

Basic Technological Competencies for Counselling and Psychotherapy

Technology and Innovative Solutions Chapter Project

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L'ASSOCIATION CANADIENNE DE
COUNSELING ET DE PSYCHOTHÉRAPIE

Basic Technological Competencies

As professionals, we need to have an awareness of how the technologies we use work and how devices can be used. **A comfort level with basic computer skills and how to encrypt messages is essential to this work.** We need to know how to use technology well.

Encryption – know how to access encrypted services to store records and deliver communication

Backup systems – know how to securely store records and data on own system or via a secure, encrypted system

Password protection – know how to create strong passwords and use different ones for each website or service you use; change your password on a regular basis

Firewalls – know what a firewall does

Virus protection – know how to protect your system from viruses

Hardware – understand the basic running platform of your computer

Software – know how to download and operate software and be able to assist clients with the same

Third-party services – know where data are stored, how they are used, who has access to them

Internet – a basic understanding of how it works

You can use a number of resources to develop each of these basic technological competencies.

The Guidelines for the Uses of Technology in Counselling and Psychotherapy offers tips and resources. Websites such as lifewire.com offer tech tutorials.

You don't have to become a computer expert, but you do need to know enough about how these systems work to be able to address issues of privacy, confidentiality and security with clients.

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