



**Center for
Financial Resources**
Web-based Informed Consent

To provide your consent for online financial counseling or education services, please review the items below:

- I understand that LSS Center for Financial Resources provides online counseling and education services. This means I may receive services through a variety of technology-based platforms that may include: video conferencing, interactive messaging or a secure online portal depending on the service I am seeking.
- I understand the benefit of web-based services may include improved access to services by saving me travel time, allowing more flexibility in my schedule or providing conveniences for a variety of other reasons.
- I understand I will be provided instruction on how to use web- based services.
- I understand every reasonable effort will be made to assure the security of my protected personal information, but there may be risks involved in technology-based delivery systems, including:
 - There is a potential for someone to breach security protocols put in place. In the event of such breach, LSS may not be able to assure confidentiality.
 - If accessing online services my IP address will be stored in software servers.
- I understand other individuals may be present to operate video equipment and LSS will take reasonable steps to maintain confidentiality of the information shared.
- I understand other individuals may be participating in group education seminars and be aware of my participation and communications.
- I understand web-based equipment may not work or may stop working as I input data, communicate with the agency or participate in a session. I understand the video picture or information transmitted may not be clear at every session.
- I understand I will provide LSS with my email address for communication and for the links to join sessions. In order to more fully protect my confidentiality, I understand I may create a new email address with no identifying information for the purpose of group seminars.
- I understand LSS Center for Financial Resources provides online services to consumers living in Iowa, Minnesota, Nebraska and South Dakota.

Prior to using an LSS Center for Financial Resources web -based services, I understand I will be asked to verify I have read, understand and hereby consent to participate in the web-based services under the conditions described in this document.