

How to use Zoom

We are offering all our clients the option of Zoom or Skype 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 Zoom?

Zoom is very similar to Skype. It is a video conferencing programme that you can use on your laptop or mobile phone. It connects using your internet (or 4G on your phone) and displays video/audio for the 'virtual meeting' attendees.

2. Why are we using Zoom?

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 important 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.

We have found Zoom to be most useful for business purposes, which is why we may choose to use this programme rather than Skype for some situations.

3. What equipment do you need?

You don't need special equipment to use Zoom. If your laptop has an in-built webcam and speakers, that should be sufficient for video sessions to take place. If your laptop does not have this functionality, you could use your mobile phone instead.

You will need an internet connection or 4G to use Zoom.

You do not need to download anything to use Zoom on your laptop. When you are sent the link to join the meeting, you will be able to use your internet browser to connect. If you prefer, you can download the Zoom app for your laptop using this link:

<https://zoom.us/support/download>.

If you wish to use your mobile phone, please be advised that you will need to download the Zoom app. Use the below links to download the mobile app:

iPhone: <https://apps.apple.com/us/app/id546505307>

Android: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

You do not have to register for a Zoom account. However, you are welcome to if you wish to do so.

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.

4. How to join a Zoom meeting

Your clinician will send you a link to your email address. It will look something like the below:

Join Zoom Meeting
<https://zoom.us/j/8733131313>

Meeting ID: 873 313 1313

One tap mobile
 +13462487799,,8733131313# US (Houston)
 +16699006833,,8733131313# US (San Jose)

Dial by your location
 +1 346 248 7799 US (Houston)
 +1 669 900 6833 US (San Jose)
 +1 929 205 6099 US (New York)
 +1 253 215 8782 US
 +1 301 715 8592 US
 +1 312 626 6799 US (Chicago)
 Meeting ID: 873 313 1313
 Find your local number: <https://zoom.us/u/acnKmbqOTC>

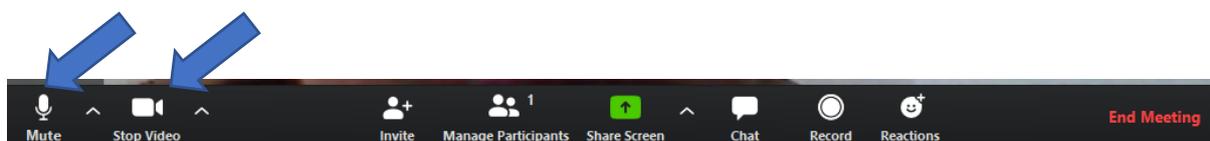
Click on the link underneath 'Join Zoom Meeting'.

Using a laptop:

This will open a new window in your browser. If you do not have the Zoom app downloaded, it will connect you within the browser window.

If you do have the Zoom app, it will ask to launch Zoom Meetings. Click 'Open Zoom Meetings' to join.

Remember to join with your computer audio and video to ensure your clinician can see and hear you clearly. You can mute/stop your video at any time using the toolbar at the bottom of your Zoom screen.



Don't forget to check that your laptop audio is turned on (you can usually access this in the bottom right corner of your screen if you are using a Windows PC).



Using a mobile phone:

Be sure you have the Zoom app installed on your phone before clicking on the email link. You may also receive a notification of invitation to your app if you are already logged in and registered.

Follow the instructions on your Zoom account to join the meeting.

5. Technical difficulties

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

Issues like:

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

Could all impact on your session. If we experience any technical problems, 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!

6. 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 to 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) or Charles (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 to situation is progressing and advise when appointments can return to normal.