

Accessing CAPS Forms for New Clients

Step 1: Call CAPS at 407-823-2811 to speak with a counselor or support staff personnel about available services. When you are prompted to complete CAPS forms, please follow these steps:

Step 2: Download the Cisco AnyConnect Secure Mobility Client to access the UCF VPN

- A. Open up a web browser (Internet Explorer, Safari, Google Chrome, etc) and go to this link: <https://ucfvpn-1.vpn.ucf.edu>
- B. Once the page loads, you must log-in to begin the download. To do so, set the GROUP to "UCF Students" and enter your UCF NID and NID password. Press log-in.
- C. Once logged-in, the application will begin to install. Accept any authorization warnings on your computer to continue with the installation.
- D. You will be prompted to accept a security statement. If you are an authorized UCF VPN user, click "Accept".
- E. Once the Cisco AnyConnect Secure Mobility Client has finished downloading, open the application.
- F. Once the application opens, copy and paste this link into the drop-down box:
ucfvpn-1.vpn.ucf.edu
- G. Hit "Connect" and when prompted, enter your UCF NID and NID password again and accept the security statement.
- H. You are now connected to the UCF VPN using the Cisco AnyConnect Secure Mobility Client.

Step 3: Upload a photo of your photo ID (UCF ID, Valencia ID, and Government ID are accepted)

- A. Open your web browser and go to the following Qualtrics link:
https://ucf.qualtrics.com/jfe/form/SV_7V5BmKPjE0LuqkB
- B. Input the password that was provided by CAPS Support Staff. (If you do not have the password, please call CAPS at 407-823-2811.)
- C. Scroll down to the last option that says "Please attach any additional form(s) or documents you would like to share with CAPS (e.g., copy of student ID if brand new client)."

- D. Drop file into the window or click to upload a photo of your photo ID. Click the arrow button in the bottom right corner of the window to submit the photo.

Step 4: Access forms on the CAPS Clinical Page using the VPN

- A. To access the CAPS Clinical Page, please make sure you are connected to the VPN and then open this link in your web browser: <https://capstitaniumweb.net.ucf.edu>
- B. When the page loads, you will be prompted to enter a password. This password will be provided by CAPS the day of your appointment.
- C. Please complete the required forms for your session the day of your appointment. Forms will not be reviewed until the time of your appointment. If you are unsure which forms to complete, please contact CAPS at 407-823-2811 for assistance.

Step 5: Connecting with your counselor using TAO

- A. When all completed forms are received by CAPS, a link will be sent to your UCF email to register for TAO. (This email occasionally appears in the junk folder, please check there. If you still do not see the email, please call CAPS at 407-823-2811 and request that we resend the email.)
- B. If you have previously used TAO in the past, you will log-in using your existing account.
- C. Open the link in your web browser to activate your TAO account and download Zoom.
- D. At the time of your appointment, you will meet with your counselor using Zoom.

*****If at any point you experience technical difficulties or need assistance, we are here to help you! Please feel free to call CAPS at 407-823-2811 and ask to speak with Tech Support*****