



Counselling, Support and Care for Young People and Families



Downloading VSEE for PCs

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 PC

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.

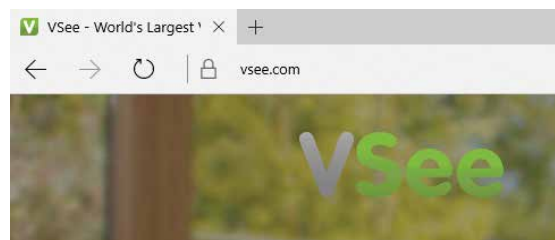
Quick Start guide to Online to Online Counselling and Reception:

To get online counselling you will need to go to the TIC+ counselling room web page: <https://ticplus.vsee.com/u/ticplus>

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 Sign up for the free VSee app and download it to your PC. This only needs to be done once (unless you delete the app). Although you now have VSee on your device you can't chat to our counsellors or receptionists from the app. You then need to go to the web page—see step 3.



3 Go to the TIC+ counselling room web page <https://ticplus.vsee.com/u/ticplus> to begin the 1-2-1 chat with your counsellor or the online receptionist. When you enter the waiting room you will need to type in your client number, or chat to a receptionist type the word "Reception"

See detailed instructions below...

CONTACT US

Telephone: 01594 546117

Text: 07977 334433

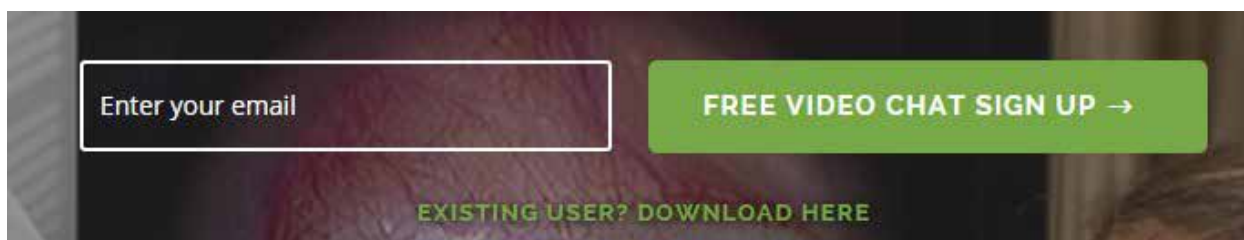
Email: admin@ticplus.org.uk

Website: www.ticplus.org.uk

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

Step 1

Go to VSee.com enter your email and click the 'FREE VIDEO CHAT SIGN UP' button. You will be sent an email.



Step 2

Open the email and click on the link to set up your free Vsee account. You will be asked to create a password to log in to VSee.



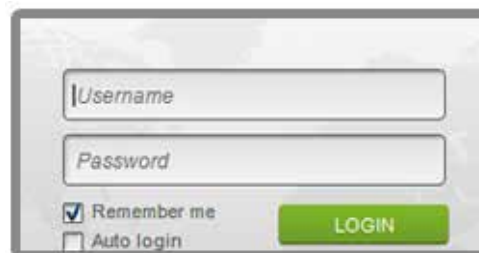
Step 3

The download should start (see bottom left of screen). Click 'Run' if/when prompted.



Step 4

Open the VSee app on your desktop and log in.



Step 5

VSee will ask you to set up your microphone and webcam. You won't need a microphone or webcam for the counselling, but don't worry if you set them up. Even if they're turned on, you won't be able to see or hear the counsellor or receptionist, and they won't be able to see or hear you.

You now have the VSee application on your PC. You won't have to repeat these steps, unless you delete the application from your system.

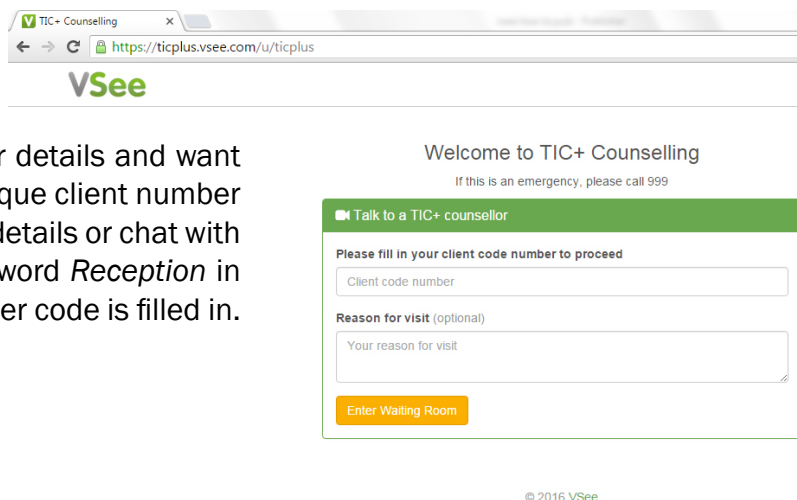
Step 6

Once you've downloaded the VSee app onto your PC, the next step is to go to the TIC+ waiting room. To get into the waiting room, you need to go online using your internet browser. Use the link <https://ticplus.vsee.com/u/ticplus>

Step 7

The page should look like this:

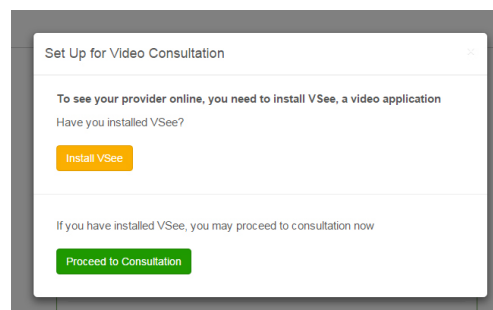
If you have already given us your details and want counselling please fill in your unique client number code. If you want to give us your details or chat with the online receptionist type the word *Reception* in the space where the client number code is filled in.



Step 8

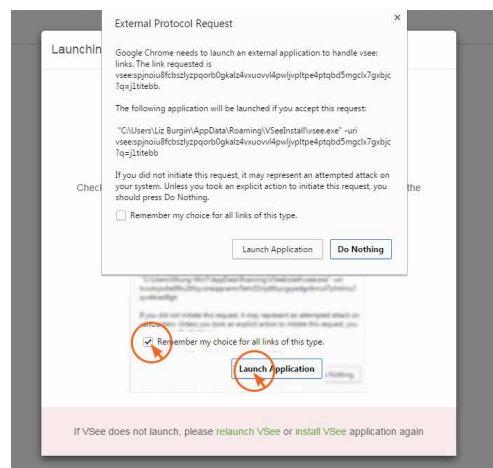
This box should come up. If you've installed VSee, just click 'proceed to consultation'. If not, go back to step 1.

Although it says 'Video consultation', the 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. If you're worried about this, you can disable your microphone and camera during set up.



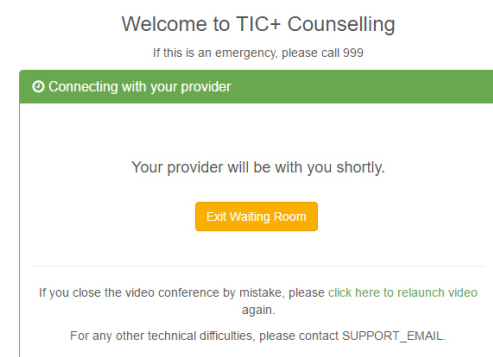
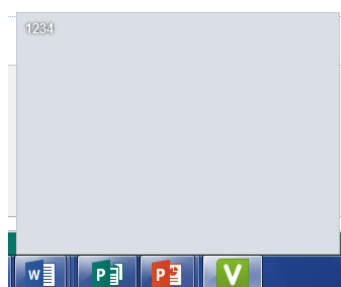
Step 9

You may get this message, please click on 'Launch Application'.



Step 10

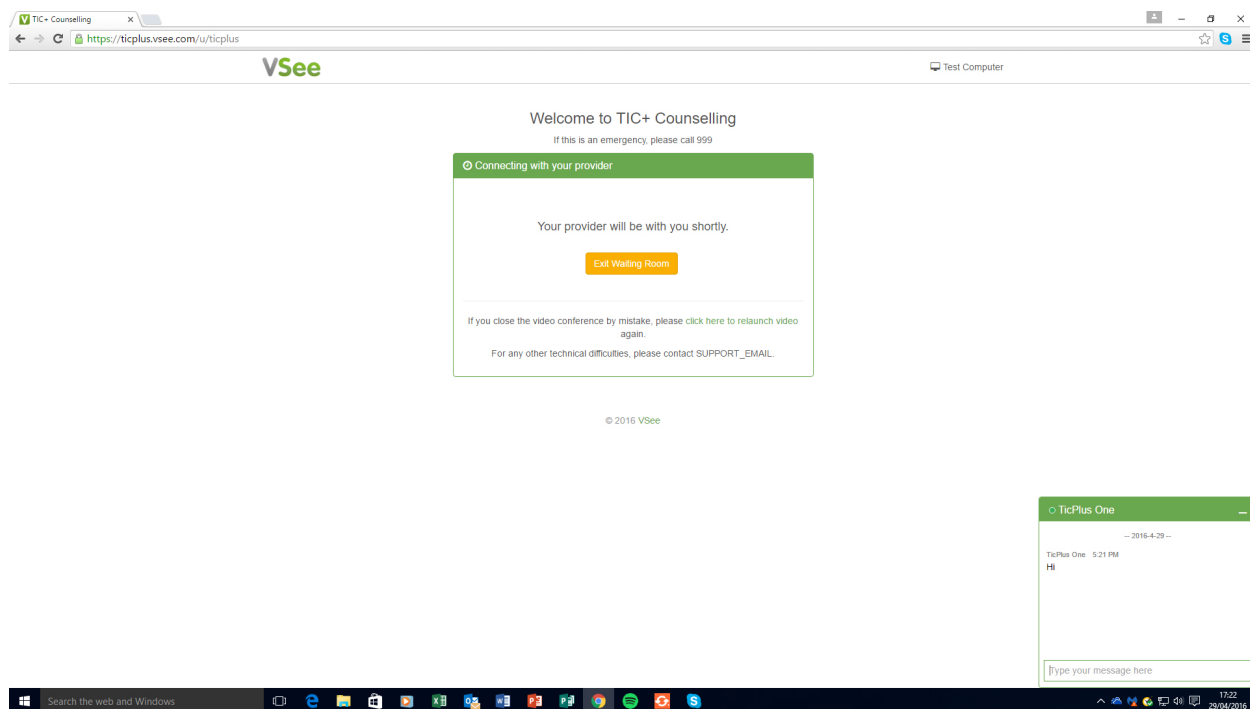
This message should then come up in your browser. Along the bottom of the screen a little VSee logo should be flashing.



Step 11

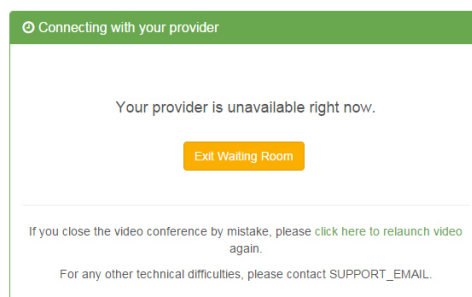
During busy times, it may take a while for a counsellor or receptionist to become available, so please be patient. Our counsellors and receptionists know you're waiting and will chat with you as soon as they can.

A text box will appear in the right-hand corner when the counsellor or receptionist is available to chat to you. Type your reply in the message box where you see the cursor flashing.



To exit the waiting room, tap on 'Exit Waiting Room'. The text chat conversation will no longer be available once you've exited the waiting room.

If you see this message, it means the online waiting room is closed. Please contact us again during our opening 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