

# How to use WhatsApp

We are offering all our clients the option of WhatsApp video call/telephone call/chat appointments while the COVID-19 coronavirus situation is ongoing. If you wish to utilise this service, please let your clinician know as soon as possible.

## 1. What is WhatsApp?

WhatsApp is a popular text messaging and phonecall app. It is available to iPhone and Android users. It lets you send text messages, video call and voice call. It can also be used on your computer.

## 2. Why are we using WhatsApp?

We understand that social distancing and social isolation is going to have an impact on our clients. We want to continue therapy, assessments and support as far as possible while the coronavirus situation is ongoing.

While video calls are not always as beneficial as face-to-face sessions, we believe that it is essential for support to continue. We will be offering Zoom, Skype and other video options to all our clients for the duration of the coronavirus pandemic.

WhatsApp is a useful option for clients, as many will have already used the app before. It is also helpful for those who do not have webcam/laptop/microphone equipment, as you can use your smartphone to join your session.

## 3. What equipment do you need?

You don't need special equipment to use WhatsApp. All you need is your smartphone. Please check that your smartphone has camera capabilities before choosing this option (virtually all smartphones have cameras).

You will need a Wi-Fi internet connection or 4G mobile connection. Please remember that using 4G might have a significant impact on your data plan. It could get expensive, depending on your allowance. It is better to use Wi-Fi where possible.

You will need to download the WhatsApp app on your phone. You can do this by following these links:

iPhone: <https://apps.apple.com/lb/app/whatsapp-messenger/id310633997>

Android: [https://play.google.com/store/apps/details?id=com.whatsapp&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.whatsapp&hl=en_GB)

We suggest using earphones with a microphone (like your iPhone or Samsung earphones) when joining the meeting. This will help you hear the audio clearly, as well as help your clinician hear you clearly.

You can also use WhatsApp Web for text-based chat only (you cannot video call using WhatsApp Web). Visit <https://web.whatsapp.com/> to open the app in your internet browser (more information below).

## 4. How to install WhatsApp on your device

To download WhatsApp on your device, click on this link: <https://www.whatsapp.com/download>. You could also follow the below links for your specific phone type:

iPhone: <https://apps.apple.com/lb/app/whatsapp-messenger/id310633997>

Android: [https://play.google.com/store/apps/details?id=com.whatsapp&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.whatsapp&hl=en_GB)

Follow the instructions on your phone to install WhatsApp.

1. Once you have clicked to download in the app store, wait for the download to finish. Open the app when you are ready.
2. Click 'Agree and Continue' on the Welcome to WhatsApp screen
3. Input your mobile number
4. Click 'OK' on the popup
5. A code will be sent to you via text message. Usually, WhatsApp will read this automatically, but manually input it if you need to
6. Click 'Allow' on all permission requests
7. Type in your name. You do not have to add a photo if you do not want to.
8. Continue clicking through the options and choose your preferences.
9. Click 'Done' when you are ready.
10. You should be all setup and ready to go!

## 5. How to join a call with your clinician

We are offering WhatsApp for a range of virtual sessions. You can use the app for telephone calls, video calls and text-based chat.

Your clinician will add you as a contact when it is time for your session to begin. They will contact you in the pre-agreed way (e.g. by phone, video or text).

WhatsApp works in a very similar way to your normal phone. Use the green phone icon to answer the call. Don't forget to click 'Allow' when it requests permission to access your camera or microphone.

## 7. WhatsApp Web

WhatsApp is available on your computer too. This only works for text-based chat. You cannot video call through WhatsApp Web.

Navigate to <https://web.whatsapp.com/> to use it in your internet browser. Or, you can download an app for your laptop here <https://www.whatsapp.com/download>.

You will need to scan the QR code to use WhatsApp Web. To do this, follow these instructions:

1. Open WhatsApp on your phone
2. Open the WhatsApp Web link or app on your laptop
3. On your phone, click on the 3 vertical dots in the top right-hand corner of your screen
4. Tap on WhatsApp Web
5. Use the scanner to scan the QR code on your computer screen

To use WhatsApp on your computer:

1. Open WhatsApp on your phone
2. Tap Menu  or Settings  and select WhatsApp Web
3. Point your phone to this screen to capture t



[Need help to get started?](#)

Keep me signed in

6. This will open all your chats in WhatsApp
7. You can text message people as you usually would
8. **You cannot use WhatsApp web to video call.** However, you can attach files if you want to, which is a useful feature
9. To attach files, click on the little paper clip icon in the top right-hand corner of the screen
10. Choose the Document icon in the list (third one down)
11. Browse your computer folders to find the file you want to send

## 8. Technical difficulties

We will do our best to minimise any technical challenges, but please be aware that these might occur.

Issues like:

- Internet speed
- Speaker quality
- Microphone quality
- Problems with WhatsApp

Could all impact on your session. If we experience any technical issues, we will endeavour to continue the session with the video feed turned off. If this does not work, we will continue the session by telephone.

Please be patient with us while we begin using this technology!

## 9. Tips for helping your session go smoothly

While the coronavirus pandemic is ongoing, we may make adjustments to ensure you receive support. That could mean that we change the way we use your sessions, and they might be quite different from what we usually do face-to-face. It could mean that we do more therapeutic support work with the parents/carers, for example.

Please be reassured that any adjustments will be made with your situation in mind. Your clinician will think very carefully about how best to approach using video technology. If you have any questions, please speak to your clinician.

Some other tips for helping your video sessions go smoothly include:

- Choose a quiet place for your video session. Somewhere with a neutral background and not too much noise is usually best.
- Use earphones with a microphone attached to improve sound quality (just earphones could be fine too!).
- Try to avoid interruptions as much as possible. If you are a parent/carer and are able to, ask your partner to watch your children while the session is underway.
- Ask all family members to keep noise down while your session is underway.
- Keep pets away from the room while the session is underway to avoid distractions.
- Test your microphone and video before you join the call.
- If you want to, you could restart your computer 30 minutes before the session to make sure your technology is running as quickly as possible.
- The same attendance rules apply to video sessions. Please attend your appointment on time. If you are unable to attend, please let the clinician know at least 24 hours before your session is due to take place.

- If you need any adjustments making to the schedule of your call (for example, if you would prefer two 30-minute sessions a week rather than one 1 hour session), we may be able to accommodate you. Please speak to your clinician about this.
- If you have any technical difficulties, please contact Lauren ([lauren.forse@gateway-psychology.co.uk](mailto:lauren.forse@gateway-psychology.co.uk)) or Charles ([charles.forse@gateway-psychology.co.uk](mailto:charles.forse@gateway-psychology.co.uk)). We will do our best to help.
- If you have any other questions or concerns, please speak to your clinician.

## 8. Thank you for your patience!

We know it is a difficult time at the moment, with guidance from the government rapidly changing as the situation progresses.

We are doing our best to ensure our clients still receive support from Gateway Psychology. We hope that video sessions will help us do just that and will endeavour to keep all appointments in the diary.

We will keep you updated with how the situation is progressing and advise when appointments can return to normal.