



## Technical Requirements for Online Counseling

Cranium Cafe's Real-Time Student Services software was built to simulate an in-office appointment specifically designed to extend the reach to all off campus students. The Cafe is an intuitive and user-friendly real-time meeting and collaboration platform that requires no download or installation. Students can "knock" on the door or self-schedule an appointment with a counselor and receive immediate help regardless of location or ability.

### **Desktop PC and Mac meeting requirements:**

- **Use Chrome or Firefox**
- Have your web camera ready and activated
- Have a headset with microphone ready — your cell phone headset will work great

### **Android and Window device meeting requirements:**

- **Use Chrome**
- Have your web camera ready and activated
- Have a headset with microphone ready — your cell phone headset will work great

### **iOS Apple Device [iPad & iPhone] meeting requirements:**

- Download the FREE Apple – ConexED iOS version 1.0 app here: <https://itunes.apple.com/us/app/conexed/id1208098450?mt=8>
- **How it works:** when you "knock on door" of an available counselor, the Apple Store will automatically open and prompt you to download the ConexED app allowing you to connect and share/receive video and audio communication.
- If you previously downloaded the ConexED iOS app and connect in a Cafe meeting, the app will automatically open and you will not be rerouted to the app store since you already installed the app.
- The 1.0 version is video chat only and will not allow the student to view the Share Screen or Whiteboard functions. Those features will be in the ConexED iOS 2.0 version of the app and is scheduled for Fall 2017.