



# VIRTUAL APPOINTMENT

---

## FREQUENTLY ASKED QUESTIONS

Q. How do I make a virtual appointment?

A. The same way you make any appointment, either by phone or email.

Q. How will I know how to access the virtual office?

A. You will receive instructions about how to access the virtual office before your appointment that will include a link.

Q. Do I need any special equipment? A web cam? A microphone?

A. You can access a virtual office through a computer or cell phone.

If you are using a computer, you don't need a webcam but without one, your coach, advisor, counselor or faculty member will not be able to see you. If you don't have a microphone, you can call in.

Q. Do I need any special software?

A. If you are using a computer, you will need to have access to the internet and a web browser, Chrome is preferred.

If you are using a cellphone you will need to download the Blackboard Student App from the App Store.

Q. What app do I need for my phone?

A. You will need to install the Blackboard  app. It can be found at the following links:



[Download on your iPhone® or iPod touch®](#)



[Download on your Android™ device](#)



[Download on your Windows® device](#)

Q. What do I do when it is time for my appointment?

A. Follow the link that was sent to you in the instructions. If you are on a computer, you will automatically enter the virtual office. If you are on your phone, you will need to sign in to Blackboard using your Stark State username and password.