

Live Online Video Support

USER GUIDE

Cascade's Online Video Support is easy to use:

1. Call or email Cascade to set up an appointment.
2. You will be emailed some forms to fill out, your EAP Consultant's username, and an invitation to open a video account with Vsee. (Vsee is a secure HIPAA compliant online video service.)
3. In the email will be a "click to get started" link for you to set up a video account.
4. Follow the instructions after clicking the link. We strongly recommend you use a secure password for your Vsee account.
5. You will need a webcam and microphone if your computer doesn't have one built in.
6. At your designated appointment time login to Vsee, and click on "Add Contact" in the top menu.
7. Type in your EAP Consultant's username to add them to your contacts.
8. Once your EAP Consultant's name appears in your contacts, hover over their name and click the video camera.
9. You will be connected to your EAP Consultant and can begin your session.

Benefits:

- No need to leave home or office for an appointment
- Professional and confidential
- Personal connection that comes with talking face-to-face
- Solution focused resolution to problems



Security and Confidentiality:

Physical, technical and administrative safeguards (including encryption techniques) are used to protect the confidentiality and security of personal information that may be transmitted using this service. Users correspond with their secure online Vsee account. Vsee uses end-to-end 256 bit AES, FIPS 140-2 certified encryption to guarantee that no services have access to the decryption keys and is fully HIPAA compliant.

For more information or to set up an appointment:

email: esupport@cascaDECENTERS.com

visit: www.cascaDECENTERS.com

call: 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. Those under the age of 18 years of age are not eligible for this service.



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