**Slide 1**

* Welcome. My name is Donna Robinson and I will be presenting today’s training.
* This training will familiarize you with the VR&E TeleCounseling Scheduler so that you may schedule rehabilitation counseling services using Video Teleconferencing (or VTC) technology.

**Slide 2**

* The objectives for this training are to provide participants with the information to ensure they can:
* Learn how to make an appointment with eligible Veterans using the VR&E TeleCounseling Scheduler tool.
* Understand how to use the technology.
* How to contact the Helpdesk and how to provide helpdesk call support to a Veteran, if needed.

**Slide 3**

* VHA graciously invited VR&E to use the same system as their Clinical Video Telehealth (or CVT) into the Home program. The technology that VR&E will use for TeleCounseling is the same secure technology currently being used by VHA.
* This technology has two parts, the web portal to schedule appointments and the Jabber software required to conduct the counseling sessions.

**Slide 4**

* Although only Vocational Rehabilitation counselors and Employment Coordinators will use the Jabber software to provide TeleCounseling, other VR&E staff may have scheduler access and assist in scheduling TeleCounseling appointments.
* The following slides demonstrate how to use the scheduler to set up an appointment.

**Slide 5**

* This slide illustrates the log-in page for the Scheduler.
* Enter your Username and Password where indicated. These are your regular VA LAN credentials.

**Slide 6**

* Enter the Veteran’s Name, Email, and Phone Number.
* You must obtain the Veteran’s phone number and email address. The Veteran must use the same contact information when they confirm their appointment to obtain their ‘Jabber Credentials’ (or Username and Password).
* The Scheduler needs to re-enter the same number again to confirm it is exactly right.
* Select the correct Area and select the correct Regional Office. Then select the correct service that you will be providing
* Click calendar icon to Select the Date, Hour, Minute, AM or PM, (in the Veteran’s Time Zone) and save your date and time selections.
* Click “Select Date and Time”.
* Start typing the Counselor’s name – please double-check to ensure you have the correct Counselor before you select the Submit. Select the Reset button to enter next Veteran appointment.

**Slide 7**

* It is crucial to carefully select the correct Counselor when scheduling an appointment.
* Within the scheduler, the drop down box used to select the counselor looks very much like the Outlook address book and it is easy to select the wrong person.
* When scheduling, please take an extra moment and double check selection before moving to the next step.

**Slide 8**

* Let’s briefly go over what technology is required:
* A PC, laptop, or Mac with a Webcam, Microphone and Speakers
* High-speed Internet access (this means cable or DSL with 1.5 megabits per second download speed)
* Telephone access to call the Veteran if the software fails
* And, a valid email address and phone number for the Veteran is required to schedule a TeleCounseling appointment. The Veteran must use this same contact information when they confirm their appointment to obtain their ‘Jabber Credentials’

**Slide 9**

* After the appointment has been scheduled using the scheduler portal, a confirmation email will be sent to the Veteran and counselor.
* A link will be embedded in the confirmation email that will activate the Veteran’s Jabber software. Counselor ‘s will already have Jabber and will not need to install it
* Please note that appointments should not be scheduled with less than one hour’s notice in the event that the email does not arrive.

**Slide 10**

* Please advise the Veteran that they will need to initiate the TeleCounseling call with their assigned Counselor.
* It is recommended that the Veteran place the call to the Counselor based on feedback from prior TeleCounseling efforts

**Slide 11**

* TeleCounseling Tips:
* Close all computer programs that are not being used.
* Adjust the camera angle and room lighting if possible for optimal image.
* Close the door to minimize noise and distractions. Also ensure that no PII is visible.
* Appointments should be held in private areas only. Advise Veterans they should not be in a public area where personal information can be overheard.

**Slide 12**

Troubleshooting:

If you cannot hear the Veteran, make sure your speakers or headphones are connected. Then check all volume controls.

Your headphones or speakers may have their own volume buttons or switches.

**Slide 13**

* Keep in mind that the Windows volume settings will override all other volume controls. Check to see that the mute button is not activated. The speaker icon is located in the lower right hand corner of your Windows taskbar.
* Check the speaker volume on the Jabber software settings.
* If you are still experiencing difficulty with audio, there may be issues with audio being sent from the other side.

**Slide 14**

* If the Veteran cannot hear you, check your microphone connection and settings.
* If the Veteran reports distorted or low sound, or echoes, check all other sound settings on your device as well as the Veteran’s device.

**Slide 15**

* For Veteran Technical Support:
* If the Veteran is experiencing difficulty using the video Teleconferencing tool, the Counselor should **first** check with the Veteran to ensure that the Veteran is copying and pasting their session username directly into Jabber to minimize typing errors.
* Ensure that the Veteran is choosing the correct counselor’s name to make the connection.

**Slide 16**

The VR&E employee should contact the National Telehealth Technology Help Desk (or NTTHD) for assistance with troubleshooting.

Please note that Veterans are permitted to listen in on a call between the NTTHD and the VR&E employee, but they are not allowed to contact the NTTHD or conduct the call independently, as the NTTHD is not allowed to provide support directly to the Veteran.

**Slide 17**

* For help desk support, the National Telehealth Help Desk may be reached by email at: [VHA\_NTTHD@VA.GOV](mailto:VHA_NTTHD@VA.GOV) or by phone at: 866-651-3180.
* Remember that only VR&E Staff are allowed to contact the NTTHD

**Slide 18**

For policy questions please contact your assigned field liaison

**Slide 19**

This concludes the training on the VR&E TeleCounseling Scheduler Tool. Thank you for your participation and for your dedicated service to our Nation’s Veterans and Servicemembers.