Here's a pre-session checklist for you!

**Quit out of all other non-therapy programs before the session**. Some important examples of programs to quit are:

- **Skype**. This is a big offender. Even when you're not making a call with it, Skype may be using your Internet connection for its own needs. Make sure you've *quit* Skype — not just closed its window.
- **Dropbox, Google Drive, and other file synchronization/sharing services**. These use the Internet in the background all the time. It's part of their job.
- **Cloud backup software**. These programs are usually pretty mindful about not clogging your Internet pipe, but it's probably best to shut them down for the duration of sessions. Remember to start them back up when you're done, though!
- Close **web browser tabs or windows that you don't need**. Remember that many websites and web applications do a lot of Internet back-and-forth while you have them open.
- Anything else you can find that's open!

2. **Either connect your computer to the WiFi router with a cable, or move *very* close to the WiFi router**. You know that little icon on your computer that tells you how many bars you have for your WiFi connection? That's telling you how big the WiFi pipe is, and whether it's watertight or leaky. Your computer can work with leaky Internet pipes — it's smart like that. The problem is that your video software is trying its darndest to keep your call going in real time. A WiFi pipe that keeps leaking, or that is really narrow, will make its job much harder. So either move close to the router so the signal is stronger, or connect to it with a cable.

3. **Make sure your antivirus program and system software updates aren't scheduled to run during the session.** This isn't so much a "just before the session" point as an overall planning point. Most online therapy veterans have a story of sessions getting totally borked by antivirus software suddenly hogging all the Internet and processor speed. Some also have stories of allowing a system update to run during a session, and instantly regretting it when their computer automatically restarts!