

JET Online Counselling Service Questions and Answers

No.	Question	Answer
1	Who can use this service?	This service is for current JET participants only. Non-JET family members or friends may not use this service.
2	When can this service be used until?	As this service is for current JET participants, it can be used during their term of appointment.
3	How much does it cost to use this service?	This service is free of charge.
4	Who are the counsellors?	Contracted counsellors are certified mental health professionals.
5	Can this service be used anonymously?	Registration does not require use of your real name, so it is possible to use this service anonymously. Moreover, strict confidentiality is exercised, and personal information will be not released to a third party.
6	How long is the current password valid for?	The current password is valid until August 2016. After this period, in line with the term of appointment for the majority of JET participants, CLAIR shall change the password and notify contracting organisations accordingly in August each year.
7	Do I need to let my contracting organisation know that I am using this service?	You will need a copy of the leaflet containing the necessary password from your contracting organisation, after which the service can be utilised without going through your contracting organisation or your Host Prefecture/Designated City. Please make note of the password for possible future use.
8	Will CLAIR or my contracting organisation be informed of content of my consultation?	CLAIR receives regular updates on overall usage statistics, however, specific counselling content will not be reported to CLAIR, contracting organisations, or other parties.
9	I am asked for my membership number upon client registration. Is it necessary?	Membership number is an optional field, therefore, it is not necessary. Your JET Number is also not required.
10	I am asked for my location upon client registration. Is it necessary?	Location information is required, however it will not be used to identify you. Providing accurate location information may also ensure that your counsellor is able understand your situation more accurately.
11	I'm having trouble logging in. What should I do?	An email will be sent to the email address provided after client registration. Please access the link included in the email to complete email address confirmation before logging in.
12	There are 2 components to this service, how should I go about using them?	Please start with Web Mail Counselling, after which Skype Counselling may be utilised if necessary. There is no set limit on the number of consultations per person. However, as this service is utilised by many JET participants, availability may differ depending on overall usage. Please try using Web Mail Counselling first.
13	Can you guide me through the process step-by-step?	Complete client registration on the website. Proceed to log in and receive counselling via Web Mail Counselling. If one wishes to use Skype Counselling, please follow the necessary procedures to make a reservation for a counselling session (refer to the attached leaflet).
14	Is there a usage limit?	One Web Mail Counselling case can be up to 3 messages back and forth. It is possible to continue with the same consultation by starting a new case after that. There is no set limit on the number of consultations per person for Skype Counselling. However, as this service is utilised by many JET participants, availability may differ depending on overall usage. Please try using Web Mail Counselling first.
15	How long does it take to hear back from a counsellor?	For Web Mail Counselling, a response will be sent within 3-4 business days (may take longer depending on the nature of the consultation). For Skype Counselling, it is necessary to make the reservation at least 4 business days in advance.