

TeleMental Health

TAO Videoconferencing:

- At this time the Video Conference option is available from your desktop, laptop, iPad/tablet, or phone through a web-browser.
- You will have to be able to log into the internet in order to use the TAO video/audio conference feature. If you do not have internet available please let your provider know as soon as possible.
- You will have to log in <http://thepath.taoconnect.org> in order to access the video conference application.
- Tao's videoconferencing application is through zoom so please make sure to download zoom app prior to logging into TAO.
- For additional support, you can complete your survey assessments, module sessions, logs, and mindfulness library through the phone app.

Prior to your appointment

- Go to the Student Health and Counseling Portal (<https://chconline.ucr.edu/>) to complete the appropriate CAPS Paperwork (e.g. Consent for TeleMental health, CCAPS)
- Your clinician will review the completed paperwork prior to your session.

TAO Connect <support@taoconnect.org>
to me ▾

11:40 AM (49 minutes ago) ☆ ↶ ⋮

TAO is now available for your mobile device!

Simply click a button below to download the app.

Download on the
App Store

GET IT ON
Google Play

Hi Jo Jo Applicant,

A new account has been created for you at 'TAO Connect'. Welcome to TAO!

Note that your username is always the same as your email address. Please log into TAO using your institution email address and password:

username : jappl016@ucr.edu

To start using 'TAO Connect', login at <https://thepath.taoconnect.org/login/>

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Cheers from the 'TAO Connect' administrator,

TAO Connect support@taoconnect.org

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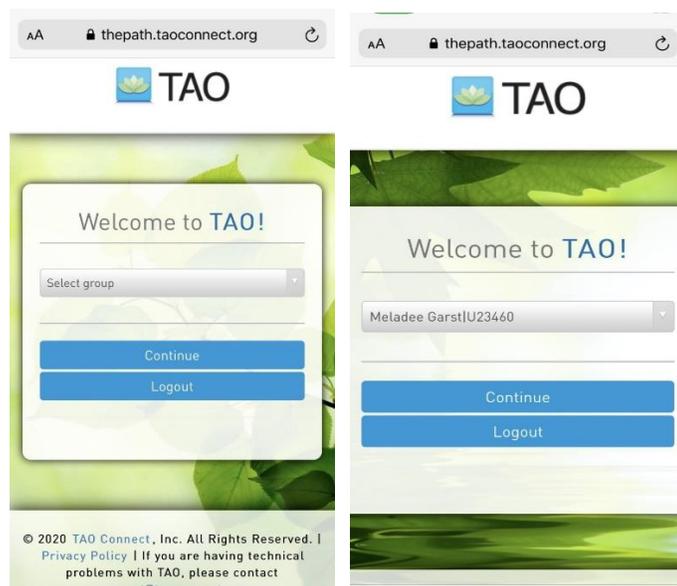
- You will receive an email from TAO that a new account has been created for you. In this email, it will tell you your username (which is your UCR email address).
- After you login, you will be redirected to the UCR CAS Authentication page to complete your login.
- **If you do not see the email** in your inbox **please check your spam/trash folder** as it sometimes goes there.

FAQ

What if I already have a TAO account when I created a self-help profile?

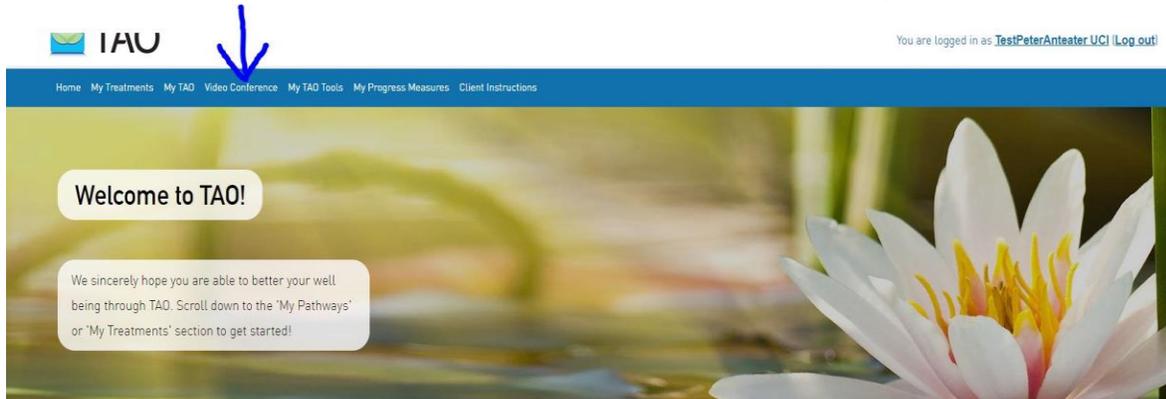
If you have already created a self-help profile within TAO please follow these steps.

- Log in with your normal username and password.
- You will then be prompted to “select a group”, which is the name of the clinician you have an appointment with.
- **In order to access the videoconferencing feature to speak with your provider you will have to select the provider name as the selected group. See images below**



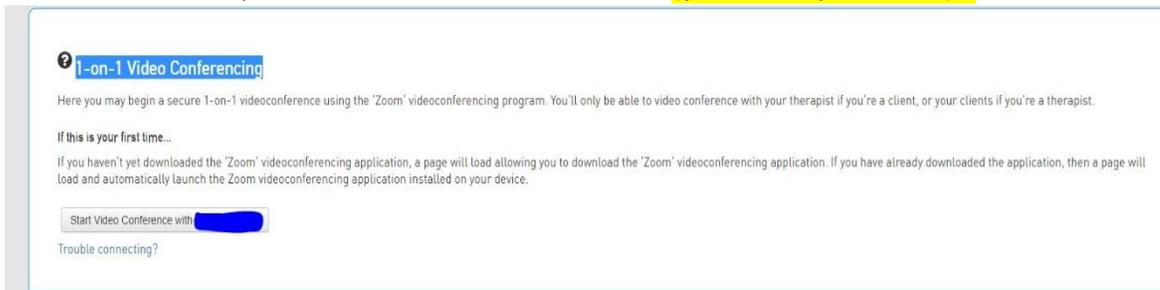
Where do I go to start my session?

Once you get to the front page at the top you will see in the blue banner the words “Video Conference”. If you are using a device outside of a desktop or laptop use the menu button on the upper left-hand side of your device and select videoconferencing.



What happens after I click “video conference”?

1. You will be redirected to a new page that looks like the following. Once here you will hit the button that says “Start Video Conference with “(your therapist name)”.



What if I don’t want to use videoconferencing?

If you do not feel comfortable with videoconferencing sessions please speak to your provider to determine the most appropriate options for you.

Can I reach my therapist any time using video conferencing?

No. Your therapist will not be available to video conference unless an appointment is scheduled and they have opened the application. Please note that if you click on the video conferencing option when you do not have an appointment scheduled no one will pick up on the other end.

Resources: If you feel you are in need of emergency services please call CAPS at 951-827-5531 and select option “1” (or by calling the direct line at 877-211-3684). Call the National Suicide Prevention Lifeline at 1-800-273-8255 or You can always call 911 or go to the nearest emergency room.