

Instructions on how to use the FREE version of WeCounsel

These instructions were shared with us on Heal_Torture_Talk listserv by Tara Kwan, Program Assistant at Program for Torture Victims

Instructions to Create FREE WeCounsel Account

*You should not have to provide your credit card information- if you do, you might have signed up for the free trial instead

1. Go onto the following webpage to register for your FREE WeCounsel account https://portal.wecounsel.com/users/sign_up/provider

Make sure click on and double check that you click Basic (Unlimited secure video + directory listing) when you choose the plan because it automatically has the Professional Free Trial clicked in unless you change to the basic plan.

Registration is simple- you only need to provide your name, email address, mark that you are a provider, mark the BASIC plan option, and mark that you agree with the terms of use.

2. Once you submit the information asked, you will be directed to a page to set your password.
3. You will also receive a confirmation email that you will need to click to confirm your email address.
4. You should now be able to log into your WeCounsel account!
5. Once you log in, you'll get notifications on setting up your account and a quick tour of the features. Once you click through everything, you'll be good to go! You do NOT have to set up your account fully to use it. There will be a "Set Up progress" notification on the right hand corner of the webpage but you can ignore that.

Setting Up Teletherapy Sessions

1. Log into your WeCounsel account
2. Go to the LEFT side of the page (where your profile is) and scroll down to "Session List"
3. Click on "Session List"
4. There will be two green colored buttons "Meet Now" and "Schedule"
5. Make sure to click the green "Meet Now" button

*You aren't able to schedule sessions in advance since it is a paid plan feature so you will need to schedule with your client ahead of time. Make sure your client has access to a good Internet connection, webcam, and microphone. Their phone should be sufficient.

6. Once you click the "Meet Now" button, you will be directed to a new page for sessions.
7. Click on the "Invite Attendees". The link to invite attendees automatically copied.

This link is UNIQUE to each session. You can send this link to up to (2) people on the free BASIC plan so the client can get the link as well as the interpreter.

8. Email or text the link to the client and/or interpreter. To text the link, you will need to email to yourself and then copy and paste the link from your phone to email to the client if the client doesn't have easy access to their email.

The client will receive a link that they will need to click to log onto the session that you are on. All they need to do is click the link, type in their name, and allow WeCounsel to access the video camera and microphone, and click "Join Session".

9. You're good to go! Click "End Session" when you finish the session.

*It will say the session is for 30 minutes but I submitted a request to inquire about the 30 minutes and support staff informed me that they will not kick you off after 30 minutes.