

META Counselor Guide

Section I: Creating your Profile

Our goal is to make the onboarding process as smooth as possible.



Onboarding Overview

Time to Set Up Your Profile:

- 10–15 minutes

Requirements:

- A high resolution profile photo
- About me bio paragraph
- HIPAA and Informed Consent forms
- Government ID
- Internet-enabled device with a web browser
- Microphone and webcam

Credentials:

- META staff verify all counselors on the platform based on an authentication file sent from your school.

Website:

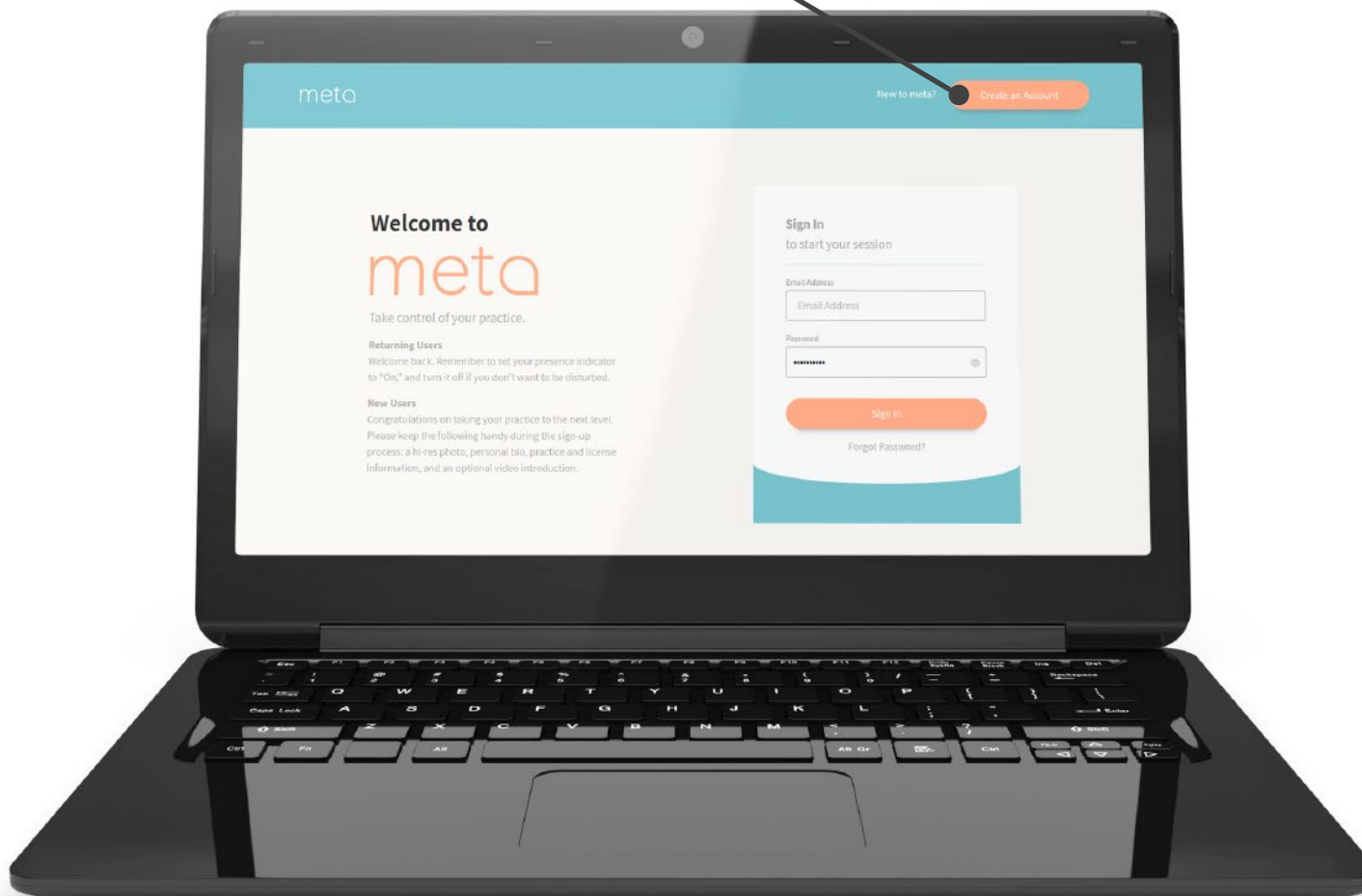
- Visit provider.meta.app to set up your account.

For more information, visit META.app/faqs



1. Visit provider.meta.app

Visit provider.meta.app and choose “Create an Account” from the top right corner.



For more information, visit [META.app/faqs](https://meta.app/faqs)

2. Accept User Agreement

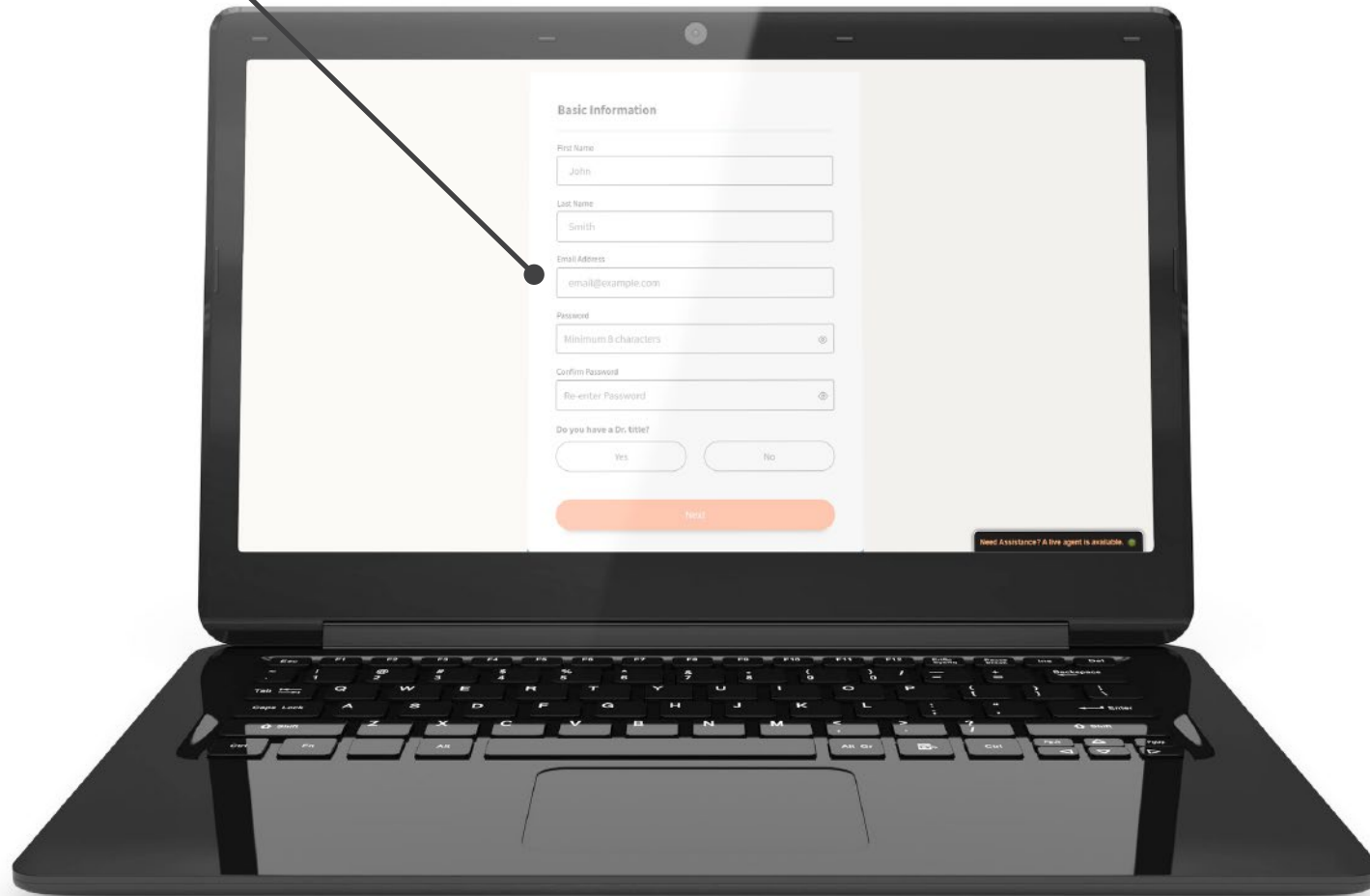
Review the end-user license agreement and check the four boxes to agree.



For more information, visit [META.app/faqs](https://meta.app/faqs)

3. Create your META Account

Set up your account using your school email address.

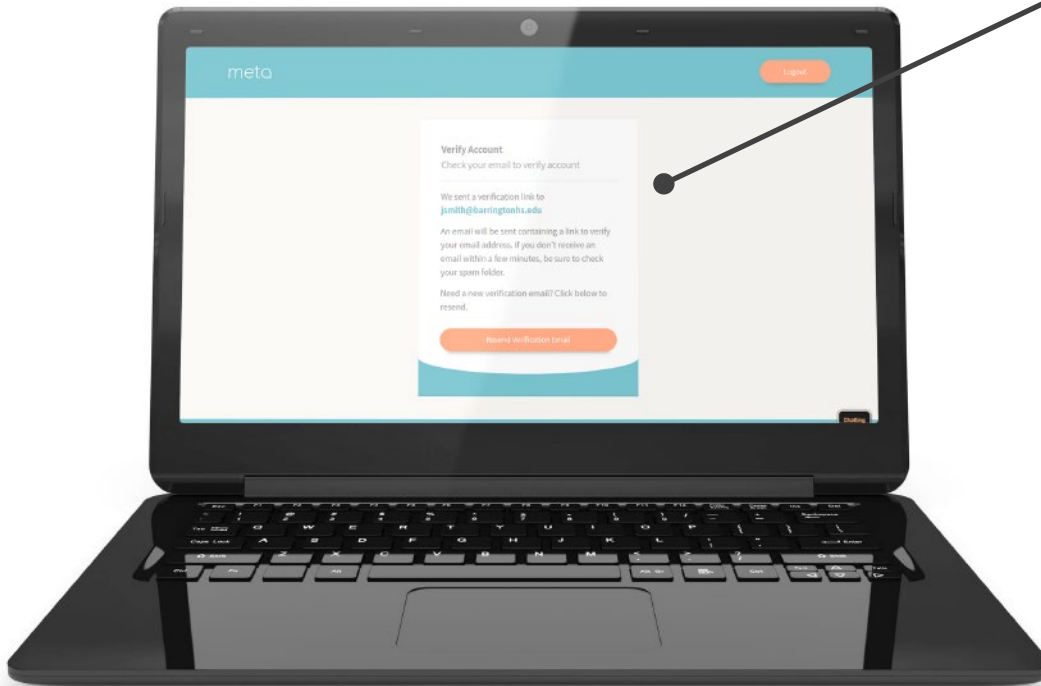


For more information, visit [META.app/faqs](https://meta.app/faqs)

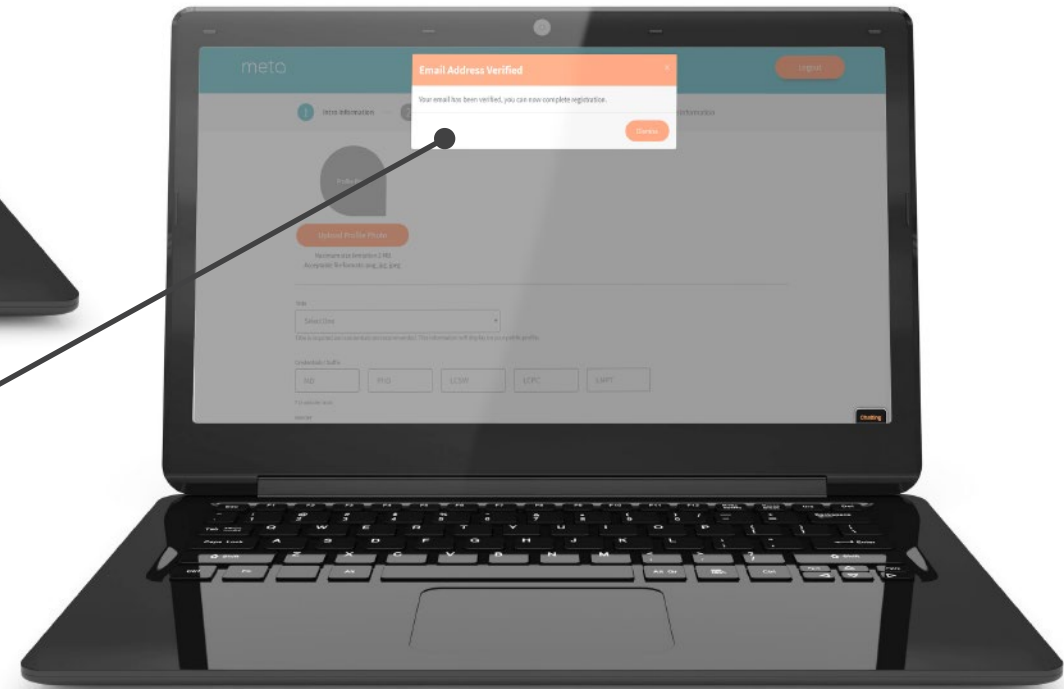
4. Verify your Email

To validate your account, we'll send an email to the address you provide.

For security purposes *you must verify your email address in the same browser you're using to set up your profile*. For example, you won't be able to verify your email address from your phone if you're signing up on your computer.



Once you have validated your account, you'll be able to set up your profile.



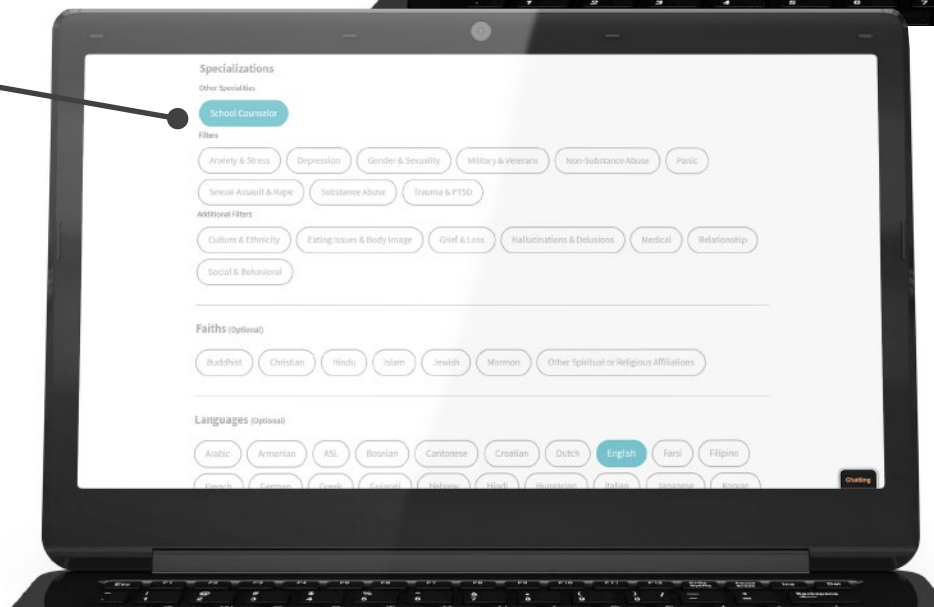
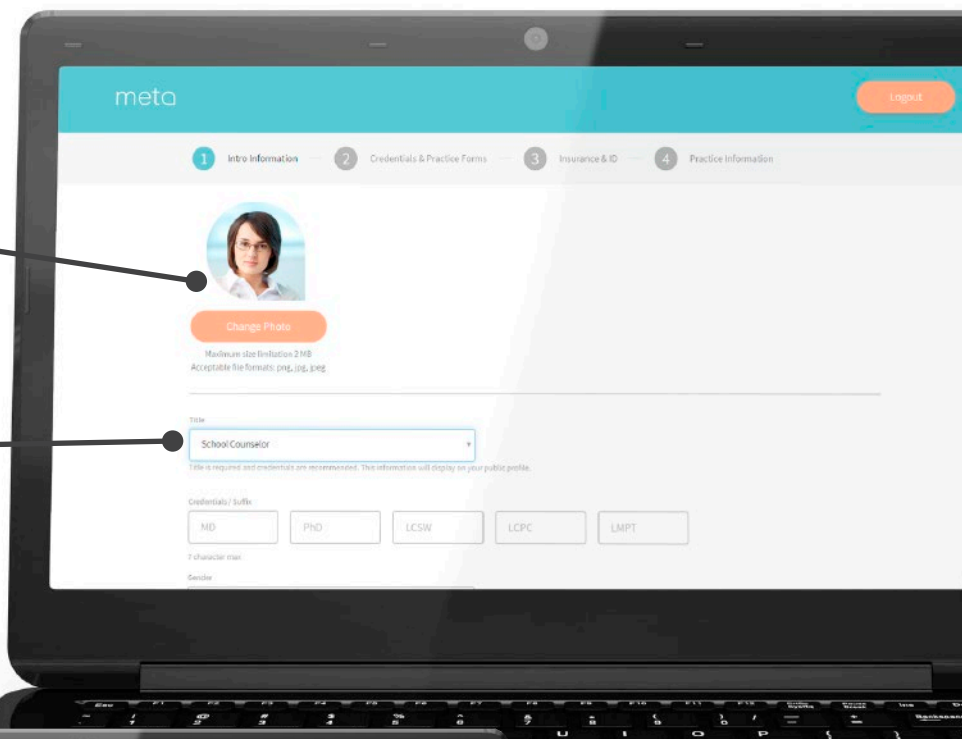
For more information, visit [META.app/faqs](https://meta.app/faqs)

5. Profile Information

Please upload a profile photo.

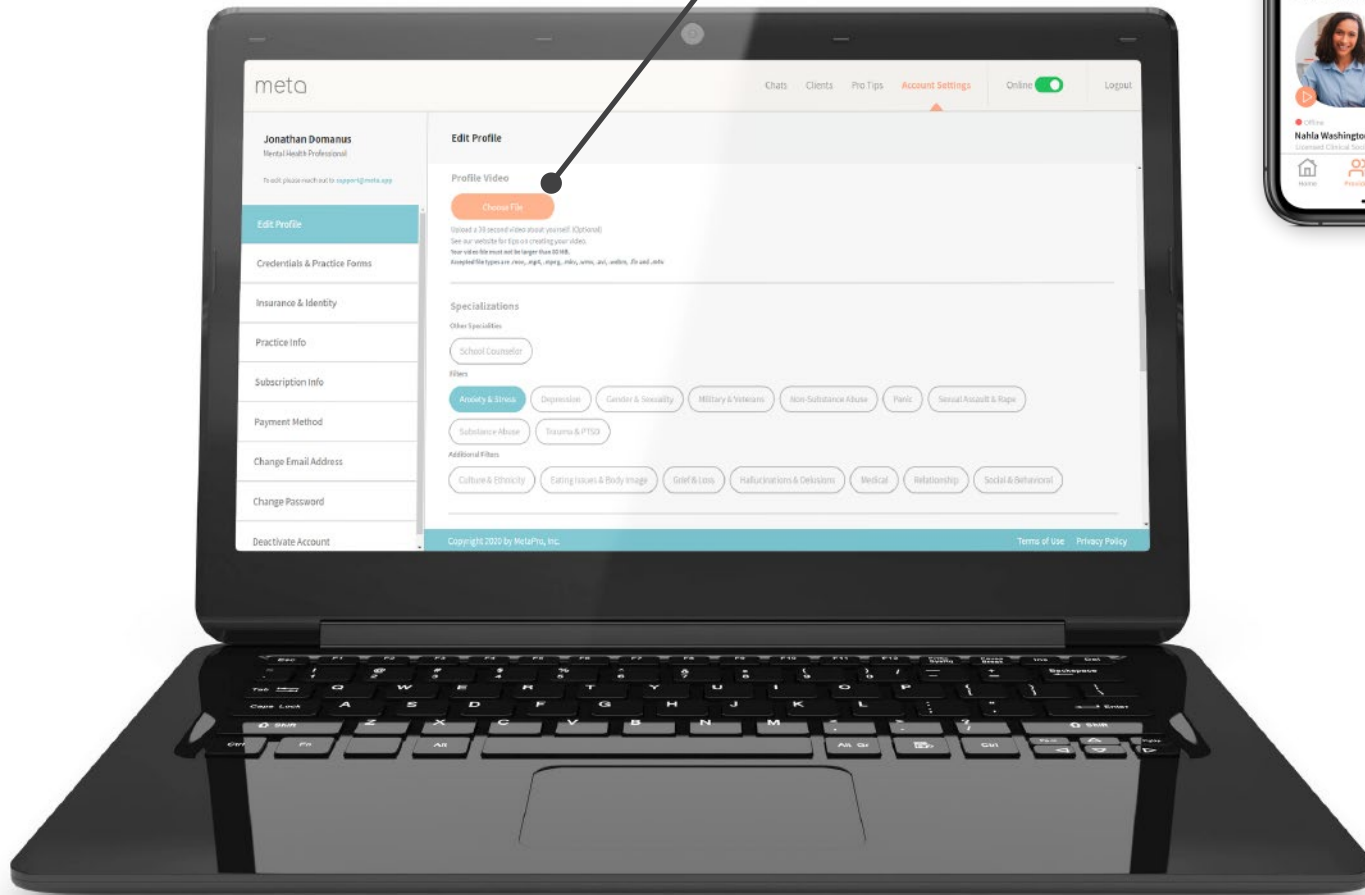
Select "School Counselor" from title dropdown list.

Any other specializations are optional and used to help students find counselors.



Profile Intro Video

We recommend uploading a 30 second introductory video so students can see what you look and sound like



For more information, visit [META.app/faqs](https://meta.app/faqs)

6. Credentials & Practice Forms

Please add your academic degrees.

- Choose the same state as the students you'll be working with.
- Select your license type.
- Enter your license number.

You'll need to upload HIPAA and informed consent forms.

1 Intro Information — 2 Credentials & Practice Forms — 3 Insurance & ID — 4 Practice Information

Academic Degrees

At least one is required and will not be displayed on your public profile.

University: University of Illinois Degree: School Counselor Grad Year: 2000

+ Add

State Licenses

NPI Number - will not display on public profile Optional

NPI Number (Active License Only)

You will need to provide at least one active State License. State, License type, and License number(s) will display on public profile. Please upload a PDF for the HIPAA and consent forms.

Licensing State	License Type	Provider License Number	Expiration Date
Illinois	School Couns...	999999	12/26

Change HIPAA Required Change Consent Required Change Consent Required

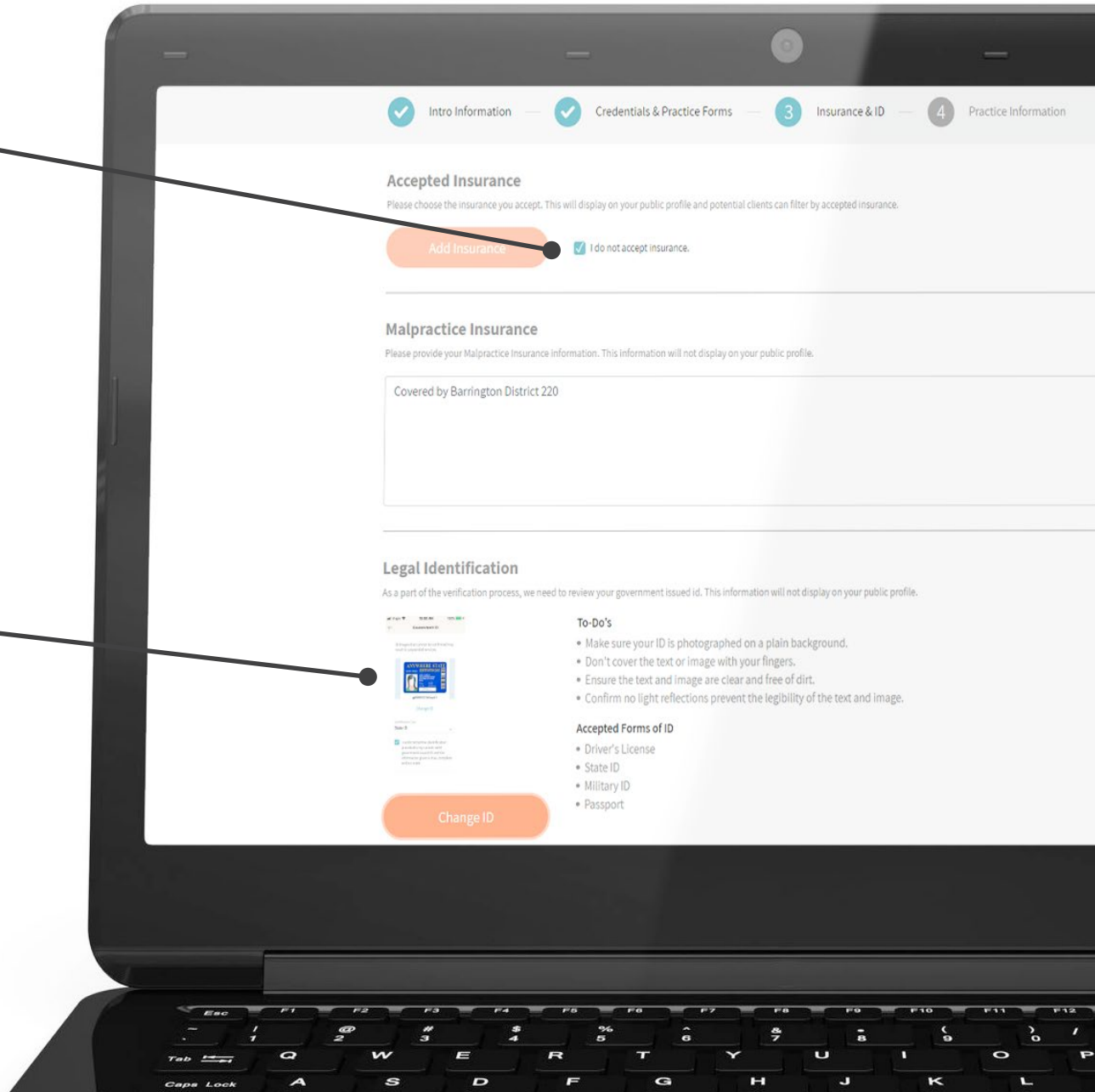
+ Add

Questions? Contact us at support@meta.app Back to Previous Step Next

7. Insurance and Identification

Add your accepted insurance or select "I do not accept insurance."

Please provide a valid government ID.



8. Practice Info

- Use your school info for your practice name and address
- Please include your office and mobile phone numbers.

Logout

Intro Information — Credentials & Practice Forms — Insurance & ID — 4 Practice Information

Practice Info

The practice phone number will not be a part of your public profile. This information will only be used by Meta support.

Practice Name: Barrington High School

Practice Address: 616 W Main St, Barrington, IL 60010, USA

Practice Phone Number: 847-381-1400

Mobile Phone Number: 815-867-5309

Accepting new clients:

SMS Verification Code: 63843

Resend Verification Code

Submit Code

Choose the days and hours you'll be available to students.

Hours of Operation

At least one day of operations for a practice must be provided.

Monday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Tuesday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Wednesday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Thursday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Friday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Saturday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open
Sunday	9 AM	5 PM	CST	<input checked="" type="checkbox"/> Open

Payment Options

Share information pertaining to your billing practices. This information will be displayed on your public profile.

Not applicable

For more information, visit [META.app/faqs](https://meta.app/faqs)

A smiling man in a light blue shirt and dark tie is sitting at a desk. He is holding a smartphone in his left hand and has his right hand on a laptop keyboard. On the desk, there is a laptop and a pair of glasses on a white surface. The background is a blurred office setting.

META Counselor Guide

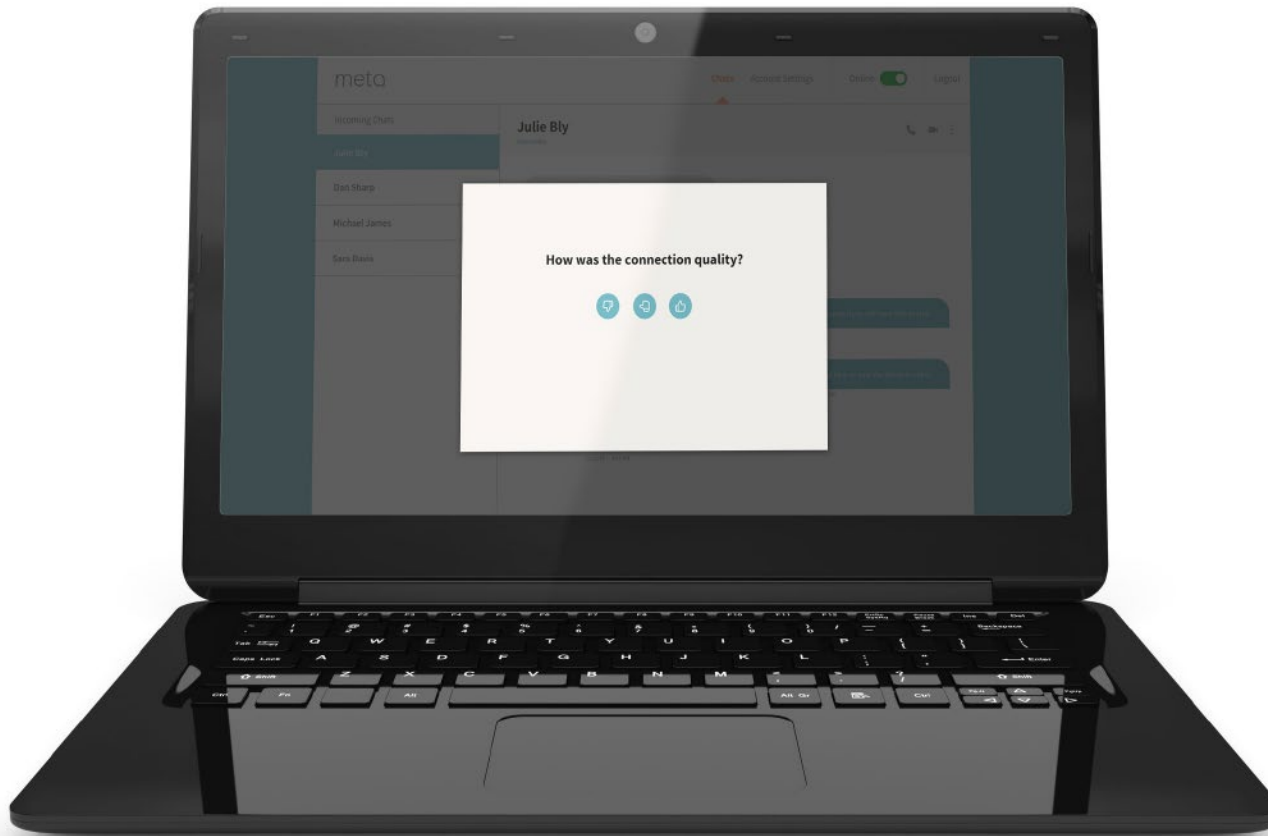
Section II: Client Interactions

Now that you're set up, let's cover how to work with clients.

Testing Your Equipment

After your account is live, a member of our team will reach out to schedule a walk-through of the META platform. During this walk-through, you'll be able to test your equipment.

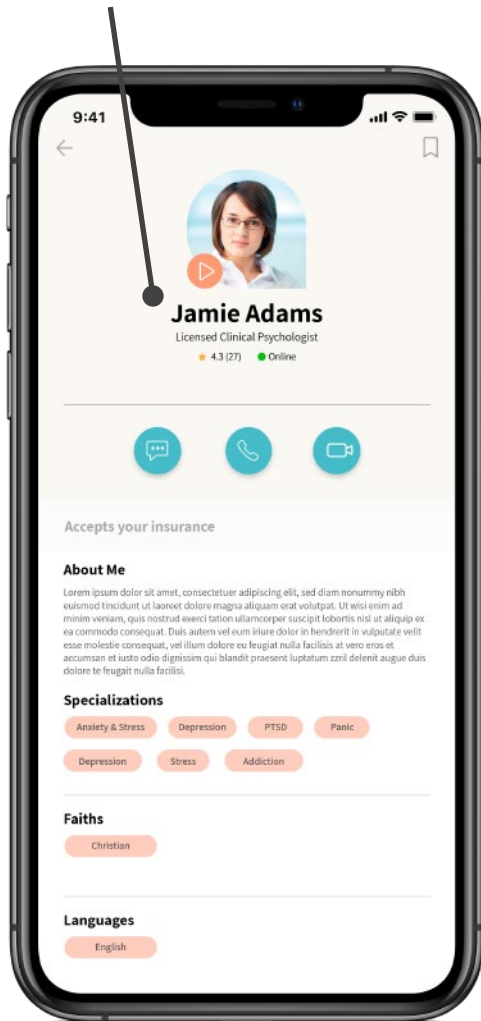
It's important to note that you can access META through a browser on a computer, tablet, or phone. To ensure the highest quality interactions, we recommend using modern devices equipped with a good microphone and webcam, and ensuring your Internet speed is consistent with the standards of two-way streaming.



For more information, visit [META.app/faqs](https://meta.app/faqs)

Student Experience

Your profile will appear in our directory once it is complete. Students can search for you by name.



While you are online, students can reach you via instant message to initiate a video or audio call to set up a consultation.

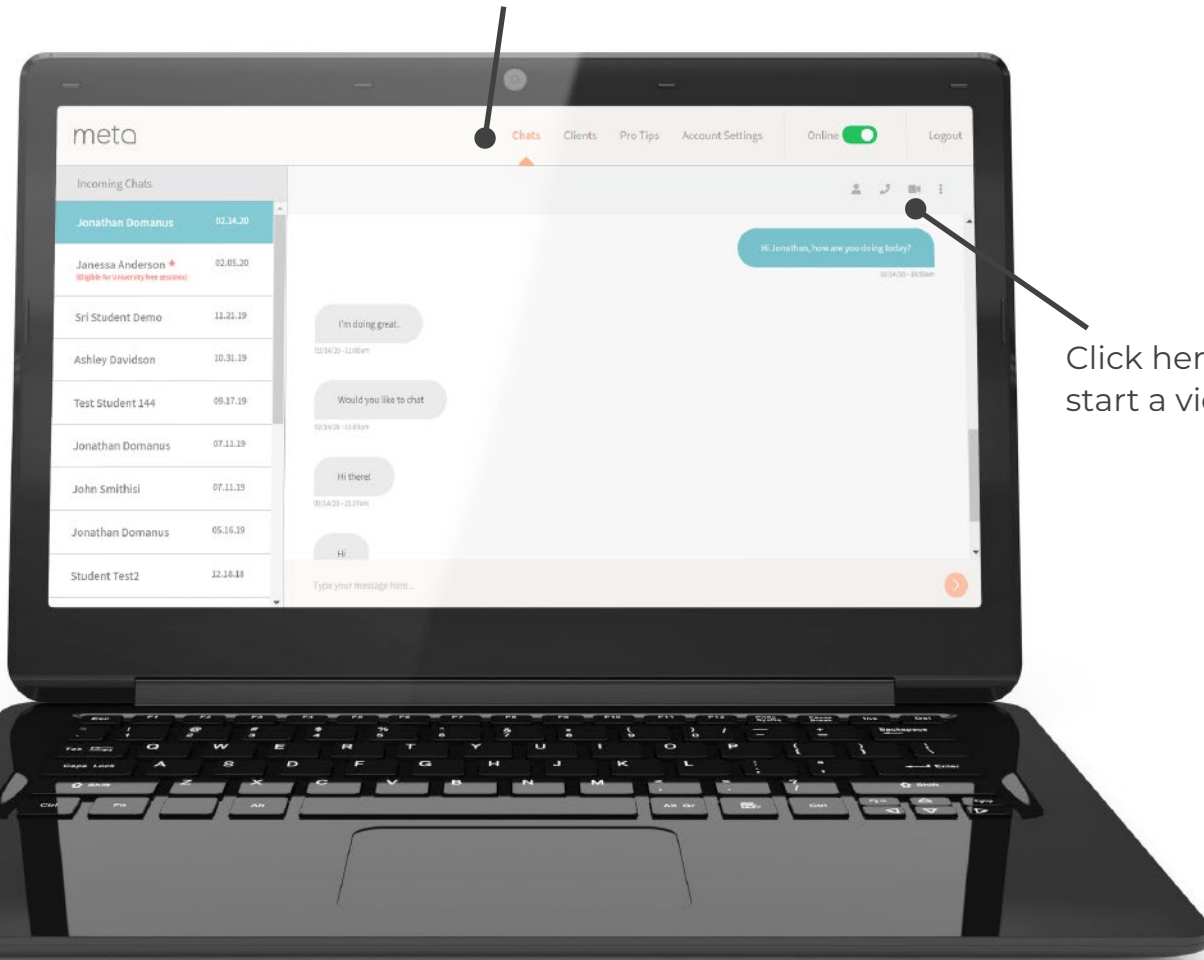
While offline, students can leave a message.



For more information, visit [META.app/faqs](https://meta.app/faqs)

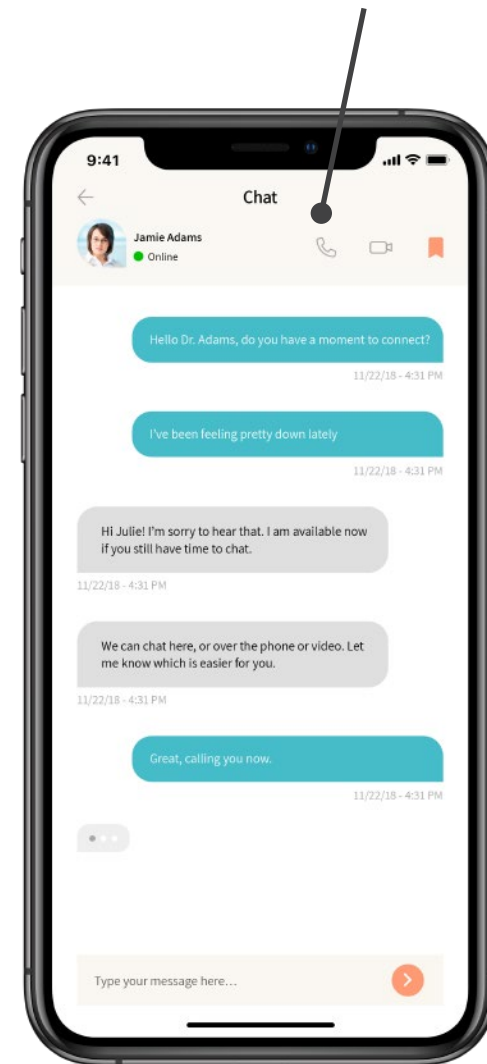
Chat Function

If you're online, you'll see new messages immediately. Otherwise, you'll receive an email that a student has sent you a chat. Once engaged, make sure to offer students a **free consultation**.



Click here to start a video call.

Students send messages to you through their mobile app.



For more information, visit [META.app/faqs](https://meta.app/faqs)

Video Sessions

You can initiate video calls from the chat window with online students using your computer's microphone and webcam.



Students use the mobile app for video calls.



For more information, visit [META.app/faqs](https://meta.app/faqs)

Setting Up Billing

As part of the set-up process, you are required to establish an account with META's payment processor, **Stripe**.

To access, navigate to "Payment Methods" on your "Account Settings" screen.



For more information, visit [META.app/faqs](https://meta.app/faqs)

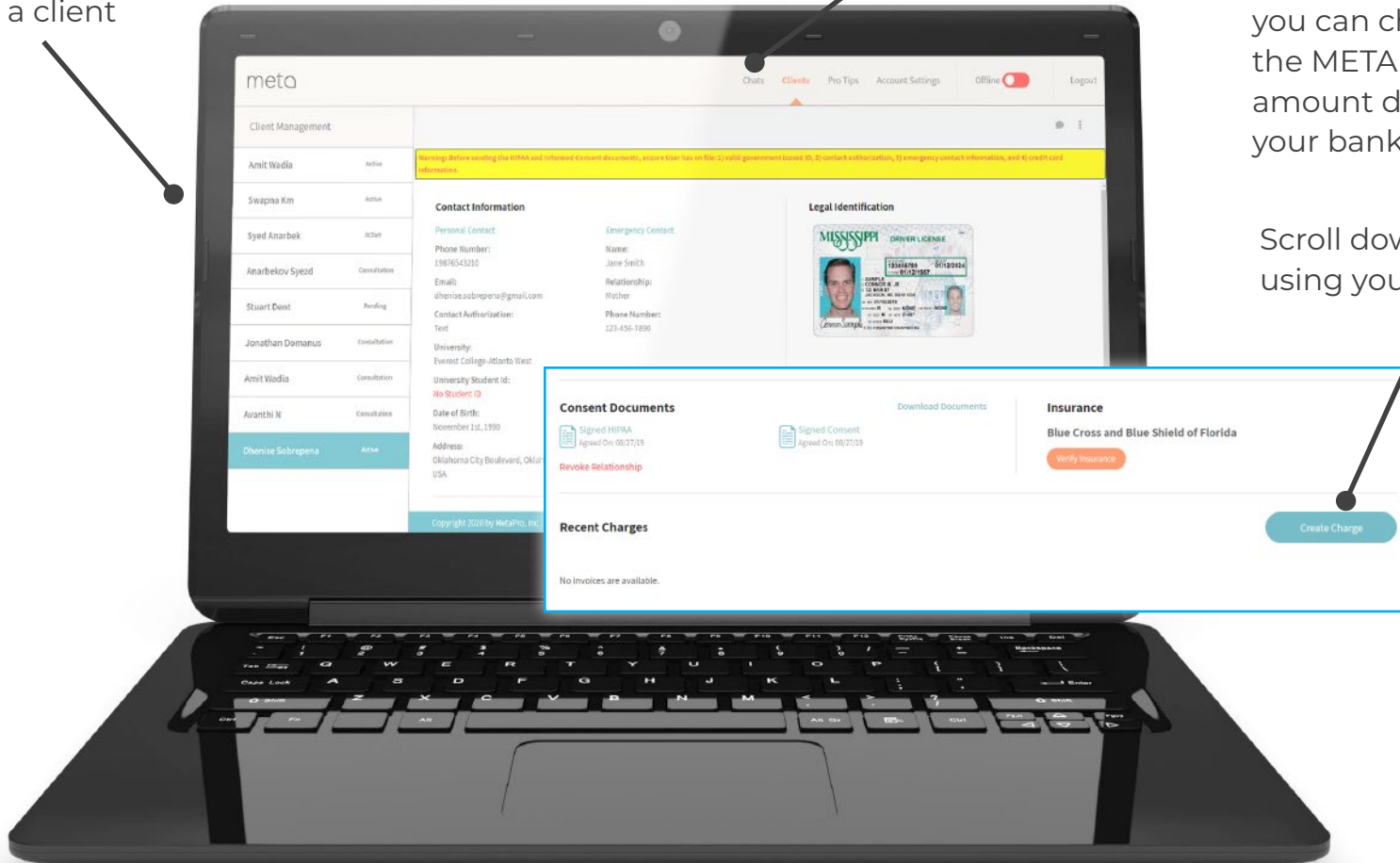
Clients & Payments

After connecting with a student, they will appear here as a client

All of your clients appear on the "Clients" screen.

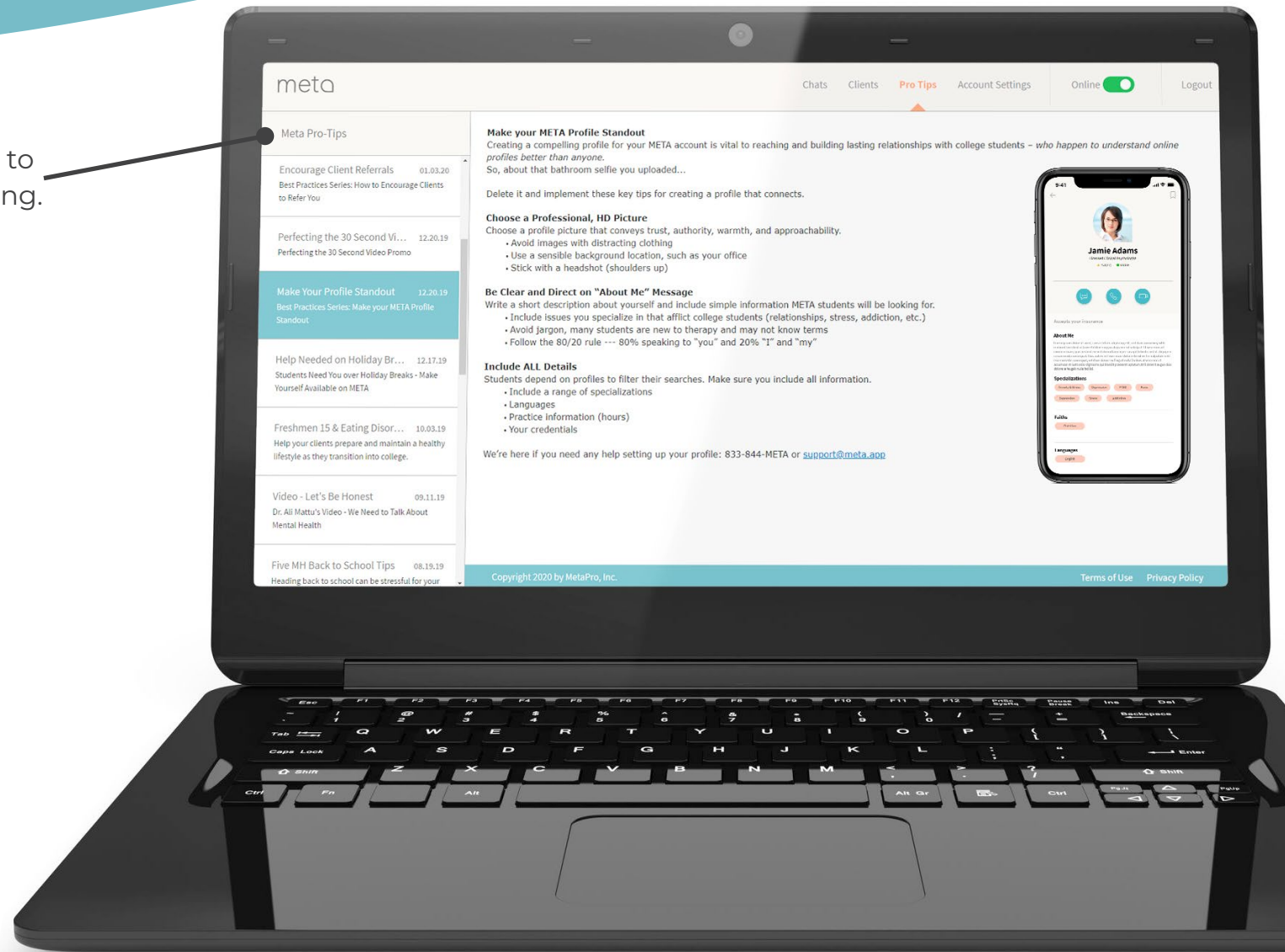
Upon completion of a session, you can charge your client within the META platform and have the amount deposited directly into your bank account.

Scroll down to create charge using your Stripe account.



For more information, visit [META.app/faqs](https://meta.app/faqs)

Visit the “ProTips” section to view tips on tele-counseling.



For more information, visit [META.app/faqs](https://meta.app/faqs)

Technical Support

Please contact our META support team if you encounter any issues.

Phone: **833-844-META**

Email: **support@META.app**

For more information, visit **META.app/faqs**

