



FAQ - COVID-19 Temporary Process Changes

This document serves to answer questions staff have been asking about recent changes to work processes due to COVID-19. Please ensure that you continue to protect PHI / follow HIPAA guidelines when accessing information from a remote location.

Newly added items are highlighted.

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## Links to Related Guides

Q. Is there a guide for...?

A. Probably! Below are links to some of the guides that have been sent out recently. (You do not have to have a network connection to download these guides. Check your Downloads folder if you don't see it after you download.)

Resource	Link
Client Guide to Using Zoom for Appointments	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1059&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1059&amp;Itemid=435</a>
Zix	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1062&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1062&amp;Itemid=435</a>
Clinician Guide to Zoom for Telehealth	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1060&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1060&amp;Itemid=435</a>
Sending Emails from a Generic Account	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1061&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1061&amp;Itemid=435</a>
Using the Phone System Remotely	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1071&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1071&amp;Itemid=435</a>
Accessing Email and SmartCare Remotely	<a href="http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1072&amp;Itemid=435">http://www.ceicmh.org/index.php?option=com_docman&amp;task=doc_download&amp;gid=1072&amp;Itemid=435</a>

## Contacting Helpdesk

Before contacting Helpdesk, please check this FAQ and also see if there is a user guide available that addresses your issue. (See **Links to Related Guides** above). If you still need to contact Helpdesk, please make sure to include the following information in order to improve response time. (If you are leaving a voicemail for Helpdesk, please make sure to speak clearly):

- Your name and issue
- Phone number where you can be reached for callback
- Method by which you are connecting to the CMHA-CEI network
  - VPN
  - RSA Key
  - NetExtender (CEI Laptop)
  - Or, you are using the Outlook Web App and the external SmartCare link and not connecting to the network.

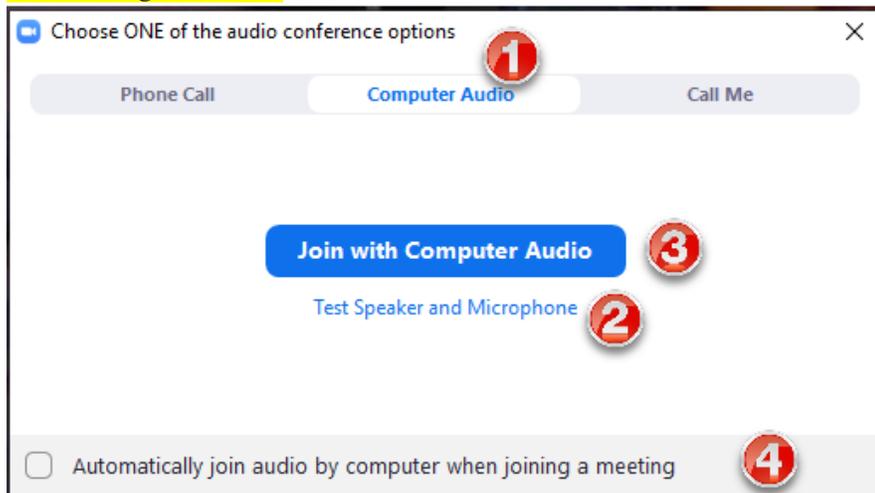
If you need assistance, please contact Helpdesk at [helpdesk@ceicmh.org](mailto:helpdesk@ceicmh.org), or (517) 346-8215.

## ZOOM

**Important Note:** Make sure that you don't access Zoom meetings through your remote connection (i.e. don't login to the network and open Zoom from there.) Make sure to open Zoom directly from the browser on your home laptop or desktop computer. To join a Zoom meeting by clicking on an email link, make sure that you click the Join Meeting link from the Outlook Web Application.

Q. I joined a Zoom meeting, why can't I hear anything?

A. There could be a few issues. The main one that keeps coming up is that staff are not selecting the option to **Join with Computer Audio**. When joining a Zoom meeting, you should see an option something like this:



1. It will default to the Computer Audio option, which is generally correct.\*
2. If you see a Test Speaker and Microphone option, click it. It will run through a test to make sure you can hear and also make sure your mic is working. It's a good idea to test it any time you change the device or speaker/headset you are using to connect to the meeting. If you run the test, you will need to select 'Join with Computer Audio' a few more times.
3. Select Join with Computer Audio. This means that you will be listening and speaking through your device, rather than your telephone.
4. If you will be joining with Computer Audio consistently, you can check this option to skip this step the next time.

\* Connecting through Computer Audio is preferred because when using your telephone audio, there is a chance that Zoom would drop the call during high volume usage. However, you may need to use this option if your

*device does not have speakers or a microphone. If so, you can click on the Phone Call or Call Me tab and follow those instructions.*

If you correctly Joined via Computer Audio and are still experiencing audio issues while in a meeting:

- Click on the ^ button next to the microphone access settings. If you are using a headset, make sure that is selected in your audio options.
- If there is a lot of static, it may help if the meeting participants turn off their video function and rely solely on Audio.
- If others can't hear you, make sure that your mic is on – use your mouse to hover over the bottom of the screen and make sure there is no red slash through the Mic icon. If there is, click it to un-Mute.
- If others can't hear you, there is a Chat function (a talking bubble icon) where you can type information. The meeting host has to enable that function in order for you to be able to Chat.

**Q.** How do I address video problems?

**A.** If others can't see you, make sure your video is turned on – hover with your mouse over the bottom left of the screen and make sure there is no red line through the video camera icon. If there is, click on it until the red line goes away.

You can also click on the ^ button next to the camera to access settings.

If the display is jerky or otherwise behaving strangely, make sure that you didn't join the Zoom meeting through your network connection. See the first Important Note under this Zoom topic.

**Q.** How do I send a meeting invite so it shows up on co-workers' calendars?

**A.** Do not use the calendar options in Zoom. Click Copy the Invitation. When the next screen pops up, click Copy Invitation again. Then open Outlook if you're connected to the network or the Outlook Web Application if you are not connected. Either create a meeting invitation for the correct date/time or open an existing invitation and past the contents to the body of the meeting invite.

Start this Meeting

Topic My Meeting

Description Test Meeting

Time Apr 24, 2020 10:00 AM Eastern Time (US and Canada)

Add to   

Meeting ID [Redacted]

Meeting Password x Require meeting password

Yes!

 Copy the invitation 

Join URL: [https://zoom.us/j/\[Redacted\]](https://zoom.us/j/[Redacted])

Video Host On

### Copy Meeting Invitation

#### Meeting Invitation

Kevin Taylor is inviting you to a scheduled Zoom meeting.

Topic: My Meeting  
Time: Apr 24, 2020 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting  
[https://zoom.us/j/\[Redacted\]](https://zoom.us/j/[Redacted])

Meeting ID: [Redacted]

One tap mobile  
+13126266799, [Redacted] # US (Chicago)  
+16468769923, [Redacted] # US (New York)

Dial by your location  
+1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 301 715 8592 US  
+1 346 248 7799 US (Houston)  
+1 408 989 9899 US (San Jose)  
+1 646 758 7477 US (New York)

Use this button to copy it all and paste into email to staff or client.

Copy Meeting Invitation Cancel

When you paste it into your Outlook meeting invitation, it will look something like this (Outlook Web Application will look slightly different.)

Send Update	To...	Michael Maksymetz		
	Subject	Projects		
	Location	Zoom		
	Start time	Wed 4/8/2020	9:00 AM	<input type="checkbox"/> All day event
	End time	Wed 4/8/2020	9:30 AM	

Katherine VanZwoll is inviting you to a scheduled Zoom meeting.

Topic: Projects

Time: Apr 1, 2020 09:00 AM Eastern Time (US and Canada)

Apr 1, 2020 09:00 AM

Please download and import the following iCalendar (.ics) files to your calendar system.

Weekly: [https://zoom.us/meeting/uJlucOCrj0okzuLhKBYvuNBpgL8ZhXb9w/ics?icsToken=98tyKuyurT](https://zoom.us/join/https://zoom.us/meeting/uJlucOCrj0okzuLhKBYvuNBpgL8ZhXb9w/ics?icsToken=98tyKuyurT)

Join Zoom Meeting

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

Meeting ID:

Paste here, in the highlighted area

## For other troubleshooting or general How To:

- Zoom Help Center has easy-to-access information on Popular Topics and One Minute Video Introductions, such as 'Join a Zoom Meeting': <https://support.zoom.us/hc/en-us>
- Zoom also hosts live training webinars daily (for free), and there is the option to watch previously recorded ones as well on several of the subjects: <https://support.zoom.us/hc/en-us/articles/360029527911>



### Getting Started with Zoom Meetings

What is a Zoom Meeting? Spend 30 minutes learning the basics with one of our Zoom experts. We will cover scheduling, inviting others, host controls, and wrap things up with live Q&A.

Audience: *Beginner*

**Session Information:**

 Register Now (English)	 Watch Recording (English)
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## Outlook vs. Outlook Web Application

Q. How do I access Outlook from Home?

A. You can access Outlook if you are connected to the network via NetExtender, VPN, or RSA key. If you are not connected to the network, you will need to use the Outlook Web Application. Anyone can use the Outlook Web App as long as you have an internet connection, using this link:

<https://mail.ceicmh.org/> The content is the same as Outlook, but presented in a different format.

For more information, please see the **Accessing Email and SmartCare Remotely** guide:

[http://www.ceicmh.org/index.php?option=com\\_docman&task=doc\\_download&gid=1072&Itemid=435](http://www.ceicmh.org/index.php?option=com_docman&task=doc_download&gid=1072&Itemid=435)

## Hotspot Disconnecting

Q. I'm using a hotspot and keep getting disconnected from the VPN

A. While hotspots are a great way to connect to CMH resources, the signal strength can vary by location and may prove to be unreliable for some users. If this is the case, some users can experience connection stability issues while using the VPN which will present as random disconnected sessions. Users can try placing their hotspot by a window to help increase the signal strength of the hotspot.

## Can't Login to NetExtender

Q. I was issued a laptop and NetExtender won't let me login. It keeps saying my username / password are incorrect.

A. If you were issued a laptop as part of our COVID-19 'Work from Home' campaign, you were most likely setup to use the 'Web Based' VPN connection. If this is the case, you would use a web browser on the laptop to connect to <https://vpn.ceicmh.org> which will allow you to remote access the desktop PC you normally use while working in the office. Even though NetExtender is loaded on these laptops, you will not use it. Please refer to your instructions (emailed from Helpdesk at setup), or contact helpdesk for further assistance @ 517-346-8215.

## Sending Emails from a Generic Account

Q: **Sending Emails from a Generic Account** - What is the generic 'ZoomInvite' account? What is it for?

A: This generic email address was created so that staff could send the Zoom Invite emails to clients

without revealing their email address. This prevents clients from emailing staff directly, which could be disruptive and problematic. All emails going out from the ZoomInvite account automatically include this disclaimer at the end of the email: Please do not respond to this email as replies to this mailbox are not monitored. If you need assistance, please contact your therapist or case manager. If a client emails their clinician directly, they could be including unsecured PHI and information that belongs in the clinical record. Additionally, there is a concern that they could email urgent issues that the clinician might not see right away, especially over a weekend.

For more information, please see the **Sending Emails from a Generic Account** guide.

[http://www.ceicmh.org/index.php?option=com\\_docman&task=doc\\_download&gid=1061&Itemid=435](http://www.ceicmh.org/index.php?option=com_docman&task=doc_download&gid=1061&Itemid=435)

## Logging in to SmartCare from the Internet – Do not Google Search

**Q:** I did a Google search for SmartCare to log in online and it's not letting me login.

**A:** You might be trying to login to another CMH's system. Other customers use SmartCare and their system could come up in a search. Please use this link to access the SmartCare external site:

<https://streamline.ceicmh.org/smartcare/>

For more information, please see the **Accessing Email and SmartCare Remotely** guide:

[http://www.ceicmh.org/index.php?option=com\\_docman&task=doc\\_download&gid=1072&Itemid=435](http://www.ceicmh.org/index.php?option=com_docman&task=doc_download&gid=1072&Itemid=435)

## Disappearing Cursor in Word or Outlook

**Q:** When I'm remoted in to my computer, I can't see my cursor in Word or Outlook.

**A:** Change the color of your cursor from the default color. Go to Settings >> Personalization, search for "Cursor" and then select **Change Mouse Pointer Color**.

### Cursor & pointer

Make pointer, cursor, and touch feedback easier to see.

#### Change pointer size and color

Change pointer size



Change pointer color



Suggested pointer colors

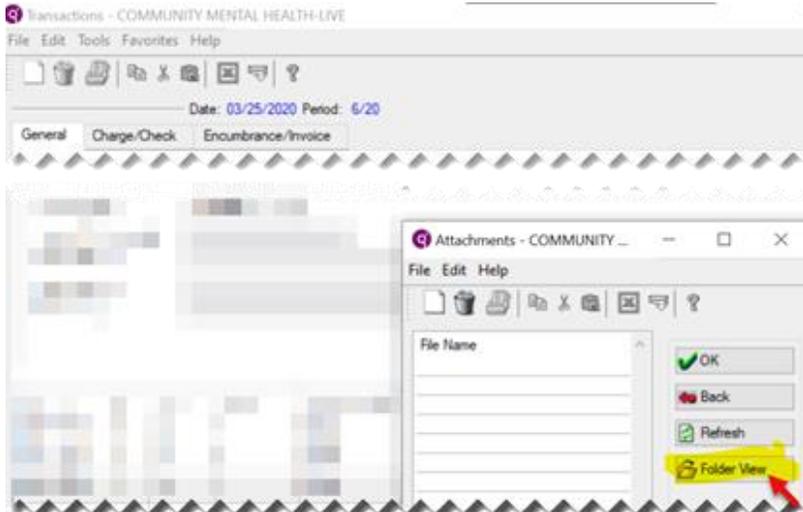


+ Pick a custom pointer color

## Viewing PDFs in Finance Plus

**Q:** I'm in the Finance Department using NetExtender on a CEI issued laptop and am having issues viewing PDFs in the Finance Plus.

**A:** The Folder View button will open up a File Explore view of pdf files after waiting up to 1 minute. Because of possible slow remote access connection, this is a workaround for all CEI laptop users using Finance Plus.



## Entering Telehealth Services

**Q.** Can I provide services via Zoom or telephone?

**A.** The State is allowing some services to be provided via telehealth during the COVID-19 pandemic. Check with your manager to find out which services can be provided via telehealth in your program. Telehealth services should be conducted via Zoom if possible. Otherwise, they can be provided by telephone. When providing services via Zoom or telephone, make sure to get the client's verbal consent to participate in a telehealth session.

**Q.** Is the process different if I provide a telehealth service with video (e.g. Zoom) or telephone?

**A.** Yes – slightly. The State requires that during the COVID=19 pandemic, services approved for telehealth should be provided via video whenever possible. (e.g. via Zoom where the clinician and client can see each other.) If that is not possible, service by telephone (audio only) are acceptable, but **CEI now needs to identify which services were provided by telephone only when reporting the services.** See instructions below for entering these services into SmartCare.

Q. How do I enter my telehealth services into SmartCare?

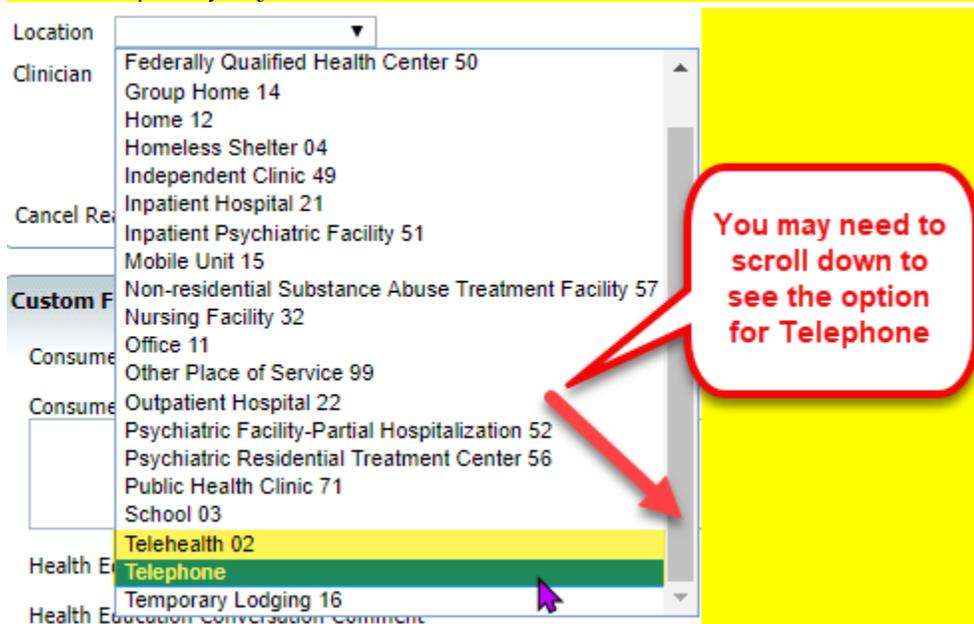
A. You can enter telehealth services in SmartCare that have been set up for your program. For the most part, you will enter the service and note as you normally would, with these differences:

- **Procedure Code:** Select the appropriate Procedure Code with Telehealth in the name. For example: *Psychotherapy, Individual-Telehealth*.

*If you don't see a telehealth option for the service you want to provide, please confirm with your manager that the service can be provided via telehealth. Your manager can check with your Program Director for the status of telehealth set up for your Program.*

- **Location:** There are only two valid Location Codes for telehealth services: Telehealth and Telephone. **See screenshot below / next page:** unfortunately, multiple options display in the dropdown because they are tied to the Program selected, not the Procedure. You May need to scroll down to find the correct location options near the bottom of the list.
  - **Telehealth – 02:** Select this option if you provided the service via Zoom or another platform that included a video component.
  - **Telephone:** Select this option if you provided the service over the phone with no video component. (This applies to ALL telehealth services, including physician telepsych services.)

*As of 4/24/20, Reimbursement is still working on setting up the Telephone option in the Location dropdown for all affected Programs but expects to be done soon. If you don't see a 'Telephone' Location option for your service, check back later or contact [reimbursementanalysts@ceicmh.org](mailto:reimbursementanalysts@ceicmh.org).*



- Note: You should have received the permission of the client or guardian to participate in a telehealth session. Make sure to document this in the note. Here is the verbiage provided by QCSRR: *The Consumer/Guardian has agreed to the appointment via tele-health. Current symptoms/needs/agenda is being managed by tele-health. If status changes, consumer/guardian/family will contact this clinician to discuss prior to future appointments.*