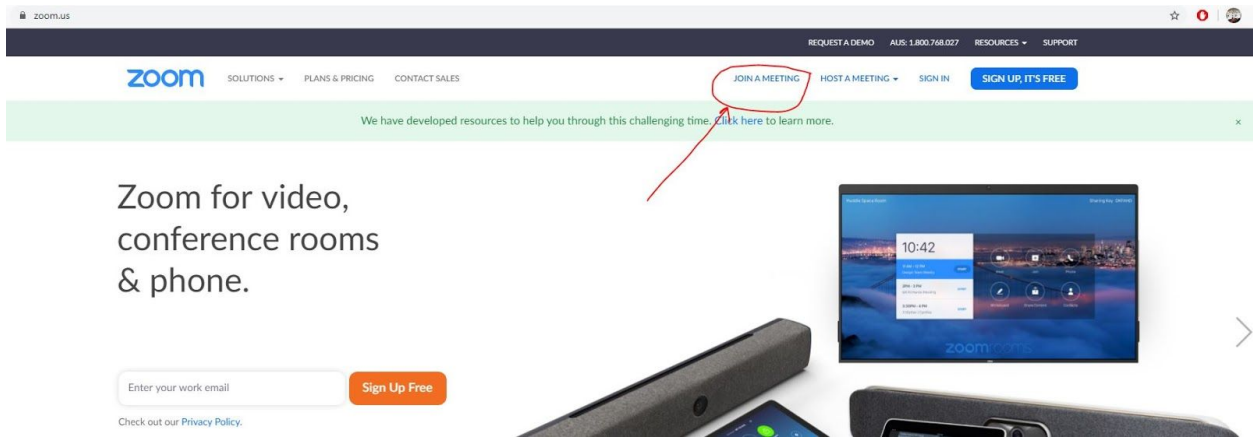


Telehealth using Zoom: Setup help for clients

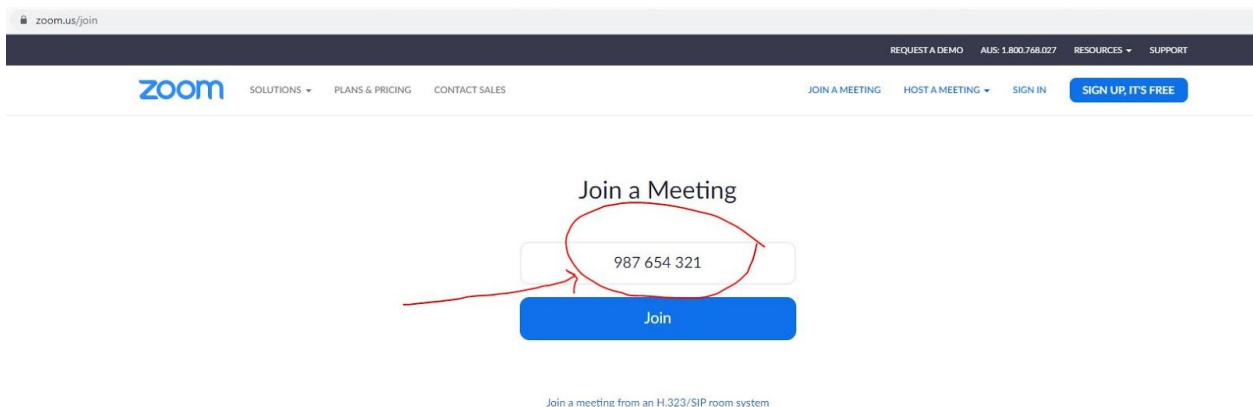
Sensational Kids is using the Zoom application for our online therapy sessions. Please see instructions below to help you set up Zoom on your computer in readiness. Please have a go setting up on your desired devices and our team can assist you if you have any questions.

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens, all with one easy-to-use platform. Zoom offers quality video, audio, and a wireless screen-sharing performance for both windows and Mac users.

You don't have to have a zoom account on your computer to use the program. To join a meeting simply use the Meeting ID and enter this into the box when you bring up Zoom on your desktop (<https://zoom.us/join>). It looks something like this:



You then enter the meeting ID that has been sent to you by your therapist (via SMS) and hit “join”. The screen will open up. Click “Use internet Audio” when the dialogue box opens up.



Alternately, you may choose to open a Zoom Account. Follow the prompts below to download this for your computer or go to the App store to download the App onto your phone or tablet.

Creating a Zoom Account on your computer or phone:

1. Go to <https://zoom.us/> and click on "**Sign up - It's Free**" button.
2. Enter your work email address.
3. Go into email and look for an email from Zoom called "**Please Activate your Zoom Account**". If you can't see it after a couple of minutes check your Spam folder.
4. Open the email and click on the "**Activate Account**" button. You'll be taken to a "**Welcome to Zoom**" page.
5. Enter your **First** and **Last** name and a password
6. You can 'Skip' the next steps. Your account should now be setup.
7. At the top right of the screen you'll see "Resources". Click this and select "Download Zoom Client". This will download a program onto your computer and makes it much easier to create and join meetings.

If you haven't connected within a couple of minutes, your therapist will call to see if you need any help. Make sure the microphone is on when you start the call.

Other Technical requirements: There are few important things our team will check when you have your Technical Check or prior to starting your first session.

Make sure you have:

- A computer/ laptop/ smartphone or tablet
- Headphones
- Webcam (most devices have this built in)
- An internet connection
- A notebook to take any notes
- A quiet place to work

Avoid setting up where there is a window behind you unless you are able to close some blinds as it can make it hard to see you. Our team can help you with this when they are online.

Please let us know if you have any further questions.
