



## Using Zoom and Accessing Your Online Therapy Meeting

Our online therapy service uses a secure video link to enable couples to talk with a trained therapist where having a face-to-face meeting would not be possible. We use a platform called Zoom which is simple to use and has a high standard of data security and confidentiality.

To use Zoom please ensure:

- Your device has a webcam, microphone and speakers.
- You have a reliable internet connection: broadband or wireless recommended at a minimum of 2 Mbps speed. If accessing from mobile devices please ensure you have at least 3G/4G connection.

Zoom works with the following operating systems:

- Windows 7 or later
- Mac OS X with Mac OS 10.6 (Snow Leopard) or later
- Phones and tablets: IOS, Android and Blackberry.

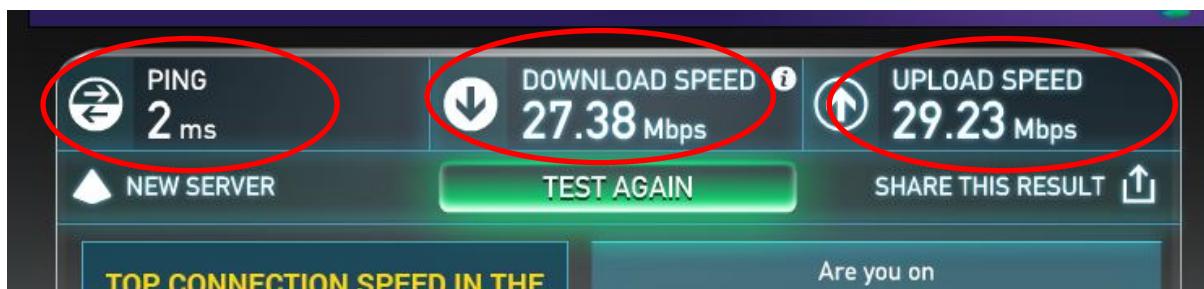
In order to ensure that your meetings happen reliably, please check that your device and internet connection meet the above minimum requirements prior to your session.

### Bandwidth Test

You can check your internet speed by running a bandwidth test.

Go to [www.speedtest.net](http://www.speedtest.net) and click on “begin test”. The test may take a few moments to complete.

The results will tell you your download and upload speed, both of which should be above 2 Mbps for Zoom to work reliably.



Ping: Ideally this should be less than 30ms, if your ping reads as higher than this you may experience some delays in video and sound.

## Accessing Zoom

To access your meeting, click on the link contained in your appointment confirmation email.

## Example Confirmation Email

Dear Mr and Mrs Hill

Thank you for contacting Tavistock Relationships. This email is to confirm that we have arranged an online Consultation Session for you and your partner as follows:

Date and Time: Thursday 26<sup>th</sup> July at 3pm

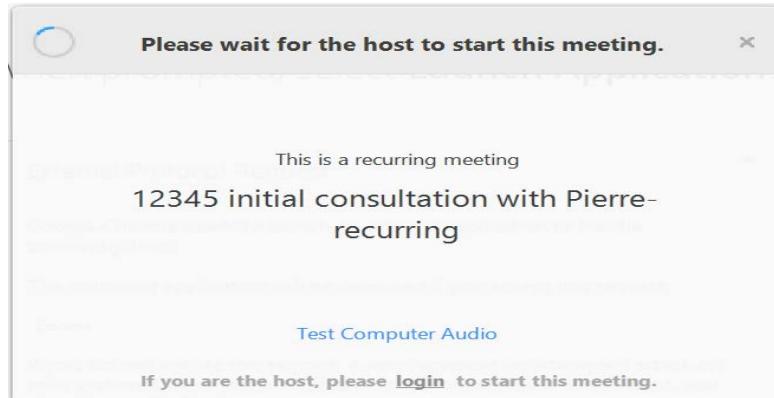
With: Pierre Cachia |

Join the online session from PC, Mac, Linux, iOS or Android:

<https://tavistockrelationships.zoom.us/j/552319703>

Depending on your browser, the first time you use Zoom you may be prompted to download the Zoom software. This will only take a moment to complete by following the onscreen instructions.

Once downloaded, you will be able to join your meeting. If your therapist has not yet entered the meeting, a waiting screen will appear as follows:



Your video screen will automatically load once the therapist has also joined the meeting.

## What do I do if.....

### I have a poor connection (audio or video dropping)

If you are experiencing connection issues please follow the instructions above to test your bandwidth meets a minimum of of 2 Mbps speed. If accessing from mobile devices please ensure you have at least 3G/4G connection.

If your bandwidth meets the above minimum speed and you are experiencing issues you may find the following helps:

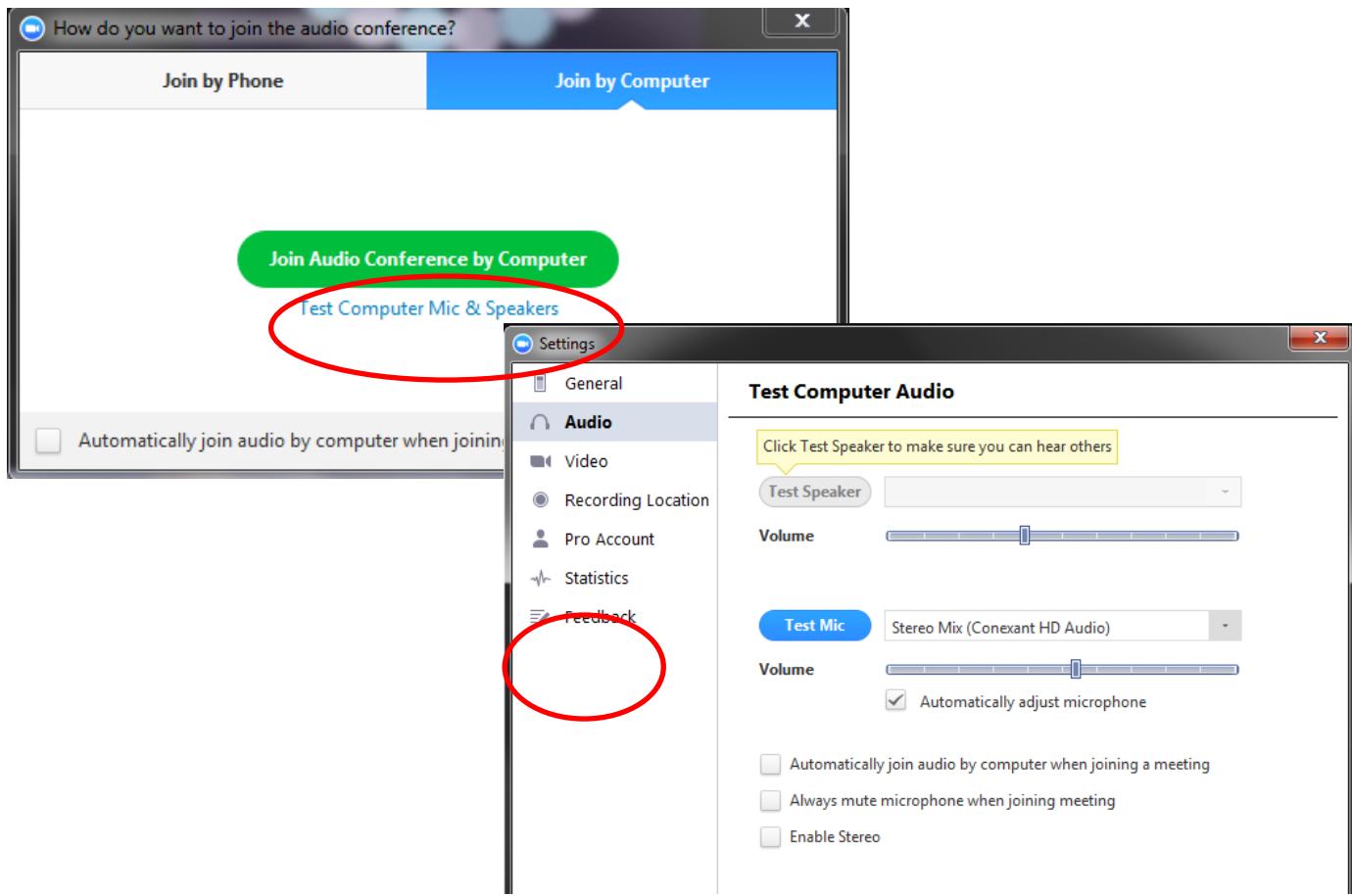
- Close all background applications and programs that may be running.
- If you are on a wireless connection, get as close to your wireless router as possible or connect directly to the router using an Ethernet cable.

If you are still experiencing issues contact your Internet Service provider

### The audio isn't working

Please check that your microphone and speakers are switched on and are not muted.

To test your audio within Zoom, click on “Test Computer Mic and Speakers” when Zoom launches. This will open the settings menu. Select the audio tab on the left of the settings menu:

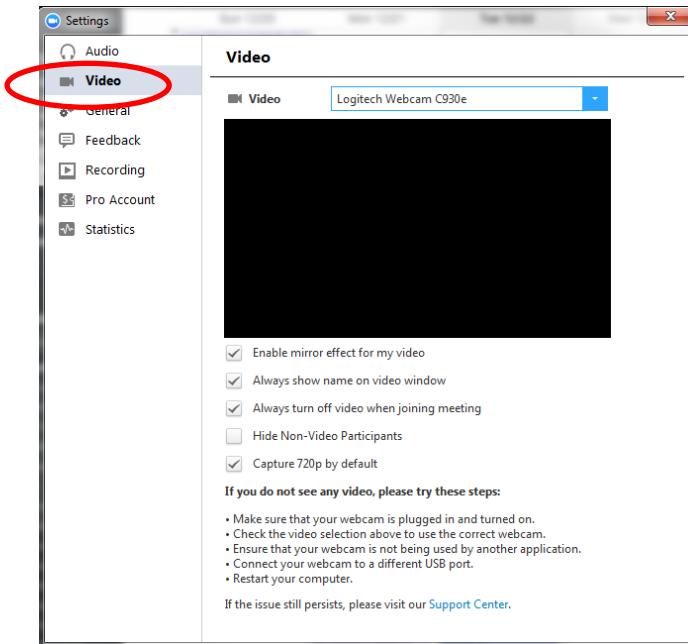


- You can test the volume and output of your speaker device by selecting "Test Speaker". If you cannot hear, change the output source by selecting a different speaker device.
- Speak at a normal level and check the Input Level meter to see if your computer is registering your voice. A green bar will raise and lower as you speak if it is working correctly. If the audio is not registering, change the input source by selecting a different microphone from the dropdown list. You can also select "Test Mic" to play back your microphone input.
- You can select "Automatically adjust microphone settings" to adjust the microphone level based on your speech level.

## The video isn't working

Please check that your camera is not being used by another application by closing all other open programs. You may need to restart your computer.

You can check your video settings to ensure the correct camera is selected and ensure video is not turned off. Select the video tab on the left side of the settings menu:



## Zoom Help Centre

Further support for using the Zoom platform, including video guides, can be accessed on the Zoom help centre website: <https://support.zoom.us/hc/en-us>

## Joining By Phone

In the event you are unable to access your meeting via video, you can join the meeting by phone. To do this select “Join by Phone” from the “how do you want to join the audio conference” dialogue box. Dial the phone number and enter the Meeting ID when prompted.