



Counselling, Support and Care for Young People and Families



Downloading VSEE for Tablet or Mobile Devices

Our mission is to:

Improve, preserve and promote good mental health and wellbeing among children, young people and their families.

Registered Charity No 1045429



VSee Download for Tablet or Mobile Device

TIC+ uses VSee a secure encrypted instant message platform for its online counselling and reception. Before you can start the live text chat to a counsellor or receptionist you will first need to download the VSee application. You can do this using your PC or your mobile phone or tablet device.

Your TIC+ counsellor or receptionist will only use text chat. They won't use the VSee video or voice chat options, so you won't be able to see or hear them, and they won't be able to see or hear you. If you're worried about this, you can disable your microphone and camera during the VSee set up. If you accidentally set them up, don't worry. Even if they're turned on, you won't be able to see or hear them, and they won't be able to see or hear you.

Quick Start guide to Online Counselling and Reception:

You can now go directly to our waiting room via the VSEE Waiting Room app - easy!

Before you do that you need to:

1

Contact us during our office open hours to give us your details. You can do this by phone, text or email and we will give you a number code and a password. Or follow steps 2& 3 to give your details to our online receptionist by text chat.

2

Download the free VSee Waiting Room app from your App Store. This only needs to be done once (unless you delete the app).



See detailed instructions below...

CONTACT US

Telephone: 01594 546117

Text: 07977 334433

Email: admin@ticplus.org.uk

Website: www.ticplus.org.uk

TIC+ Office 30, 4th Floor, Building 8,
Vantage Point Business Village,
Mitcheldean, Gloucestershire GL17 ODD

Step 1

Go to the app store on your device and search for **'VSee Waiting Room'**

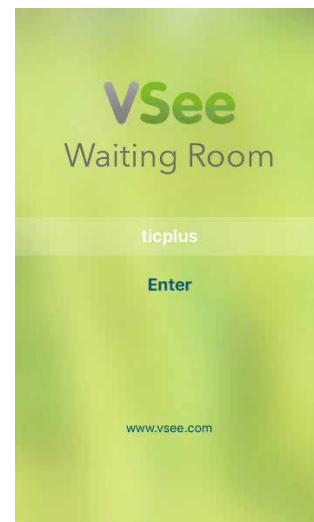


Step 2

When the VSee app is downloaded on to your device open it and you will see a screen like this:

Step 3

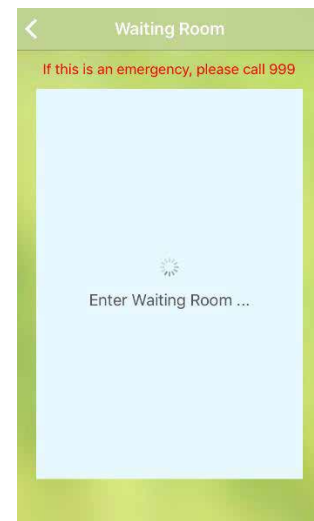
Type 'ticplus' into the waiting room name box then click 'Enter'



Step 4

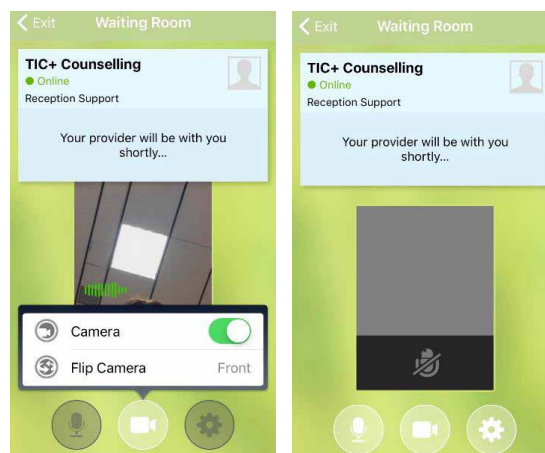
The screen should now look like this: If you have already given us your details and want counselling please fill in your unique client number code. If you want to give us your details or chat with the online receptionist type the word Reception in the space where the client number code is filled in.

It may take a little time to connect



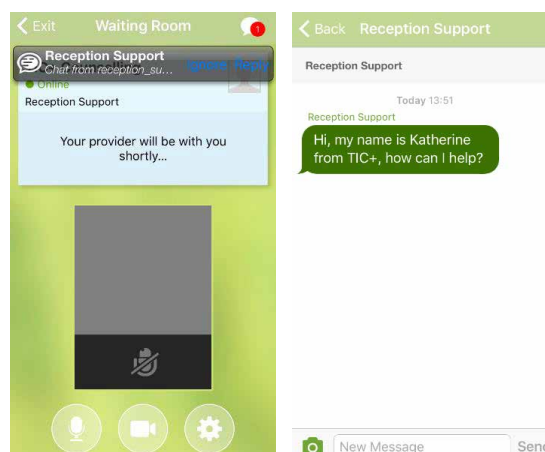
Step 5

Don't be alarmed when the video image comes up, your TIC+ counsellor and receptionist will not be using video. You won't be able to see or hear them, and they won't be able to see or hear you. It's also really easy to disable this function, just click on the video or microphone and turn them off.



Step 6

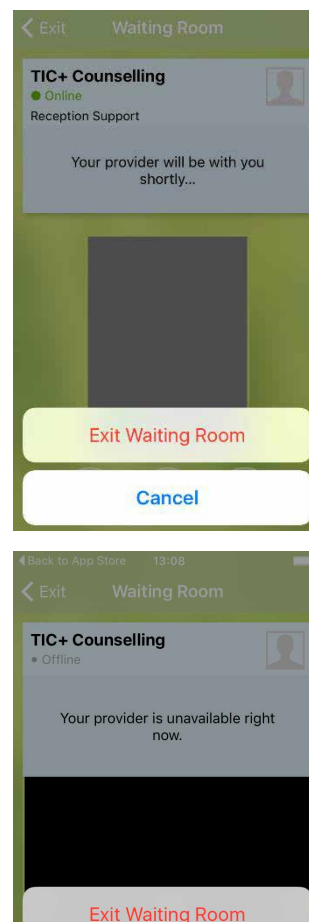
You will now be in the waiting room. It may take a while before you can chat with a counsellor or receptionist. Please be patient. Our counsellors and receptionists know you're waiting and will chat with you as soon as they can. When a counsellor or receptionist messages you a grey notification bar comes up and you'll get a little red bubble on the speech bubble in the top right corner. If you click on the speech bubble you'll be able to reply- just like texting.



Step 7

To exit the waiting room simply tap on the 'Exit' arrow found at the top left of the screen, then click on 'Exit Waiting Room'. The text chat conversation will no longer be available on your phone once you have exited the waiting room.

If you see this message it means the online waiting room is closed. Contact us again during our open hours.



What are the Compatible Devices & OS for using the VSee application?

Windows:

- Vista, Windows 7, Windows 8, Windows 8.1, Windows 10 are all supported.
- VSee does not support Windows XP SP3.
- Windows Surface Pro 3 and later are supported. Any Windows RT versions are not supported.

Mac:

- Mac App Store version: OS X 10.7 or later.

iOS:

- iOS 8 or later
- iPad 2 or newer
- iPad Mini 1st and 2nd generation
- iPhone 4s or newer

Android:

- Android 4.1 Jelly Bean or later
- NEON compatible ARM processor
- Dual core CPU
- Recommendations: Samsung Galaxy S3, Galaxy S4, Galaxy S5, Galaxy S6, HTC One, HTC One M8, Nexus 5, Samsung Tab 4 10.1

Not supported:

- Devices using Atom processor (e.g. Dell Venue 8)
- Linux and Chromebook