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Telehealth using Zoom: Setup help for clients

Mackenzie Social Work Services is using the Zoom application for our online therapy sessions.



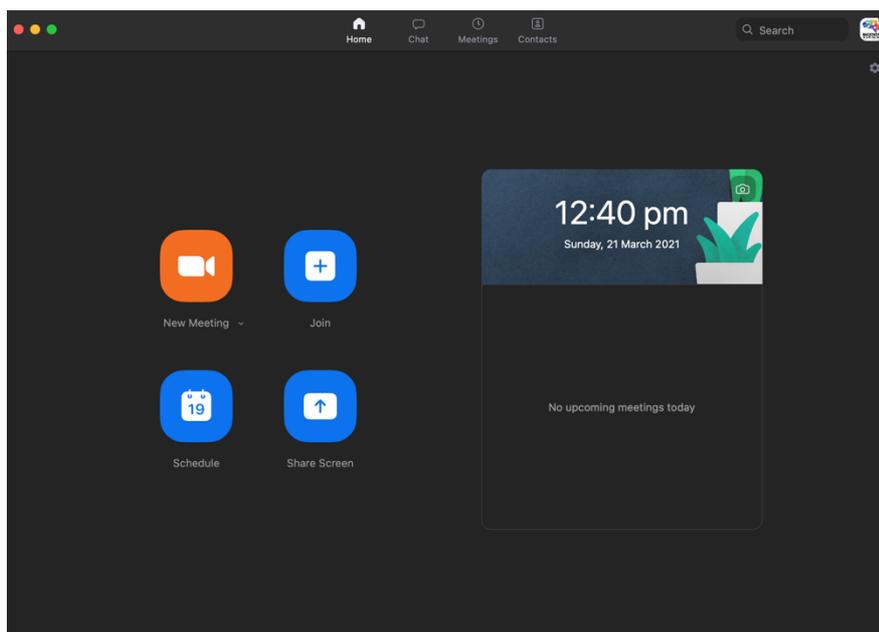
Mackenzie Social Work Services meeting click on this link:

<https://us02web.zoom.us/j/6660983230>

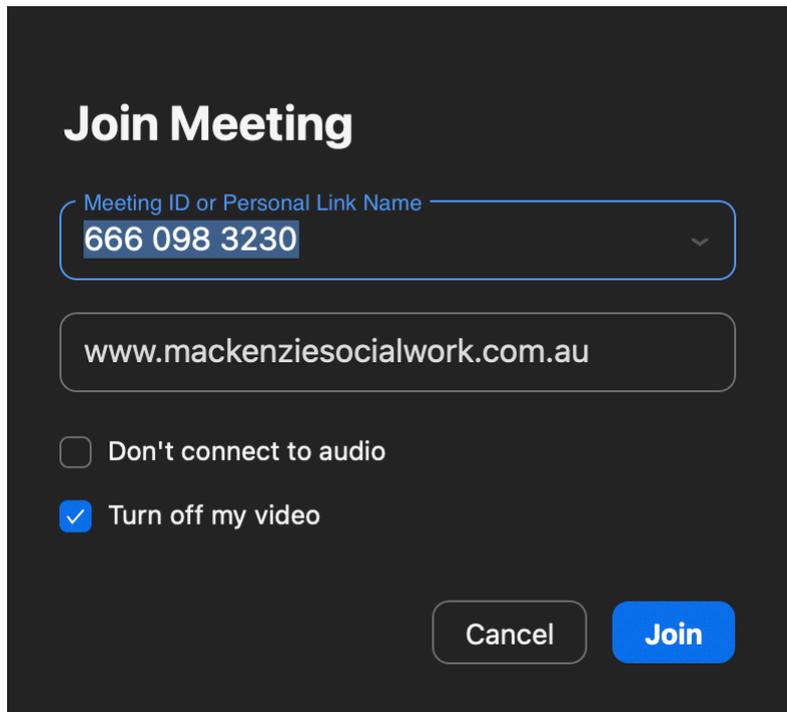
Please see instructions below to help you set up Zoom on your computer in readiness. Please have a go setting up on your desired devices and our team can assist you if you have any questions. Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to 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.

Zoom is **safe and protected**. See here for more privacy and security features of Zoom:
<https://blog.zoom.us/using-zoom-for-telehealth-virtual-care/>

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



Join Meeting

Meeting ID or Personal Link Name

Don't connect to audio

Turn off my video

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.

7 Easy Steps to 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, I will call/text 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 we 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 talk privately (ask others to leave the room).
- 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. I can help you with this when they are online.
Please let us know if you have any further questions.

How to Join a Zoom Meeting

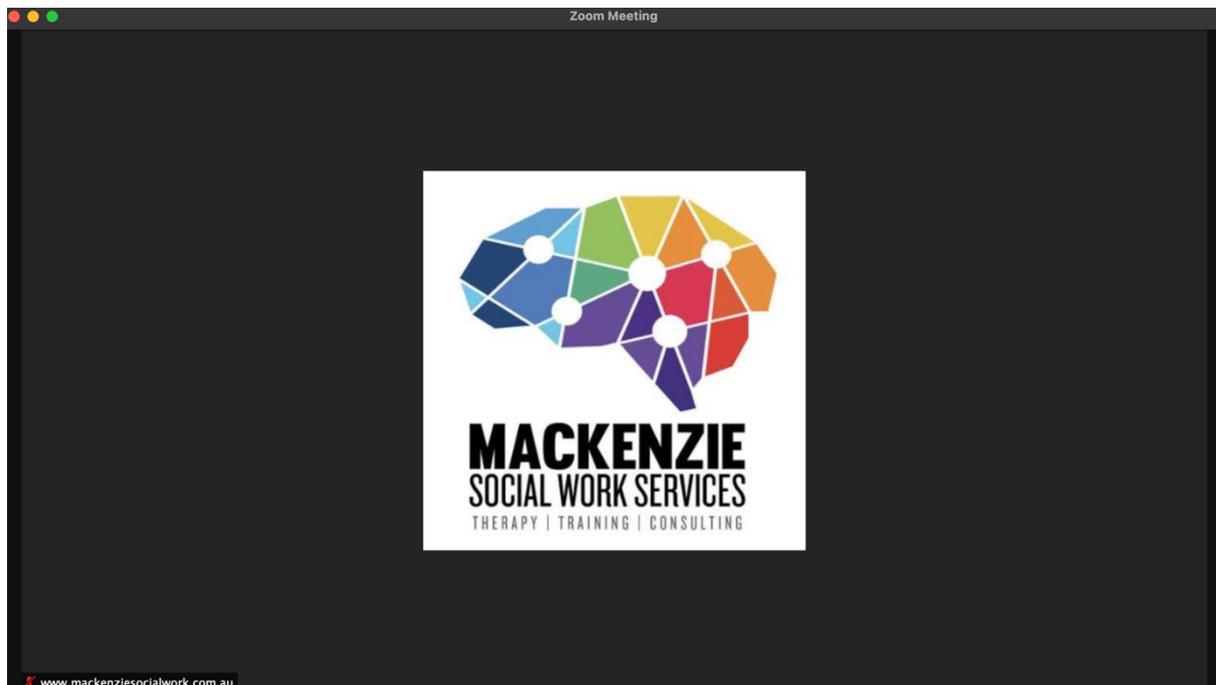
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Meeting ID: 666 098 3230

* No password required

I will let you into the Zoom room at the commencement time of your appointment.



If joining from a mobile device

If you are joining from a mobile device (Android smartphone/tablet, Apple iPhone/iPad), it will simply prompt you to download the Zoom Cloud Meetings app from the App/Play Store. Visit <https://support.zoom.us/hc/en-us/sections/200305413-Mobile> for more details

If joining from a computer

When entering a Zoom meeting for the first time, from a computer you will need to download a small application file. Follow the prompts. This process is easy to complete on all commonly used browsers (eg. Chrome).

Join audio via computer

You will then be prompted how you wish to join your audio. If you wish to join audio via the telephone, follow the instructions further down, otherwise simply select 'Join Computer by Audio' (TIP: by ticking the "Automatically join audio by computer..." option box first, will mean you won't get prompted again in the future).

Join via telephone

If you are unable to join from Zoom on a computer or mobile device, you can join on the telephone instead. If you would like to attend a Zoom meeting via telephone within Australia, please call the Australian number - check this link for up to date numbers

<https://zoom.us/zoomconference>

Enter the Meeting ID and password (if required) when prompted.

Please note calls will be charged at standard national rates.

Join via computer and audio via telephone

It is possible to use a combination of computer for video and phone for audio.

If you use this option, then enter by computer first and select the 'Join by Phone' tab when the audio pop-up window appears (see example below). This will display the Australian dial in number for you (or you can change it to display one of the many other countries which have a "local" dial in number by clicking on the flag icon), as well as the Meeting ID to enter and your Participant ID.

Dial in as noted above, however after entering the Meeting ID, you will be prompted to enter your Participant ID. Simply enter this number followed by # and your video and audio will then be synchronised.

For a video and screenshot images of these Zoom instructions:

<https://blogs.otago.ac.nz/zoom/how-to-join-a-zoom-meeting-step-by-step/>