

## *Zoom Instructions and Set Up*

All appointments are done via Zoom, a HIPPA Compliant Platform.

We will use Zoom for our regularly scheduled meetings. The Zoom link, Meeting ID and Passcode are in the confirmation and reminder emails you received after scheduling your appointment.

I recommend that you put the Zoom link, Meeting ID & Passcode to join the therapy sessions in your calendar where your appointment is scheduled. Then it will always be available.

If you are new to Zoom, scroll down to Set Up Zoom instructions below for details in how to download, set up Zoom and join a meeting. There are also link for testing audio and video when you join.

To participate in Telehealth, you must be technically savvy enough to use the app. *Zoom makes it pretty easy.*

To join a Telehealth visit you must have:

1. Adequate internet speed, hard wired into your computer is best but wifi will work if there are no other people using it at the same time. The more people on the wifi the slower your speed will be to run the video program.
2. A headset (earbuds that work with your computer are good enough)
3. A computer fast enough to run the video conferencing platform,
4. A private place where others will not hear or see you during your appointment.

It is best that you are on a computer or tablet for an appointment.

Phone screens are often too small especially if I am sharing information with you. The screen is too small to see the content. I often use the chat box to share links or documents with you with added resources that can be helpful for you. You will not have a chat box option on a phone.

Please set up Zoom days BEFORE our first meeting on zoom so you are familiar with the system. This prevents you from using your time for technical help.

**Note:** When we meet on Zoom, when you arrive you will be placed in a waiting room. I will admit you to the main room for your appointment at the appointed time.

I recommend you download and store this document somewhere you will remember it the day we are meeting if needed.

I am often back-to-back with appointments and don't have time to check phone calls during the day. Put this information where you have it handy. I am glad to help with tech issues as needed but it is best not to have use your therapy time for tech issues.

## *Download & Set Up Zoom*

The links below will give you all of the information you will need to set up and have Zoom ready.

1. If you do not have a Zoom account, here is the information to Sign up and Activate your free Zoom account.

[https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0061316#h\\_b0c98dfa-d90f-486d-9617-71ab7b41a273](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061316#h_b0c98dfa-d90f-486d-9617-71ab7b41a273)

Here is a link to the download center if you already have an account but need to download the app. <https://zoom.us/download>

2. ***The basic membership is free.*** Using the app to join your session ensures that our connection is secure (which is why joining via a browser is not recommended)

There are links below with instructions on how to set up Zoom and one for a test call to test your settings.

- a. If you already have the Zoom App, make sure to update the app to make sure you have the current version. This will ensure you have access to all available features. Unfortunately Zoom does not always notify you when you need to update the app.
- b. Periodically check for updates (about once a month) as they make improvements that allow more features with end-to-end encryption. Some features may stop working if your app is not up to date. There

is a point when your app will no longer work if you have not updated it for a long time.

3. Here is a link with information on how to join the meeting.  
[https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0060732#mcetoc\\_1ikv61mv736](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060732#mcetoc_1ikv61mv736)
4. How to test your video:  
[https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0061836#mcetoc\\_1ihlot8ud27](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061836#mcetoc_1ihlot8ud27)
5. How to test your audio:
6. [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0062765#mcetoc\\_1id03tb47i](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0062765#mcetoc_1id03tb47i)
7. You can use this link to do a Zoom Test Call: <https://zoom.us/test>
8. System Requirements- Information on computer requirements, internet speed requirements and so on.  
<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>
  - a. You will have a more stable and secure connection if your internet is hardwired into your computer or tablet.
  - b. If you are using Wifi and there are other people in your household using the internet that:
    - i. You have the primary use so you do not lose connection (if you have fast enough speed to support more than one person at a time).
    - ii. Or there is no one else using the internet during your appointment.

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