

C³Now Quick Start - Client Instructions



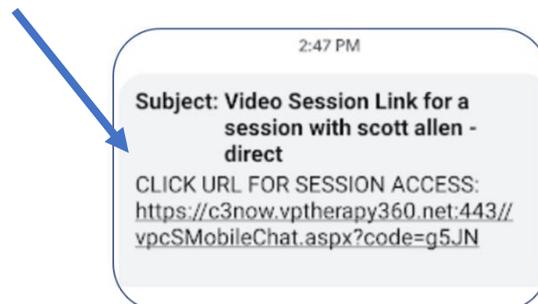
Welcome to C3Now! This guide will help you understand how to connect with your provider when it's time for your appointment. It's as easy as opening an email or clicking on a text message.

To start a video session from **your PC via email** – Click the top link. You may be asked permission to use your camera and mic – click allow and you will be joined to the video session.



If you are on **your mobile device (phone or tablet)** and are accessing the session via email, click on the second link and you will be joined to the session. NOTE: If you only see yourself, scroll up and you will see your provider.

If you are using your cell phone and get a text message Click on the link -click "open" and you will be joined to the video session.



NOTE: If you are experiencing any issues connecting, we suggest you close all applications and restart your computer. This will run any updates (browser and operating systems) including security updates. It is good practice to restart and run updates at least once every 5 days.

Simple Troubleshooting:

A few frequently asked questions or issues:

Black rectangle appears where provider picture should be. One of three issues.

- 1) If you have an iPhone 5 or below you may not be able to have IOS 11+ - some iPhone 5's only allows updating to IOS 10.
- 2) Low bandwidth – you can do a simple speed test by going to your browser on their mobile phone, tablet or computer and typing in www.Speedtest.net C3Now typically works with 3Mb/s download and 1Mb/s upload.

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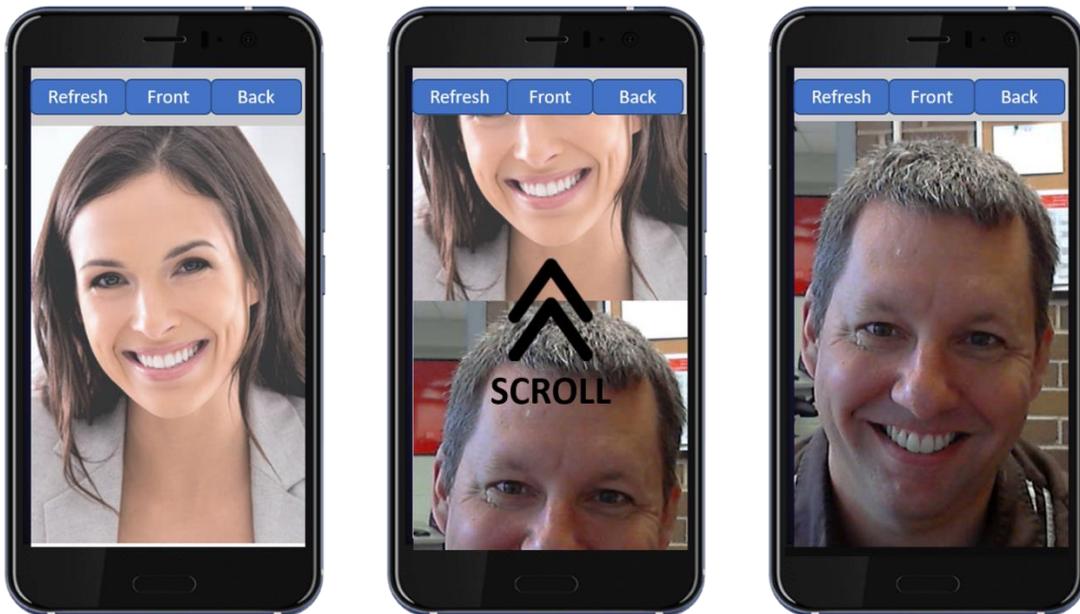
Remedy / test. Try connecting to a WIFI network and test. If connected to a WiFi network, try disconnecting and using mobile data service (LTE/4G – Verizon, ATT, Etc.). In many cases, mobile services have better speed than some WiFi networks.

- 3) Video and / or audio freezes. **Do not end session.** Click **REFRESH** and see if that rectifies the problem. Poor bandwidth (upload speed) is the cause. You can try moving closer to a window in on mobile service. Closer to router if on WiFi. If you end the session, but your provider has not, you can restart the session by clicking on the text or email.
- 4) You are clicking on text/email and can see yourselves; you see yourself and there is white box showing where your provider should be showing up. **BE SURE YOU ARE CLICKING ON THE CORRECT (most recent) EMAIL OR TEXT.** These “keys” only match to the lock one-time. To avoid this, please delete emails and text strings when the session is over. That way, the links are always the latest.

Problem:

I (Client) can only see myself on the phone, but I here myself and them.

Solution:



NOTE: Video Session choices are Refresh / End Session. If you hit End Session, you will be asked to confirm or cancel.

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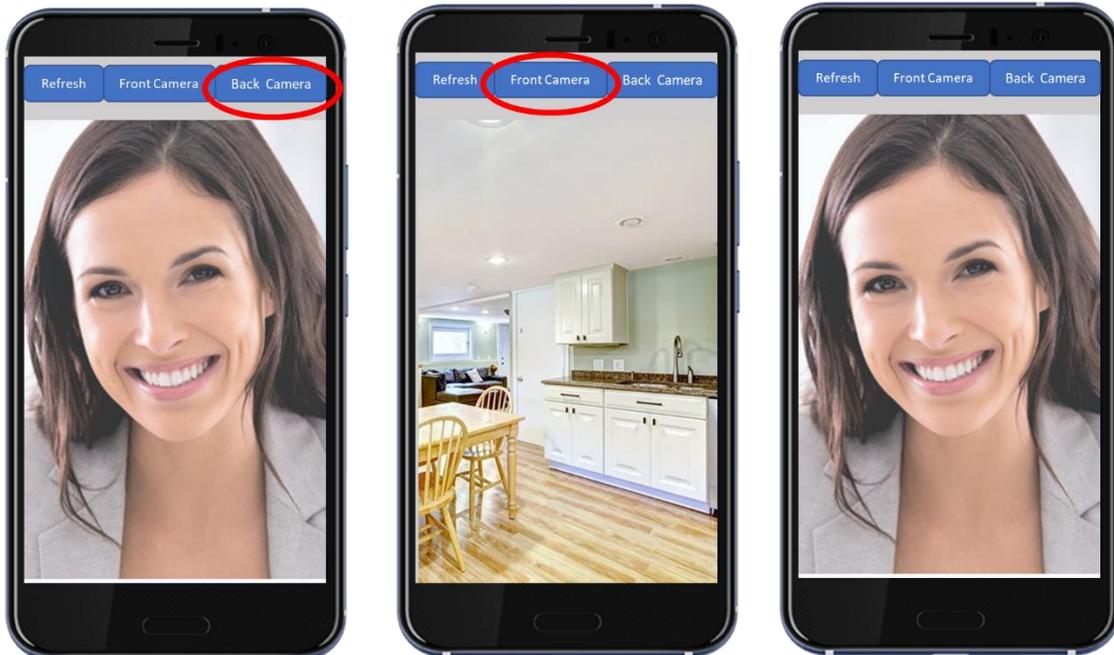


Problem: My client isn't getting emails to start the session.

Solution: Please be sure to double check spelling / accuracy of email before hitting send session invite. If the email is not correct, the email will not get to the client. Please also have clients check their spam/junk folders and move them to the inbox and set permissions to allow emails from this sender.

VIDEO CAPTURE SESSION CAMERA CONTROLS:

How to switch camera from **Front** to **Back**, simply click on **Back Camera**. The transition will take a few seconds. Click **Front Camera** to switch back.



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Common Question.

Can I set screen to only see my counselor?

Yes. When you are on a PC, Mac or Chromebook and join a session, you will see two equal size screens side by side. If you hold CTRL and hit the “+” key (next to the backspace key) the images will vertically stack and you can scroll so you only see your counselor.

