

TELEHEALTH FOR GROUP THERAPY (ZOOM INSTRUCTIONS)



What is Zoom

Community Reach Center utilizes Zoom as the software to provide services via Telehealth. Zoom is a tele-video and screen sharing application for laptops, desktops, tablets and phones. The Zoom product that Community Reach Center uses for your Telehealth sessions is privately licensed and HIPAA compliant to ensure confidentiality and security.

Step 1: Equipment and Network Requirements

Equipment

- Make sure you have camera, speakers, and microphone connected to your computer and they work. If you are uncertain about audio and video, click Settings on the Zoom App screen, which will allow you to test audio and video.
- Zoom can also be used on smart phones. You can download the Zoom app onto your phone through the Apple or Google or Android store.
- Google Chrome is best internet browser to use with Zoom. Avoid Internet Explorer

Bandwidth

- Zoom video sessions may utilize a considerable amount of data. It is recommended that a Wi-Fi network is utilized. If not on an unlimited data plan, watch out for over-usage costs.*

Step 2: Connecting

Connecting to a Zoom Meeting from a Browser

- In a browser go to <https://zoom.us/join>. Enter the meeting ID and password provided by your therapist and click Join Meeting. Meeting IDs are 9-11 digits long (e.g. 7333443456). If Zoom is not yet installed it will be installed automatically (click Run when prompted) and then connect to the meeting automatically.
- There is also a feature that allows you to start Zoom from a browser rather than installing the app. When you click the link and join the meeting, instead of clicking "run" there will be a small link on the page that says "start from browser" you can click that and bypass the download.

Connecting to a Zoom Meeting using a Link

- Click the provided link (i.e., <https://zoom.us/j/7333443456>). You will also need to enter the password. If Zoom is not yet installed it will be installed automatically (click Run when prompted) and then connect to the meeting automatically.

Connecting to a Zoom Meeting using the Zoom App

- Start the Zoom App (e.g. from Windows Start Menu). Click Join and provide the meeting ID and password provided by your group's therapist.

Connecting from a Phone or Tablet

- Download the Zoom app onto your phone or tablet. If you are struggling with utilizing Zoom on phone or tablet go to Zoom website to learn more about putting Zoom onto your phone or tablet.

Calling in by Phone

- Zoom provides phone numbers to call in to a meeting by phone only. Please note that these numbers are all long-distance numbers and may result in long-distance charges. You will need to enter meeting ID and password.

What to expect when joining a Zoom group

- Your group therapist will reach out to you to give you your meeting ID and password. If you do not have this, you cannot join the group.

Your meeting ID and password for that group won't change

- Once you have the meeting ID and password for your group, it will be the same each week. Each group has a specific meeting ID and password but it will remain the same for the duration of the group.

You will join through a waiting room feature

- When you join the group, you will be placed into a "waiting room." Your group's therapist will move you into the group room once they have verified that you are in the correct group.

Group Etiquette on Zoom

Respect Privacy

- It is important that the privacy of everyone in the meeting is respected. Please don't join groups while in public areas or during times where others in your home can hear the group. All information shared during groups remains 100% confidential.

Screen View

- When in the group, your screen has different viewing options. With "Gallery View" you should be able to see the screen of every member of the group that is signed in. With "Speaker View" you will only see the screen of the person that is speaking at that time.
- On your computer or laptop, you can change between these view settings in the top right corner.
- On your phone or tablet, you can switch between view settings by swiping your screen left or right.

Mute Microphone unless speaking

- To assure best audio and to reduce any distraction for your group's therapist and group members, please mute your microphone unless you are speaking. Your group therapist can mute your screen if necessary.

Reduce all background noise

- Background noise like music, TVs, or other sounds can become distracting. Please make sure all background noise is silenced and not interrupting the group.

Be patient with connection

- Internet connection can slow down at times causing delays or short period of lag. Stay patient, your group's therapist will notice and will adjust and help problem solve accordingly.

Telehealth mix-ups

- This will be a new format for many of us. We will need to stay patient as there may be times where we talk over each other, or talk while still on mute, or lose connection. We will navigate these mix-ups together!

Troubleshooting

Messaging

- Once in a Zoom meeting you can type a message for others in the session to view. This is helpful if one of you cannot hear or see the other.

Disconnection

- If you are disconnected from your session during the Zoom meeting, log back in using the same Zoom meeting ID and password.

Additional Information

- If you need more training and videos visit <https://zoom.us>.

Additional Support

- Your group therapist is willing to schedule a quick call with you to help set you up in your group or walk you through the process. Ask for this support if needed.