



Doxy Instructions for Clients



Doxy Instructions for Clients

1. Join your online session by clicking the Doxy URL provided to you via email.

An *example* Doxy URL is seen here:



<https://doxy.me/seoulcounselingcenter>

2. Please save the link for future use.

3. Contact our front desk Support Staff if you did not receive the link:

Seoul Office

02-542-5553

support@seoulcounseling.com

Pyeongtaek Office

031-692-5556

info@seoulcounseling.com

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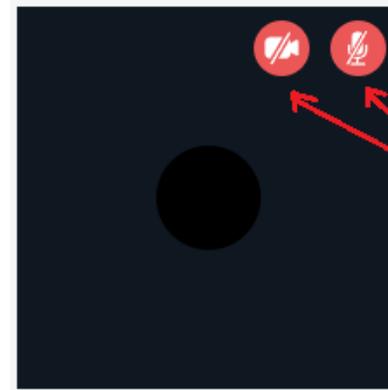
Once it is time for you to join your online session, enter your counselor's Doxy URL. After entering the Doxy URL, please write your name before checking in.

Then, when you have successfully entered the virtual waiting room, please turn on your video and sound.

Welcome!

Please check in below to let
Counseling know you are here

Check In

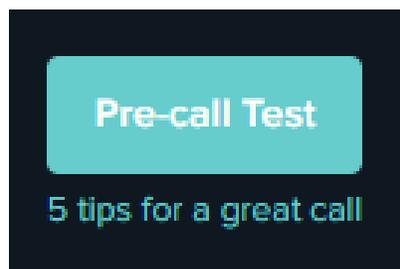


Don't forget to turn on
your video and sound!

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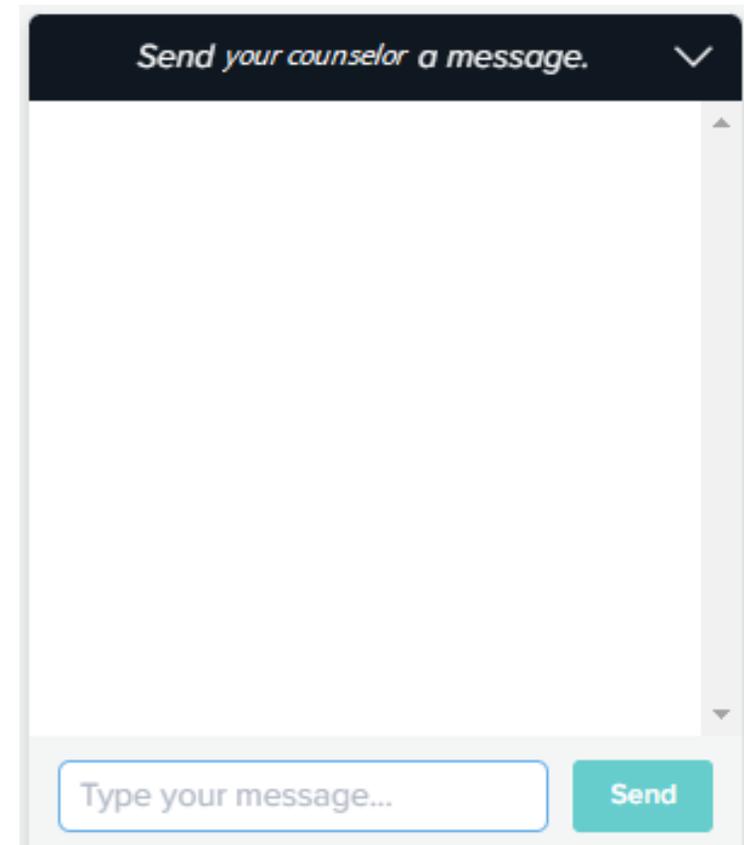
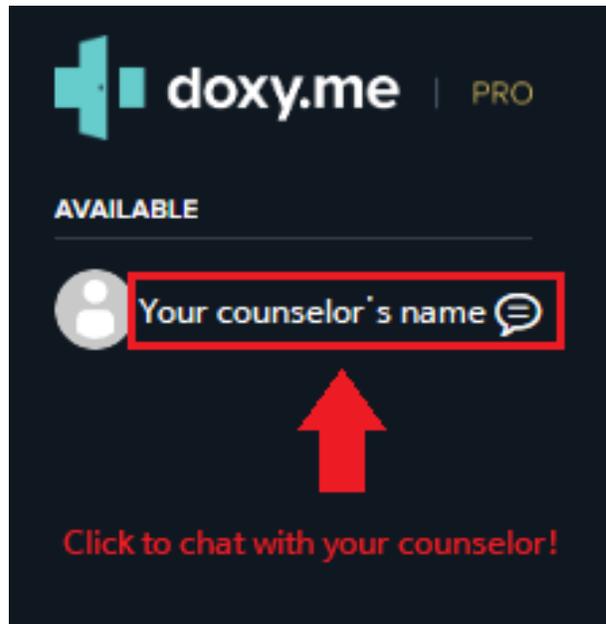
Test Your Device Connectivity In Advance.

To reduce the risk of connectivity problems (related to internet, audio and/or video connectivity issues), we recommend that you to test your connection prior to your online session by trying the "Pre-call Test", which is located at the bottom left corner of the screen.



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You can also try chatting with your counselor if you click on their name from the top left corner of the screen.



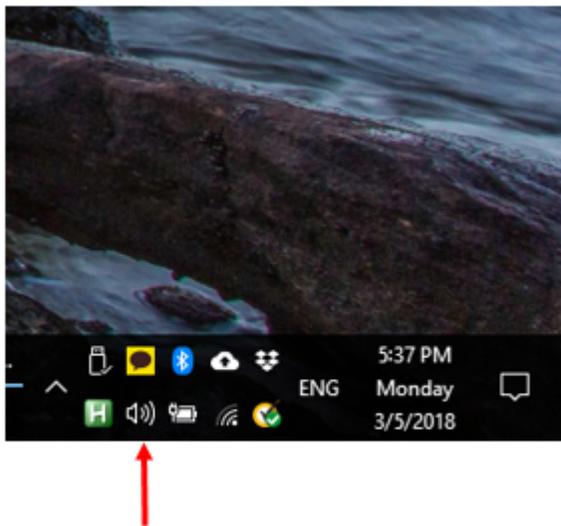
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If the sound does not work...

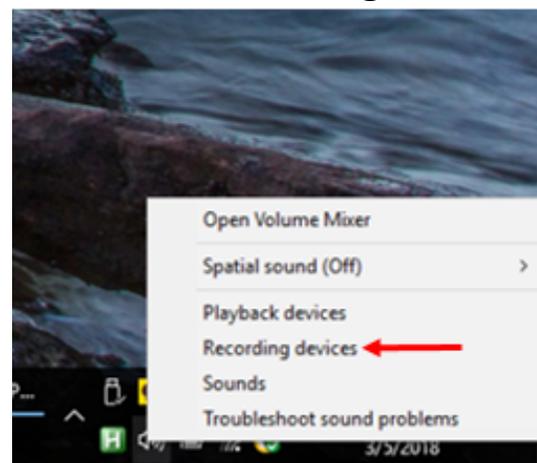
Solution:

One solution is to make sure that only one Recording Device is active. Disable other microphones (if present) so that all other microphones say “Disabled” as shown below.

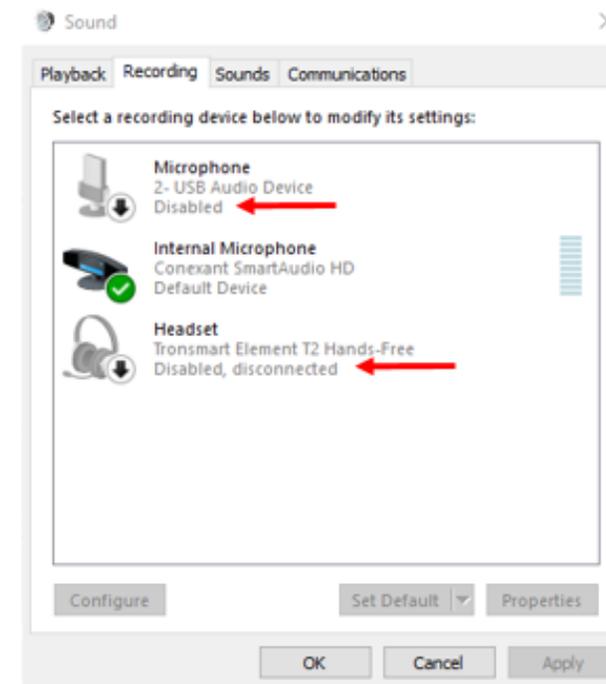
1. Right click Speaker icon



2. Select “Recording Device”



3. Disable any secondary microphones that are enabled



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In case of other technological failures...

- In the event of any Technological Failures, such as you not being able to connect with your therapist online for whatever reason:
 1. **Call our Support Staff**
 - **Seoul Office**
 - 02-542-5553 / support@seoulcounseling.com
 - **Pyeongtaek Office**
 - 031-692-5556 / info@seoulcounseling.com
 - They will offer you technical assistance, or they can help you reschedule your session, as needed.
 2. **If you are in an emergency and/or need urgent care, you may call:**
 - 1339 (ext. 4 for English Emergency Services for Foreigners in Korea),
 - 119 for Ambulance/Emergency care,
 - Or go to your nearest Emergency Room.

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Data Security

Please know that Seoul Counseling Center has a **Business Associate Agreement (BAA)** with Doxy as part of our HIPAA compliance to ensure client confidentiality and data security when using Doxy with clients.

You can read about our HIPAA-compliant BAA with Doxy here: [https://
help.doxy.me/en/articles/3673356-security-does-doxy-me-meet-
fips-140-2-standards](https://help.doxy.me/en/articles/3673356-security-does-doxy-me-meet-fips-140-2-standards)

Please let us know if you have any other questions.

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Thank you!