

Using Zoom for Telehealth

This help sheet is to help you use Zoom for telehealth sessions. It will show you how to open a telehealth session in Zoom and some of the key features of Zoom. There are also tips on how to set up the environment and equipment you may need.

What is Zoom? Zoom uses web-based software to connect you via video and voice (a video call) with another Zoom user. It is similar to Skype but more stable. ****YOU DO NOT NEED TO SIGN UP TO ZOOM****

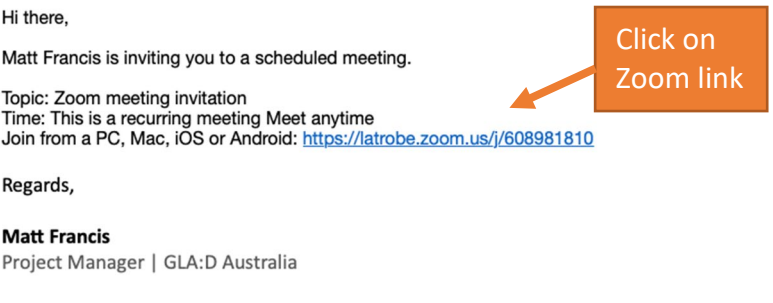
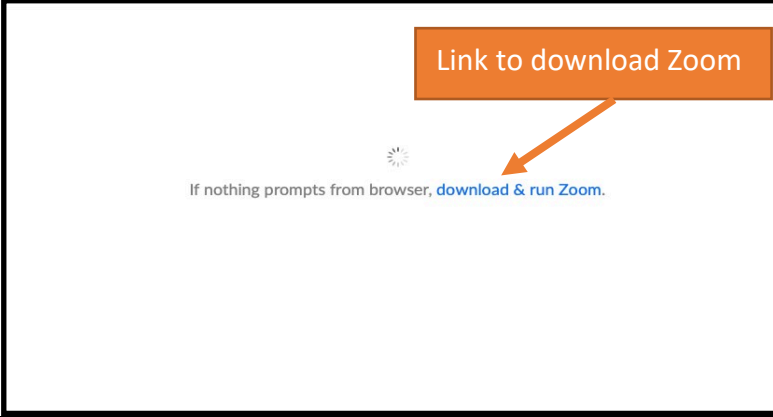
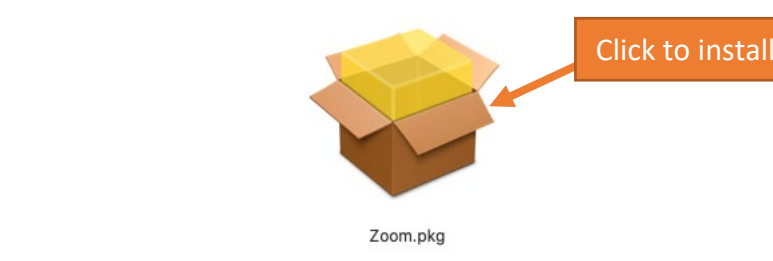
FIRST: INSTALL ZOOM

The first thing you will need to do is to install Zoom. You will need to do this before you will be able to attend a session (called a 'meeting').

A. You can install Zoom by downloading the app (iPad/tablet or smartphone) through the app store used by your device.

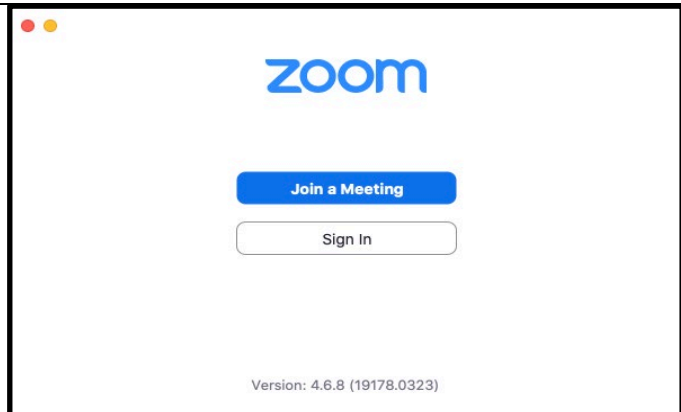
B. You can install Zoom on your computer by going to <https://zoom.us/download> and installing 'Zoom Client for Meetings'.

C. You can use the meeting invitation when it is sent to you:

<p>STEP 1: You will be sent an invitation to a Zoom meeting via email and you will need to click on the link in the invitation:</p>	<p>Hi there,</p> <p>Matt Francis is inviting you to a scheduled meeting.</p> <p>Topic: Zoom meeting invitation Time: This is a recurring meeting Meet anytime Join from a PC, Mac, iOS or Android: https://latrobe.zoom.us/j/608981810</p> <p>Regards,</p> <p>Matt Francis Project Manager GLA:D Australia</p> 
<p>STEP 2: When you click on the link you will be redirected to a webpage with a link to download the Zoom software required for the session, or to the appropriate app store on your device (iPad/tablet/smartphone). You then need to click on 'download & run Zoom':</p>	
<p>STEP 3: You will then need to install the Zoom software that was downloaded to your 'Downloads' folder, or the app, and you will then be guided through the installation process for Zoom:</p>	

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STEP 4: The Zoom software will then open on your computer. If it's time to attend a meeting, follow the instructions on the next page.



NEXT: ATTEND THE MEETING

STEP 1: Click on the link emailed to you to access the Zoom session, even if you used this link to install Zoom.

Hi there,

Matt Francis is inviting you to a scheduled meeting.

Topic: Zoom meeting invitation
 Time: This is a recurring meeting Meet anytime
 Join from a PC, Mac, iOS or Android: <https://latrobe.zoom.us/j/608981810>

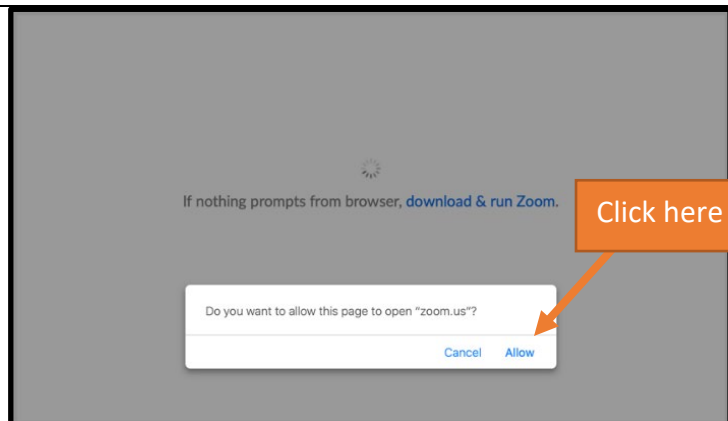
Regards,

Matt Francis
 Project Manager | GLA:D Australia

Zoom link

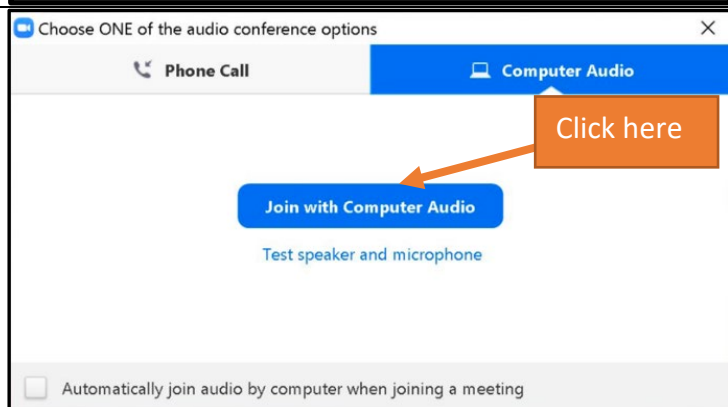
STEP 2: Now, and whenever you follow a link in the future, you will see a screen similar to the one below.

Click the 'Allow' button or 'Open Zoom Meetings' button and you will be directed to the Zoom session



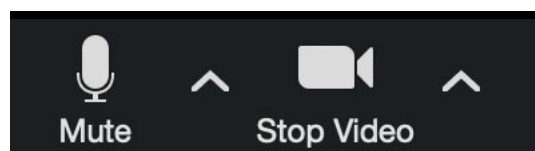
Click here

STEP 3: Zoom software will open. Click the 'Join with Computer Audio' button to join the meeting



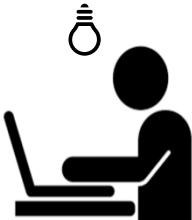
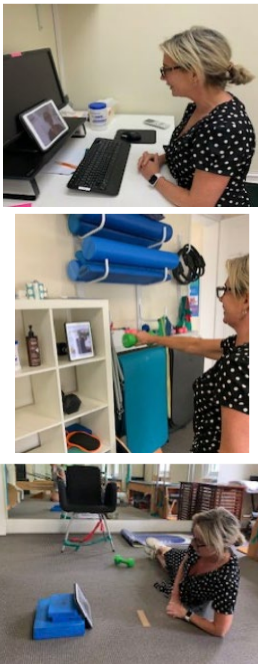


Click here

STEP 4: Use the buttons in the bottom left hand corner to turn 'on' or 'off' your Microphone and Video. Clicking either of the two small ^ icons will give you more options for your video and microphone.



Tips for setting up your equipment and environment

1.	What device should I use?	<p>A tablet, smart phone or laptop, that can be easily moved or adjusted.</p> <p><u>Tip.</u> Prop up your device with books/cushions</p>	
2.	Should I use headphones or speakers?	Ideally, headphones will give you more clarity and reduce an echo from your speakers.	
3.	Where should I be when attending a zoom session?	Ideally, a well-lit and quiet room, with no direct light from behind you?	
4.	What position should I be in?	<p>The clinician may ask you to change your position to better assist you.</p> <p>A. Sitting with the device in front of you</p> <p>B. Standing with the device in front of you</p> <p>C. Lying with the device in front of you</p>	
5.	What is the easiest way to ask a question during the session?	If your microphone is on mute, simply hold the "Space Bar" down and you will be able to talk until you let go of the "Space Bar"	