

Connecting to CAPS Services for Existing Clients

1. Call CAPS at 407-823-2811.
2. Speak to a counselor about your concerns and treatment options (phone, audio-conferencing, or videoconferencing).

If you are being referred to Telemental Health Services, please follow the next few steps:

Pre-session:

- Visit UCF CAPS website: <https://caps.sdes.ucf.edu/>
- Click on “Forms” tab (green, right hand side)
- Click on “Telemental Health Services Informed Consent” document
- Download and open in Adobe Reader to fill out all highlighted areas. Save.
- Click on link at bottom of “Forms” page. Attach document and submit.
Please note: Utilizing this Qualtrics survey to provide completed forms to CAPS is not a secure form of transmitting confidential information.
- Receive email from TAO Connect (Therapy Assistance Online) and finish setting up your account.
- Check out the different features of TAO. Plus, download Zoom (<https://zoom.us/>) to enable the audio– or videoconference features prior to your first session.

During the Session:

- Sign into your TAO account.
- Click on the tab “Video Conference” at the top of the page.
- Click “Go.” You and your therapist will be connected through videoconference.
- If disconnected, counselor will call you on the phone.