ZOOM INSTRUCTIONS

COMMUNITY REACH CENTER

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.

Bandwidth
— For bandwidth and system requirements see https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux

> * 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 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.

Connecting to a Zoom Meeting using a Link
— Click the provided link (i.e., https://zoom.us/j/7333443456). 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 provided by your therapist.

Connecting from a Phone or Tablet
— See https://zoom.us for instructions, including videos, on how to connect to a Zoom meeting from your phone.

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.

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.

Additional Information
— If you need more training and videos visit https://zoom.us