

Online Video Support Frequently Asked Questions

How do I get started?

Contact us at esupport@cascadecenters.com. You will be contacted within 24 business hours to schedule an appointment. Once that appointment is scheduled you will be emailed an invitation to set up a Vsee account, your counselors username, and intake forms.

If you do not have Vsee account you will need to set one up:

1. In the email will be a “click to get started” link for you to set up a video account.
2. Follow the instructions after clicking the link. We strongly recommend you use a secure password for your Vsee account.
3. You will need a webcam and microphone if your computer doesn't have one built in.
4. At your designated appointment time login to Vsee, click on “Add Contact” in the top menu.
5. Type in your counselor's username to add.
6. Once your counselor's name appears in your contacts below, hover over their name and click the video camera.
7. You will be connected to your EAP Consultant and can begin your session.

How does Online Video Support work?

Once you have an appointment time scheduled you will be emailed your counselor's Vsee username. At your appointment time you will login to your Vsee account and “Video Call” your counselor. The length of the session varies. A session can last anywhere from 10 minutes to 50 minutes.

Is my counseling session confidential?

Data is protected at the highest allowable level using end-to-end 256 bit AES, FIPS 140-2 certified encryption software to keep your communication with us completely secure. This is the same level of security as online banks. Your Vsee Personal Information is encrypted and protected by a password for your privacy and security. If you are concerned about your privacy in using this service, write esupport@cascadecenters.com or call us toll-free at 1-800-433-2320.

Is Online Video Support considered counseling?

Online counseling is considered experimental at this point. There are some disadvantages to video counseling such as the quality of the video display, as well as limits upon the level of eye contact which is experienced in traditional face-to-face counseling sessions. Therefore, the EAP Consultant's perceptions are limited by what can be viewed through the camera.

When should I seek traditional mental health treatment rather than an Online Video Support?

- If you are in an abusive, violent relationship.
- If you have been seriously and deeply depressed.
- If you are having thoughts of hurting yourself (i.e. suicidal thoughts), someone else (i.e violent thoughts toward others), or psychotic symptoms.
- If alcohol or drug abuse is involved.
- If you are a minor (under 18 years old).

NOTE: The conditions listed above are not appropriate for online support. Call Cascade EAP at 1-800-433-2320 so that we can assist you in finding the services you need.

What are the advantages of Online Video Support?

If you have a difficult schedule or out of town commitments, you may find this format more convenient. The obvious advantage of Online Video Support is that you do not need to leave your home or office to coordinate an appointment with an EAP consultant.

Who are the EAP Consultants?

All EAP consultants providing Online Video Support have a masters level or above and a minimum of five years of EAP experience.

What kind of questions can I ask?

With the privacy of Online Video Support, any question of a non-medical nature can be asked. The most frequent questions we get are regarding relationships. Other popular questions people send are about low self-esteem, anxiety, depression, sadness, conflicts, improving communication, coping with loneliness, and more. All questions lead to understanding yourself better so your relationship with others improves.

If you're not sure about how to describe your situation, look at our suggestions on making a counseling request, submit it, and if we're unable to answer your question, we'll assist you in finding someone in your area to help you.

What are the minimum system requirements for Online Video Support?

Windows XP SP3
Windows Vista
Windows 7
Mac OS X 10.6 and above

Do my Online Video Support sessions count against my total EAP sessions allowed?

Yes. Video sessions are counted as part of your EAP sessions.

What if I have a question about this service that isn't answered here?

Please contact esupport@cascadecenters.com or call 1-800-433-2320 with any questions or concerns you may have.

For more information or to set up an appointment:

Email - esupport@cascadecenters.com
Visit - www.cascadecenters.com
Call - 1-800-433-2320

Services offered online by Cascade are supportive, educational, and solution-focused. The intent is to assist in assessing the user's problem and making a referral for ongoing treatment if needed. There are instances where online support is not an appropriate service. Online support is not a crisis service and does not take the place of face-to-face behavioral healthcare services.