

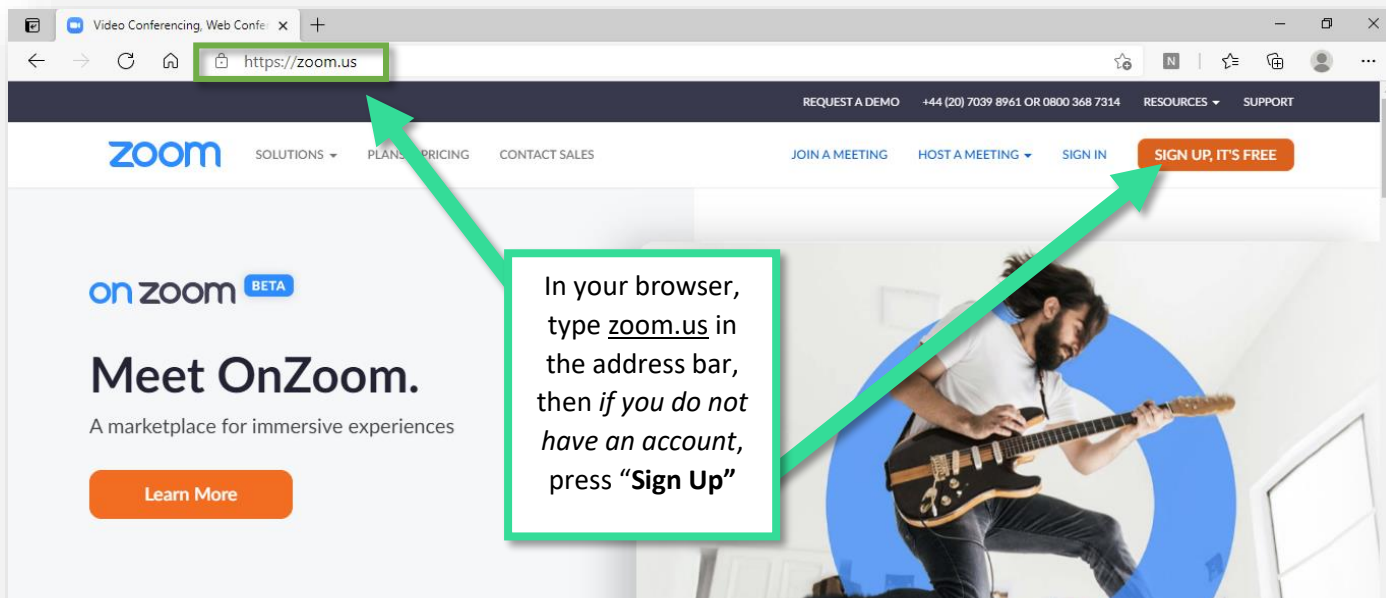
# Setting up Zoom

Due to the current pandemic, we are still holding many of our appointments via Zoom.

Please follow the guide below to ensure that you have **Zoom set up and ready for your appointment.**

There is also an explanation of how to **check both your video and audio.**

We would greatly appreciate if you could do this **prior to your appointment** so that hopefully any issues can be sorted beforehand, to avoid eating into your appointment time where possible.



A screenshot of the Zoom website homepage. The browser's address bar shows 'https://zoom.us'. A green box highlights the address bar, and a green arrow points from a text box to it. The text box contains the instruction: 'In your browser, type zoom.us in the address bar, then if you do not have an account, press "Sign Up"'. Another green arrow points from the same text box to the 'SIGN UP, IT'S FREE' button in the top right corner of the website.

https://zoom.us

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN IN SIGN UP, IT'S FREE

on zoom BETA

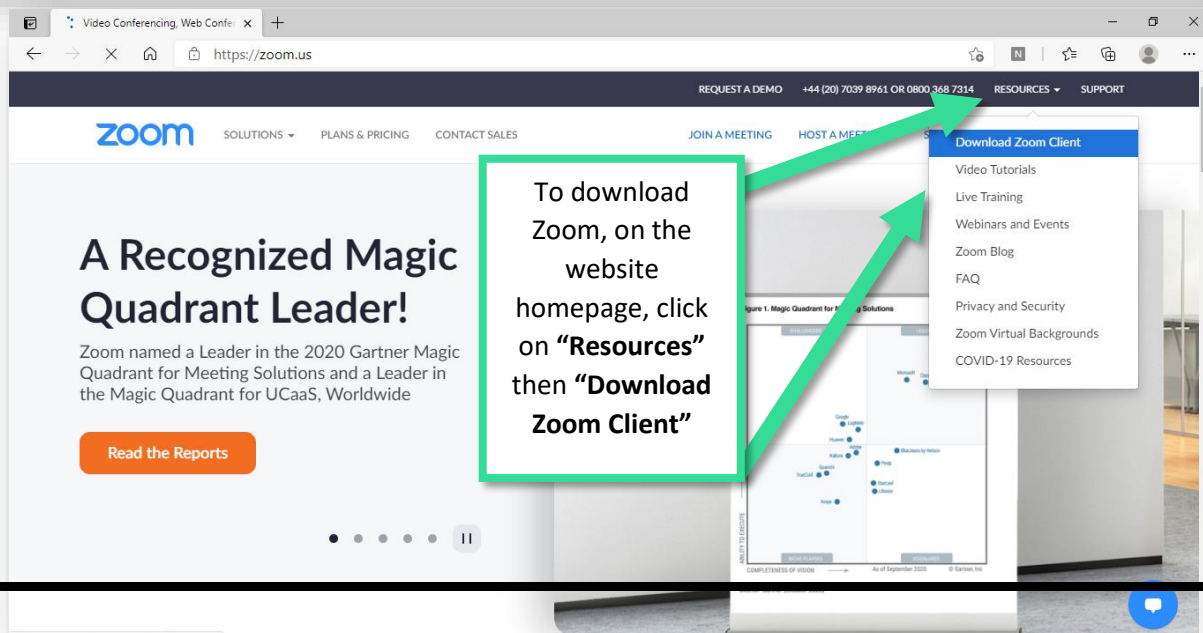
Meet OnZoom.

A marketplace for immersive experiences

Learn More

In your browser, type zoom.us in the address bar, then if you do not have an account, press "Sign Up"

**Please note-** you do not have to have a Zoom account to attend the meeting, however having an account allows you to **check Zoom is working correctly** prior to your appointment



A screenshot of the Zoom website homepage. The 'Resources' menu is open, showing options like 'Download Zoom Client', 'Video Tutorials', 'Live Training', etc. A green box highlights the 'Resources' menu, and a green arrow points from a text box to it. The text box contains the instruction: 'To download Zoom, on the website homepage, click on "Resources" then "Download Zoom Client"'. Another green arrow points from the same text box to the 'Download Zoom Client' option in the menu.

https://zoom.us

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING

A Recognized Magic Quadrant Leader!

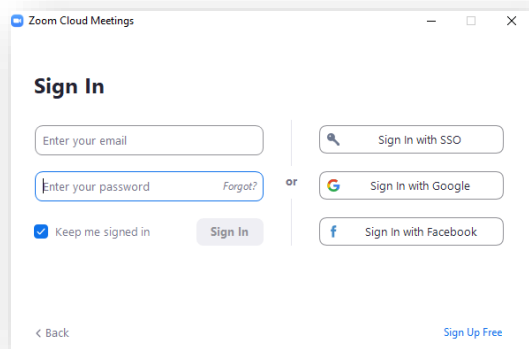
Zoom named a Leader in the 2020 Gartner Magic Quadrant for Meeting Solutions and a Leader in the Magic Quadrant for UCaaS, Worldwide

Read the Reports

Resources

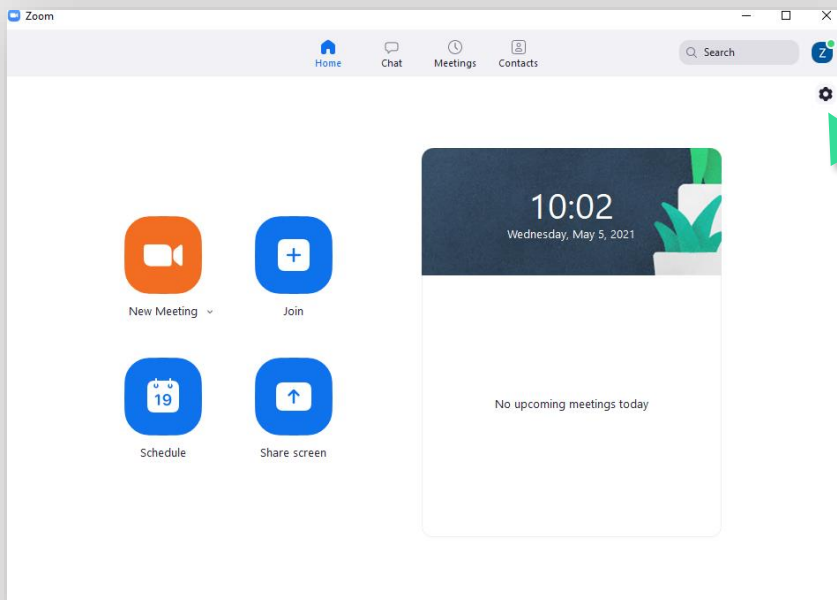
- Download Zoom Client
- Video Tutorials
- Live Training
- Webinars and Events
- Zoom Blog
- FAQ
- Privacy and Security
- Zoom Virtual Backgrounds
- COVID-19 Resources

To download Zoom, on the website homepage, click on "Resources" then "Download Zoom Client"

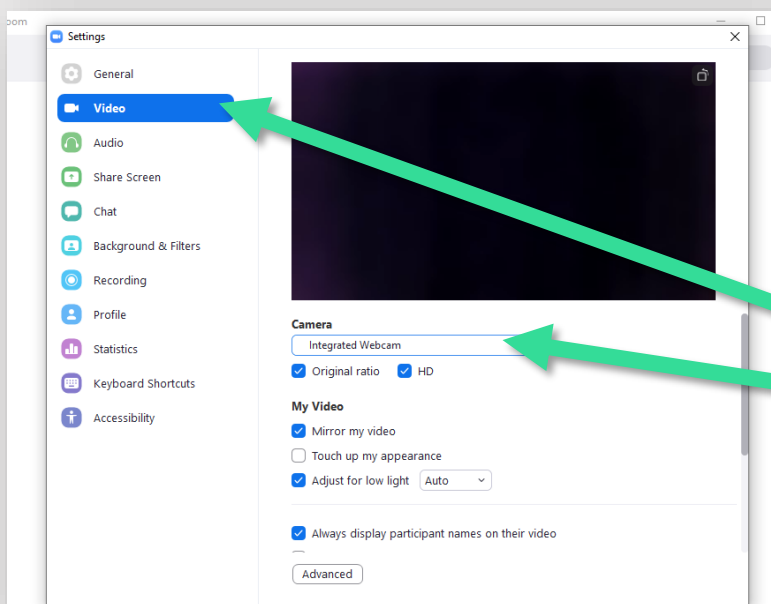


Once you have downloaded and opened Zoom, you will be prompted to **Sign in**

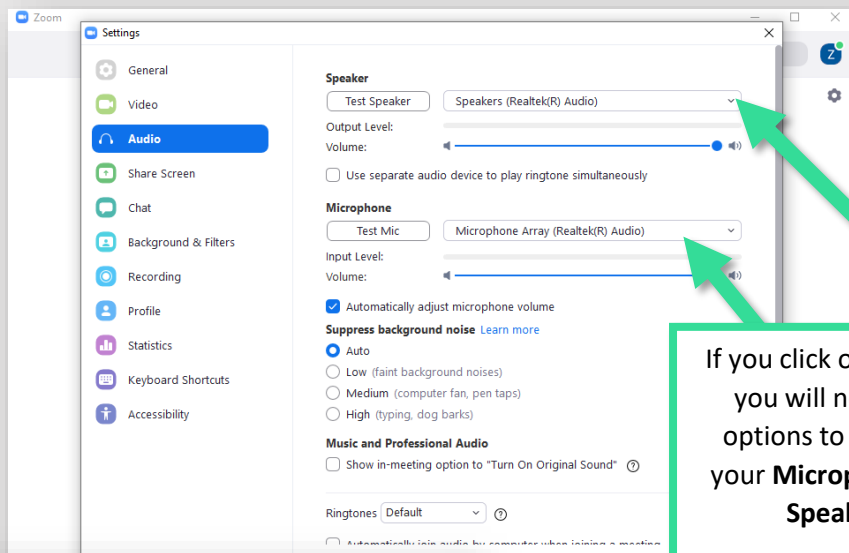
## Checking your Video and Audio before your appointment



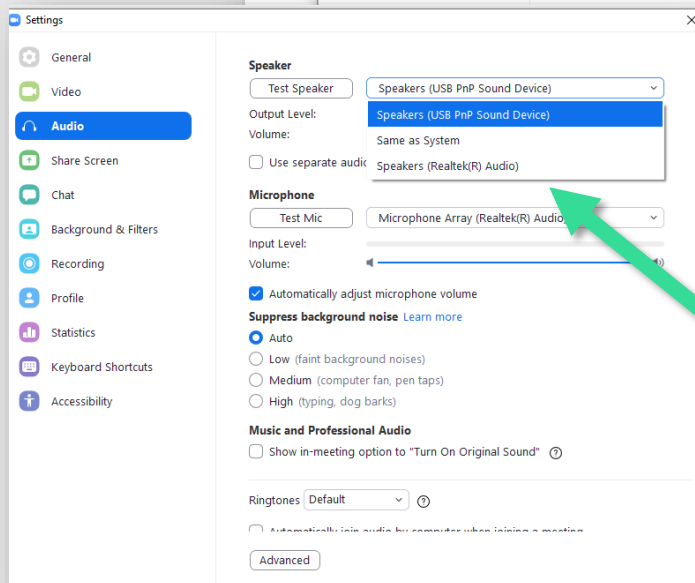
Once you have signed in, you can then **click on the small cog wheel to open your settings**



If you click on "Video", **your main webcam should automatically show in the box**, however, you can also chose to use a different webcam from this *drop down menu*



If you click on “Audio”, you will now have options to test both your **Microphone** and **Speakers**



It may help to use **headphones**, this could help to maintain your **privacy** during your **appointment** if other people could possibly walk into the room

You can **change which speaker you want to use** by selecting it from the **drop down list**

You will receive a link **prior to your appointment** from your therapist which will look something like this:

Joe Smith is inviting you to a scheduled Zoom meeting.

Topic: Thursday 3.30pm Appointment

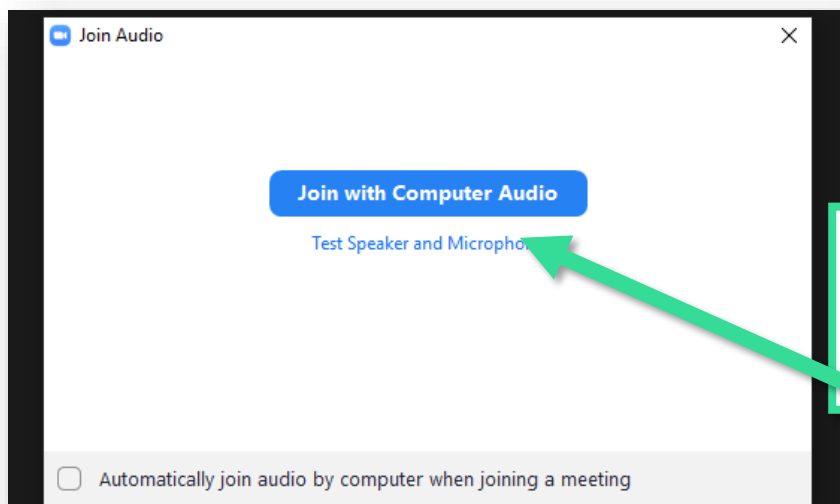
Join Zoom Meeting

<https://us05web.zoom.us/j/8312518909?pwd=czluM2I3cEdDQktsTEhpVUZSeW41Zz10>

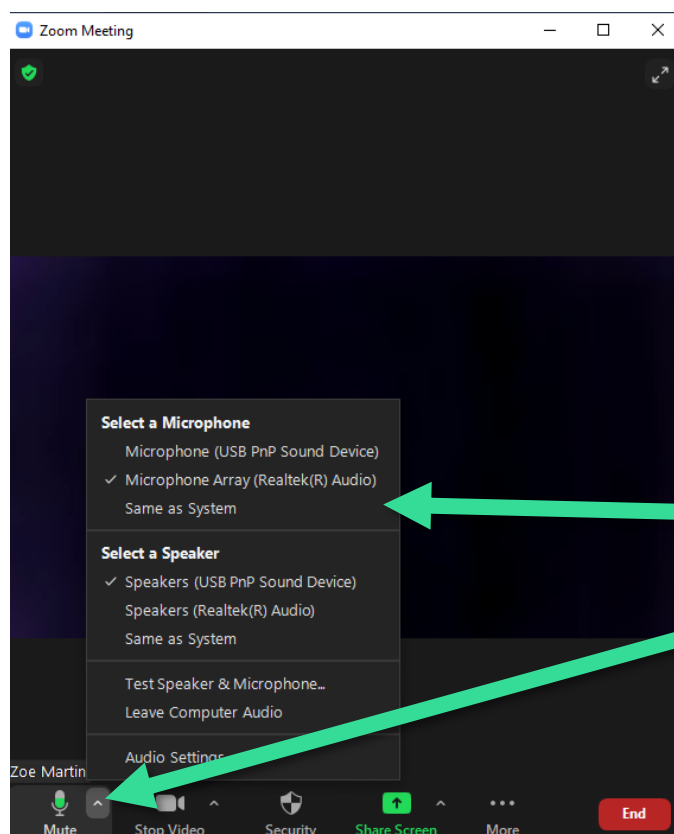
Meeting ID: 831 251 8910

Passcode: 62c3Pe

You can **click this link** or **copy and paste it into your browser** to open the meeting. The meeting *will not begin until the therapist starts this*. They will see when you are trying to join and will then “let you in” to the meeting when they are ready.



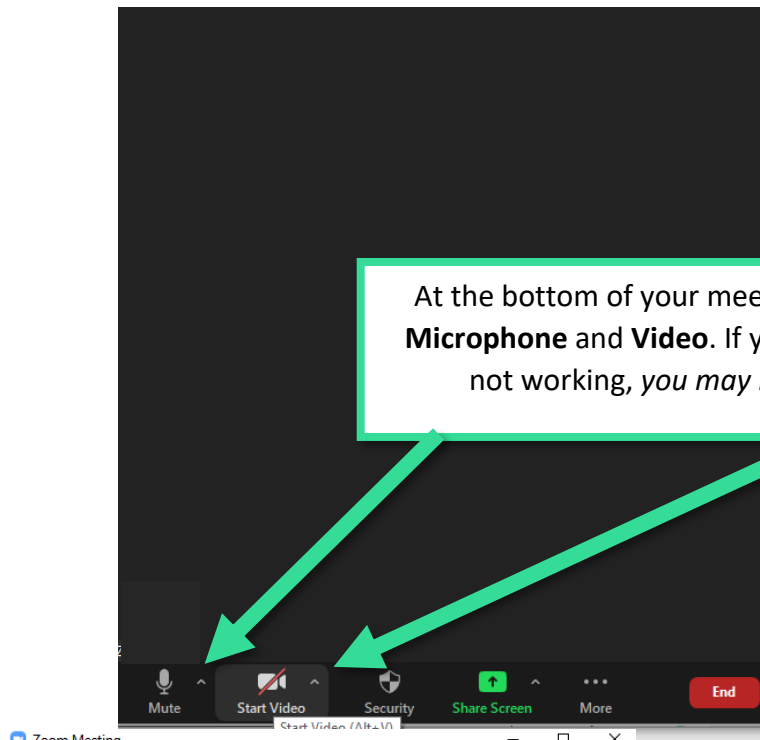
When you join the meeting, a box may appear which looks like this, click “**Join with Computer Audio**” which will then activate your speakers and microphone



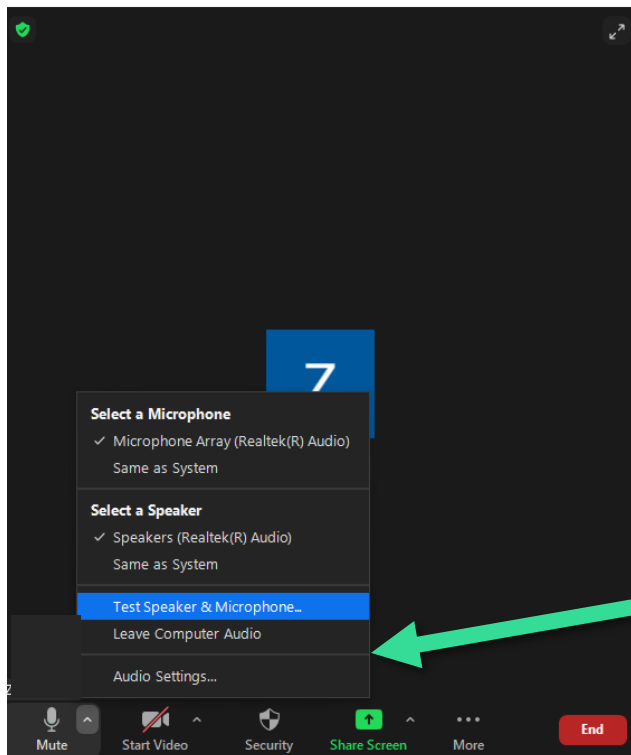
During the meeting, you can change which **Microphone, Speaker and Camera** you are using by pressing **the up arrow by the relevant icon**

# Common Issues...

At the bottom of your meeting, you will have buttons for **Microphone** and **Video**. If your microphone or camera are not working, *you may need to turn them on here*



If you are in a meeting and your **Microphone/Speaker stops working**, go to the bottom *left hand corner* and click on the *arrow up on the microphone*



You can then press "**Test Speaker & Microphone...**" which can often solve this issue

Please ensure you are in a **quiet and comfortable place** for your appointment where you are able to **talk freely**. If you have *any issues* with setting up Zoom *prior to your appointment* and are not able to solve this with this guide, **please let your therapist know as soon as possible.**