



Client Zoom Guide for clients of Tees Valley Psychology

I hope that this guide serves as a useful introduction for the use of Zoom.

Zoom is a platform for video calls, conference rooms, and phone calls. It is one of the highest recommended platforms for clinical work due to the privacy it allows both clinician and client and maintaining confidentiality of your work.

The benefit of Zoom is that as a client you don't need to have a Zoom account. I will provide you with details of how to join your session. This can be done from a computer or smartphone. This guide demonstrates the steps in joining from a computer, but the steps are the same from your phone, it will just look a little different.

Joining a session

I will schedule a session and will email you an invitation to this 'meeting'. Although there will be some variation depending on your email provider, the invite will look something like this:

From: Lesley Pilkington <lesley@teesvalleypsychology.co.uk>
Sent: 22 March 2020 11:02
To: me
Subject: Zoom meeting invitation - Lesley Pilkington's Zoom Meeting

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

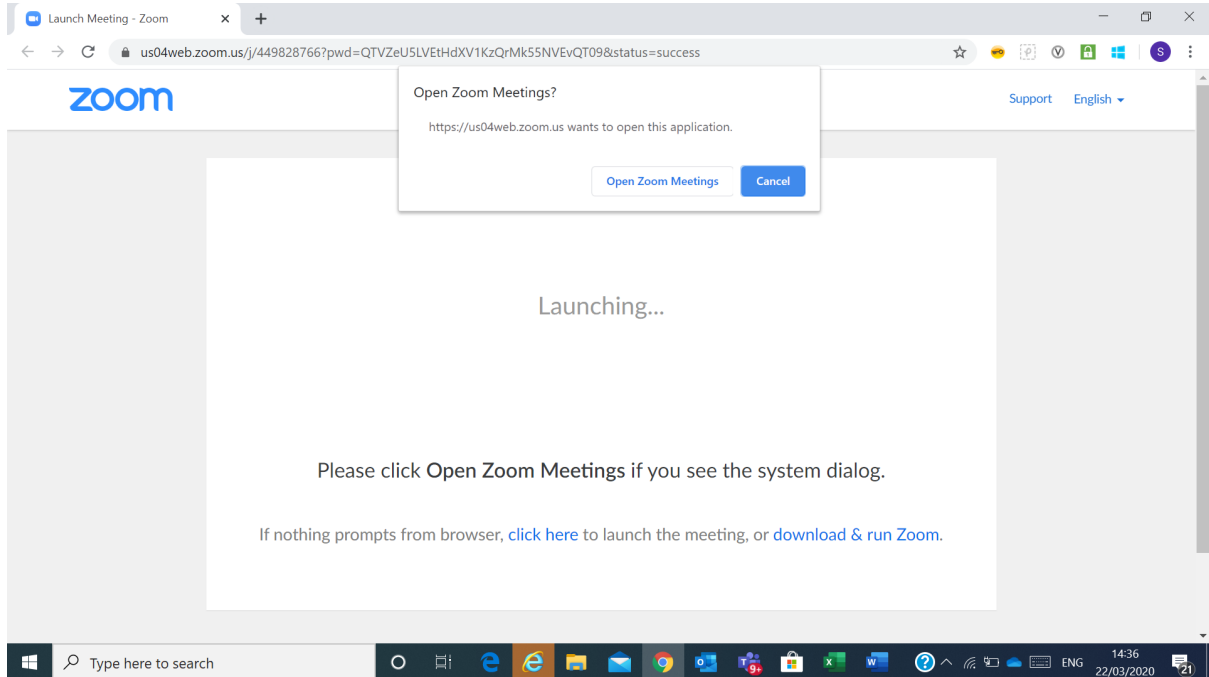
Lesley Pilkington is inviting you to a scheduled Zoom meeting.

Topic: Lesley Pilkington's Zoom Meeting
Time: Mar 22, 2020 11:00 AM London

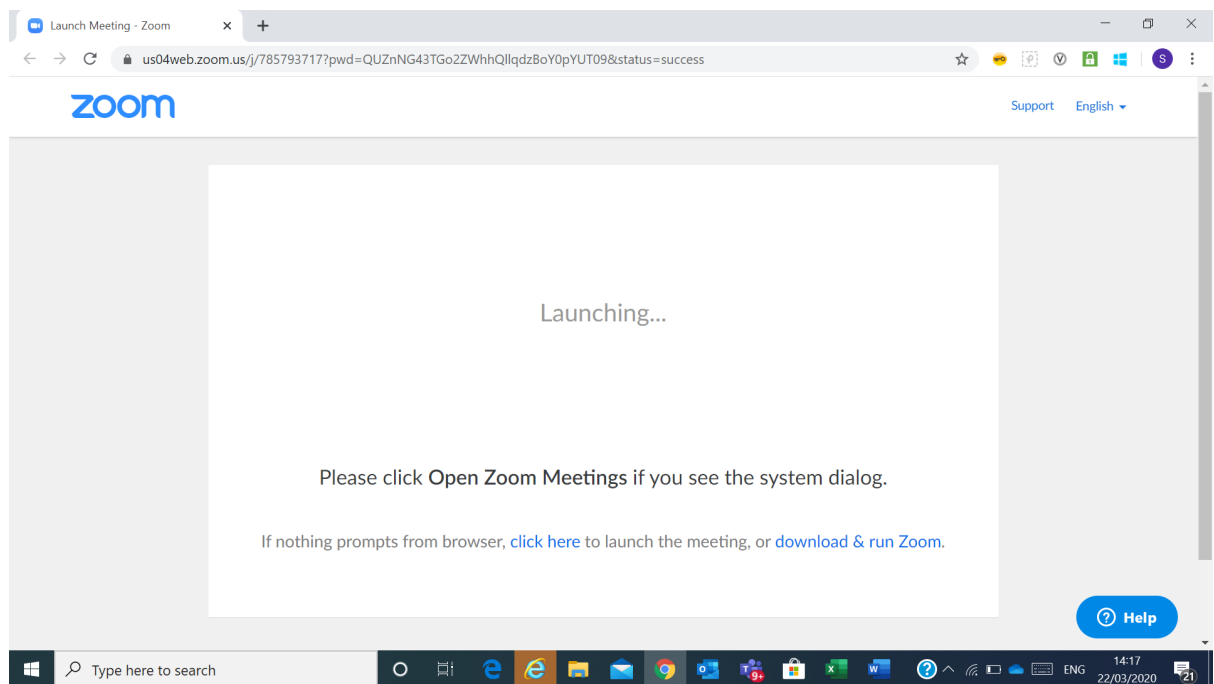
Join Zoom Meeting
<https://us04web.zoom.us/j/785793717?pwd=QUZnNG43TGozZWVhQlQzBoY0pYUT09>

Meeting ID: 785 793 717
Password: 047876

Once you click on the link, you will be directed to your meeting page. If you haven't used Zoom before, the programme will download. The screen will look like this:



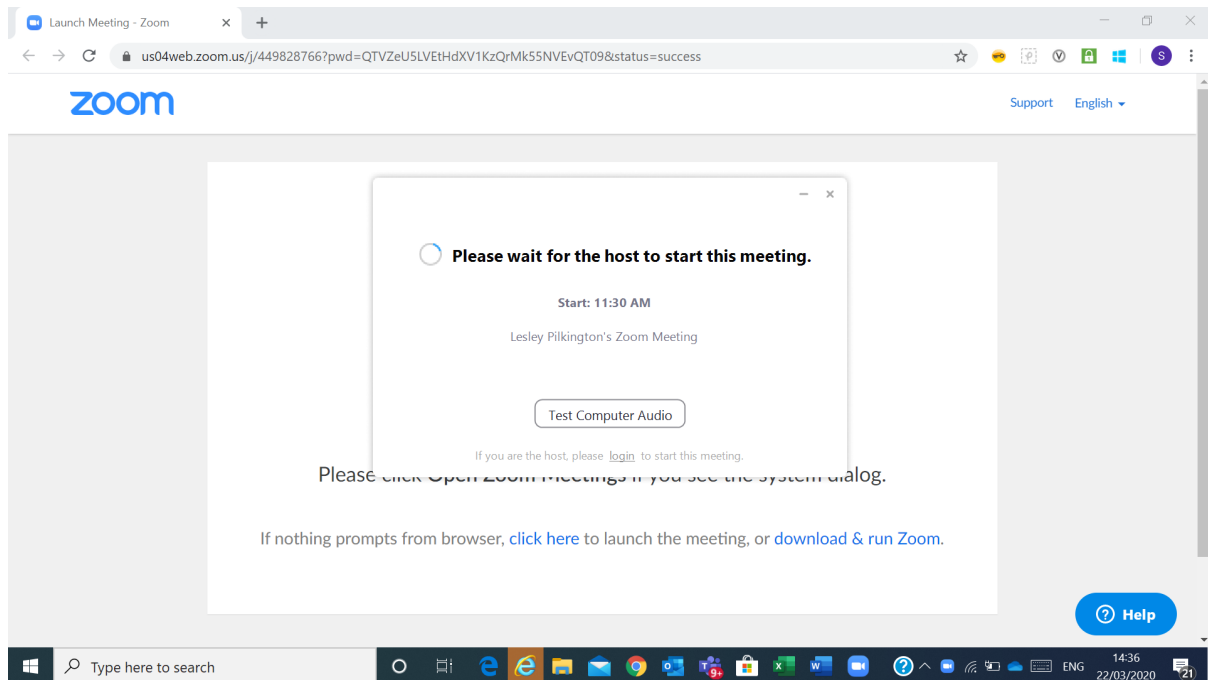
In the dialogue box, click on 'Open Zoom Meetings' and you will see the following screen:



Email: lesley@teesvalleypsychology.co.uk
Tel: 01642 200749



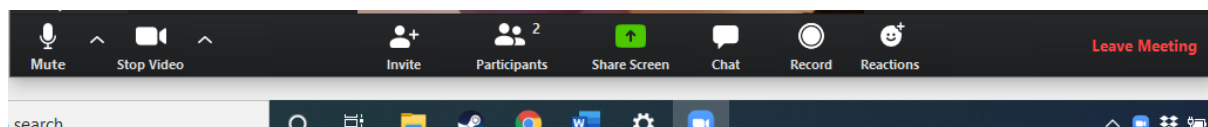
If you have clicked on your meeting link before I have started the meeting, you will see the following screen:



You can choose to join the meeting with video and audio (i.e. picture and voice) or voice only. Zoom gives you the option to check your computer or phone's inbuilt audio prior to starting the meeting. You might prefer to use a headset for clearer sound.

Once you've chosen the option that suits you, you're in! Once I start the meeting, you will be able to hear and see me. If using video, you will see yourself and me on the screen.

At the bottom of the Zoom window there is a meeting navigation toolbar, which looks like this:



From this toolbar you can turn your microphone and video on or off. You and I can "Share Screen", which allows us to show each other something we have on our screen (this is useful for referring to worksheets or other documents). Using the 'Chat' button you can also choose to type responses if you feel unable to talk.

Email: lesley@teesvalleypsychology.co.uk
Tel: 01642 200749



When your session comes to an end, simply click “Leave Meeting” on the right-hand side of the toolbar to exit the meeting.

Things to think about before your session

- It can be useful to test your audio and video before your session, as you don't want to spend valuable session time trying to sort any difficulties.
- I will advise you of back-up options should internet connection fail or should technical difficulties make it difficult to engage in your Zoom session.
- **Consider where you will be at the time of your session.** Practicalities like a good connection to the internet are important, but it is also important that you have the time and privacy to engage in your session. I will take every precaution to protect the privacy of your session, and it is important you do your best to ensure you will not be disturbed during your session. If being disturbed is likely (e.g. due to children at home), please advise me of this at the start of your session – it can be helpful for me to be aware of you trying to manage these different things during your session time.
- If you are having technical difficulties during your session, please advise me as soon as possible so we can move to one of your alternative choices to minimise session disruption.

I hope you find this guide helpful.

Should you have any further questions please do not hesitate to ask.

Guidance is also available via the Zoom website via this link

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>