CaliforniaConnects>
- Comcast's Internet Essentials for low income households
<https://www.internetessentials.com/covid19>

Preparing your Computer for a Successful Zoom Appointment

1) Update your Browsers: To make sure Zoom runs smoothly, make sure that you are using the most recent version of the Firefox, Chrome, or Safari browsers. If you are unsure how to update your browsers you may follow the links below:

Firefox: <https://support.mozilla.org/en-US/kb/update-firefox-latest-release>

Chrome: <https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop%20&hl=en>

Safari: <https://www.whatismybrowser.com/guides/how-to-update-your-browser/safari>

2) Download & Create a FREE Zoom Account: Download the Zoom software, and create a Zoom account. To do so, go to <https://zoom.us/>

You can watch the first 3 minutes of this video below to learn how to download the software and create your account: [How to download and make a Zoom account on a PC - Tutorial](#)

3) Test your microphone/webcam: To make sure your microphone and/or webcam settings are ready for you Zoom meetings please watch this video: [Intro to Zoom Conferencing for Students \(Univ. of Kansas\)](#)

4) General Guidelines for Zoom Usage:

- a) You will need a PC or laptop to have full functionality and the ability to participate in Zoom.
- b) If you don't have a webcam, you can participate just using audio.
- c) If you don't have PC speakers, you can log in using your "phone audio" instead.
- d) Here's a Zoom Overview: [Zoom Overview for Students \(Case Western Reserve\)](#)

Note: if you want a text guide on how to do the above things, and a list of all Zoom controls, you may consult this document: [Peralta Student Resources - Using Zoom](#)