

Client Guide to Using Zoom for Appointments

Zoom is a program you can use on your computer or a mobile device, like a tablet or smart phone. Zoom allows you to talk to and possibly see your therapist or case manager when you are in different places. This is the method CMHA-CEI is using to provide telehealth services.

This guide shows you how to set up and use the free version of Zoom. Zoom works best on a computer or laptop so that is the first set of instructions in this guide, followed by instructions for using Zoom on a mobile device.

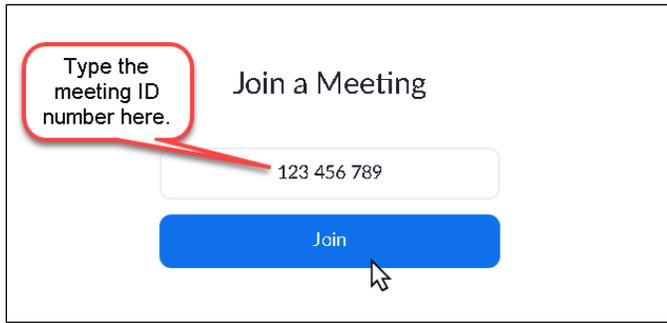
Using Zoom on a Computer or Laptop

To use Zoom on a computer, you must be able to access your email account, and have an internet connection and a computer or laptop with a working webcam (for video), speakers or a set of headphones, and a microphone. If you do not have this equipment, you will need to use a mobile device. Instructions for using Zoom on a mobile devices start on page 4.

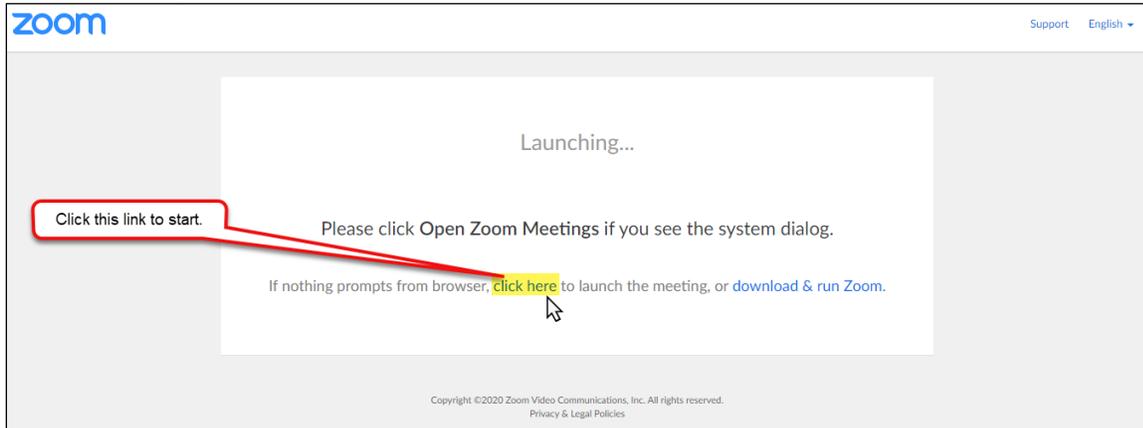
1. CMHA-CEI will send you an email when you have an appointment. The email may come from this email address, zoominvite@ceicmh.org. Open the email. If you cannot access the email, you will need to speak with your therapist or case manager and get the meeting ID number for the Zoom meeting.
2. On the Zoom website, [Zoom.us](https://zoom.us), there is a link to “**Join Zoom Meeting.**” Click on that link. (You will not have to “Sign In” or create an account.)



If you did not click directly from an email meeting invitation, you can enter the meeting ID number into the box shown below. Then click “**Join.**”



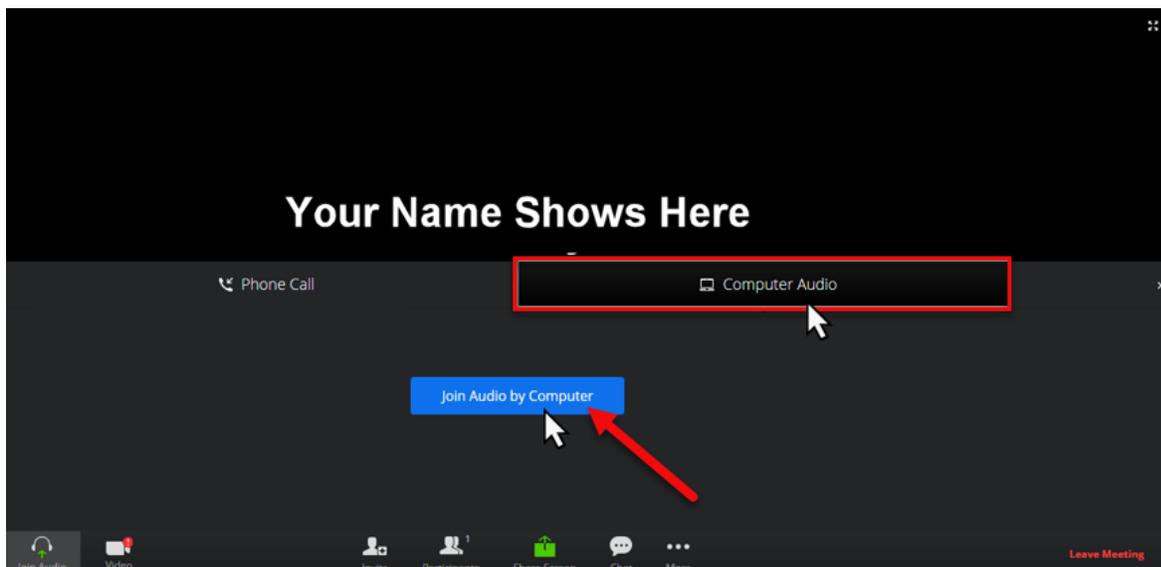
3. The Zoom “Launching” screen should come up. If the login screen doesn’t come up automatically, click the blue “**click here**” link as shown below.



4. When you see a screen asking for your name, type in your name, and then click the “**Join**” button.



5. The Zoom meeting will open to the screen below. In order for you to hear your case manager or therapist through your computer speakers or headphones, select “**Computer Audio**” and then click “**Join Audio by Computer.**” (Do **not** use the Phone Call option.)



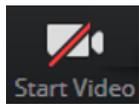
6. Next, you may need to make sure that the video is turned ON. This allows your therapist or case manager to see you. Look for the picture of a video camera at the bottom left-hand side of the screen.

This is how it looks when the webcam is ON:



(You can click the image to stop webcam.)

This is how it looks when the webcam is OFF:



(Click the image to start the webcam.)

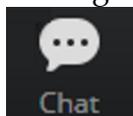
Here are a few other controls at the bottom of the screen that are helpful to know:

Mute:

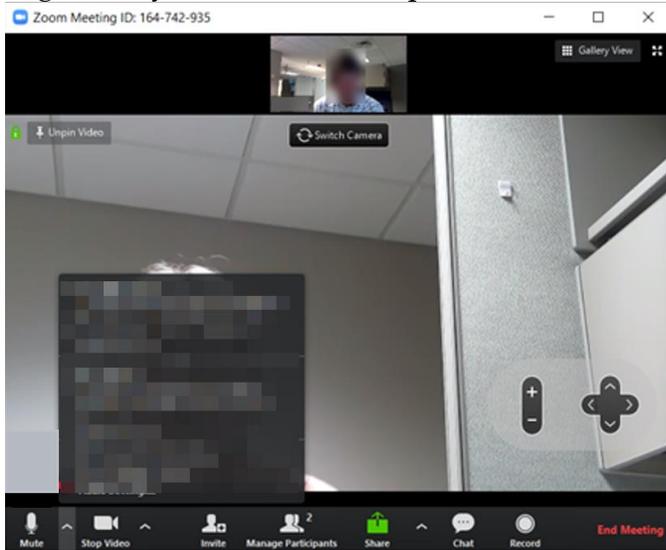


As shown, Mute is OFF, which means your therapist or case manager can hear you. If there is a red line through the image, then Mute is ON and they can't hear you -- just click on the microphone to turn off mute again.

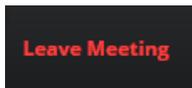
Chat: If your therapist / case manager can't hear you, you can click this image to type a message that they can read.



7. While in the meeting, you will see your own video and the clinician's video in a way similar to the image below. You should be able to talk like having a regular conversation, but with a slight delay due to Internet speed.



8. When your Zoom meeting session is done, your case manager or therapist will let you know. Once you are ready to leave the meeting, click on the red "End Meeting" link at the bottom right of the screen.

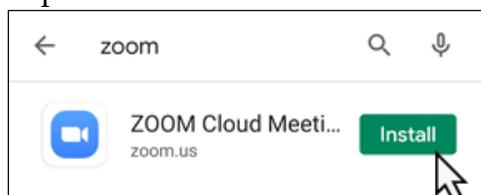


Using ZOOM on a Mobile Device

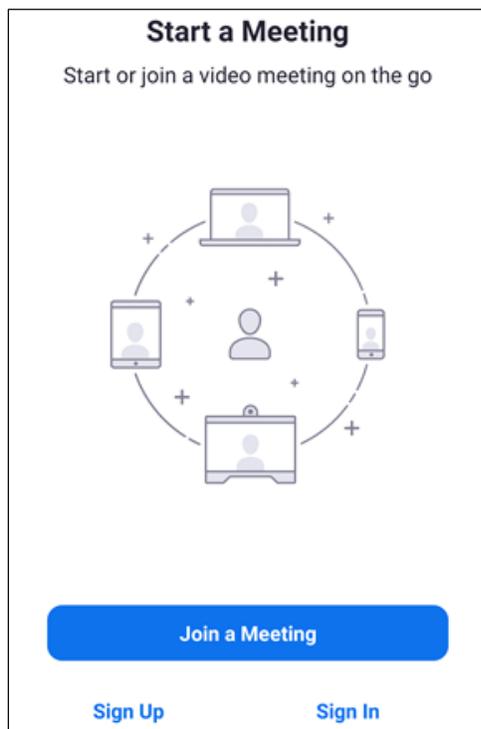
If you cannot use Zoom on a computer or laptop, you may still be able to use Zoom for sessions with your case manager or therapist by using a mobile device, like a smartphone, an iPad, or an Android tablet. You will need to have either a Wi-Fi connection or a data plan that allows you to download and use applications. Before your scheduled session, you will need to download and install the Zoom Cloud Meetings app and create a free personal Zoom account. *Note:* All images below are from an Android device. Some buttons might be in a different location on iPhone/Apple devices.

Download and Install the App – Do this before your first scheduled session

1. Go to the Play Store (Android) or App Store (Apple) and search for "ZOOM Cloud Meetings."
2. Tap on "Install" to download the ZOOM Cloud Meetings app onto your device.



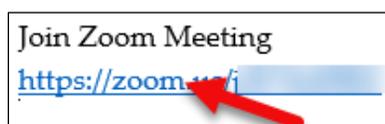
3. When the download is complete, tap on “**Open**” to start the Zoom application.
4. You can either create a Zoom account to use on your mobile device in the future, or you can tap “**Join meeting**” if your session is scheduled to start right away.



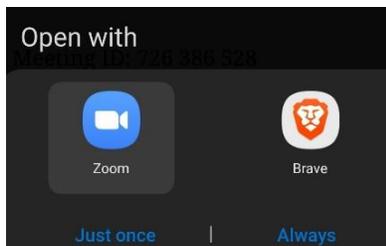
5. If you want to have your own Zoom account for future meetings, tap on “**Sign Up**” and create an account by entering your personal login and password information. This is your private password and login. Your therapist or case manager will not know your username or password. You will have to verify your account by replying to an email, so this will need to be done at least one day before your appointment.

Join a Meeting

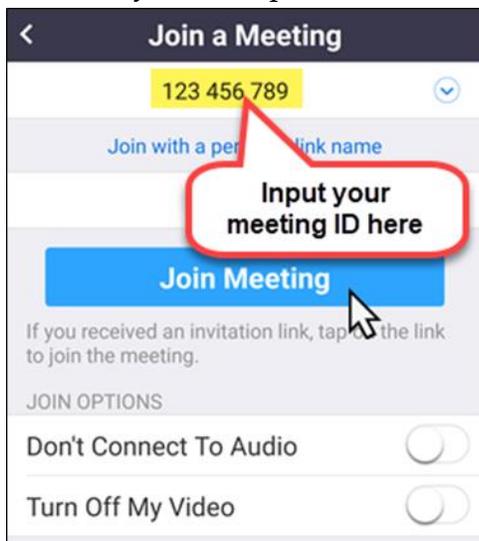
1. CMHA-CEI will send you an email when you have an appointment. The email may come from this address, zoominvite@ceicmh.org.
2. The email will include a link to join the Zoom meeting. While on your mobile device, tap on that link.



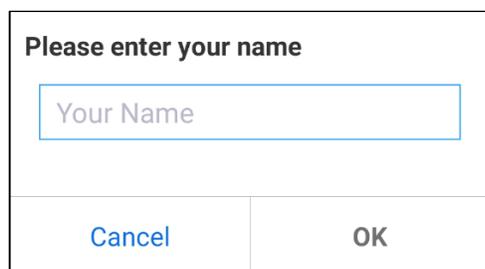
3. If you get a popup like below, tap on the “Zoom” icon, and tap “Just Once.”



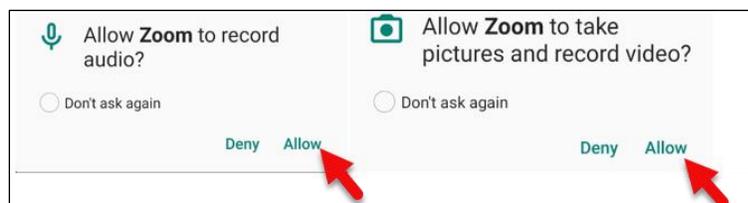
If can't access your email invite from your mobile device, and you have the Zoom meeting ID number, you can open the Zoom application and type in that number to “Join a Meeting.”



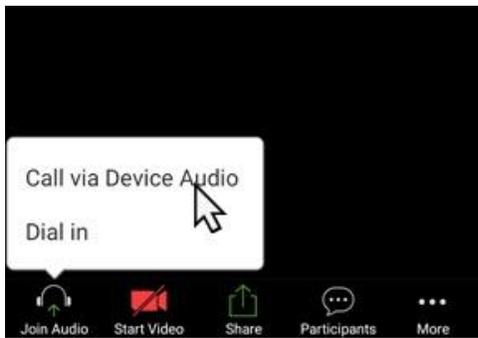
4. Enter your name in the box and tap on “OK.”



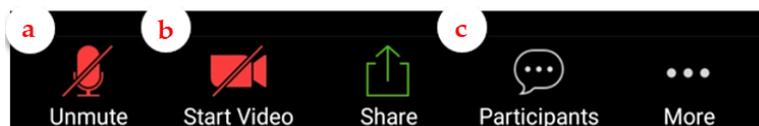
5. In order for your case manager or therapist to see and/or hear you, you need to tap on “Allow” for each of the messages shown below. You may first tap to select the “Don't ask again” button for each so you won't be asked this each time you use Zoom. *Note:* This does not mean that your case manager or therapist is recording your meeting.



- Zoom will then open the meeting home screen. Hold your finger where you see **“Join Audio”** on the bottom left of your screen. Then tap on **“Call via Device Audio.”**



- Now you will see these icons along the bottom of your screen:



Here you can do the following. For a complete description of these, please see page 3.

- Mute/Unmute your voice
- Start/Stop your video
- View Participants and Chat

Use the volume up/down buttons on your device to adjust the audio volume.

Leaving a Meeting

When your Zoom meeting session is done, your case manager or therapist will let you know. Once you are ready to leave the meeting, tap **“Leave”** at the top right of your screen.

