

We want to help you reach success. To ensure your virtual advising session is the best it can be, please follow these steps.

Technology

- Have a strong Internet connection. Slow or choppy Internet will make things difficult.
- Use Google Chrome or Firefox for the appointment.
DO NOT use Safari, Internet Explorer or Microsoft Edge.
- For best results, use a laptop or desktop computer rather than your phone. You need a microphone on your computer for audio and a webcam for video.
- If you use your phone, have the FREE Zoom App and Federal Student Aid App installed BEFORE your appointment.

Joining Your Zoom Session

- The Zoom meeting will begin at the designated time of your appointment We allow ONE hour for Zoom appointments. Many ICAN advisors have back-to-back appointments so it's important to be on time. If your appointment goes over you may have to schedule an additional session.
- To join the meeting click the meeting link you received in your email.
 - Enable audio on your computer. Turn up the sound so you can hear the advisor.
 - Be sure to speak loudly and clearly so the advisor can hear you.
 - Enable video so your ICAN advisor can see you.

Share Your Screen in Zoom

- Your ICAN advisor will guide you through the process on your device. You will need to share your screen so they can see what you see.
- Click the GREEN icon on the bottom of your screen that says Share Screen to share your screen with your ICAN advisor. If you are using your Phone App it will say Start Broadcast.

FSA IDs and Proper Documentation

- It is incredibly important to have the proper documentation for a FAFSA appointment. Visit [ICANSucceed.org/whattobring](https://www.icansucceed.org/whattobring) for a list of documents required to make your appointment successful.
- Have your FSA ID username and password setup and ready to go for both the student and one parent. Learn more about this process at [ICANSucceed.org/fsaid](https://www.icansucceed.org/fsaid).