



How To Join a Telepractice Appointment Using Zoom

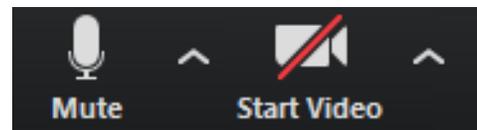
Before Your First Telepractice Experience:

Download the Zoom app to your smart phone, laptop, tablet or computer. This should be done prior to signing in for the first time. Plan to give yourself 15 minutes or so to download the app before your first meeting. If you've never used Zoom before, you can find instructions here:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Joining Your Meeting:

- Log on to join at the designated time and day using the access link or password provided to you when you scheduled your Telepractice appointment.
- Once you join the meeting, you will hear audio from the "Host" (i.e. the KidsAbility staff member(s) with whom you are meeting), and you will be able to see the video feed from other attendees if there are any.
- You can control whether you would like to participate by video, or if you would like to participate by audio/chat only.
- To turn off your video, click on the camera icon on the toolbar at the bottom of the Zoom window. If you don't see it, place your cursor over the bottom of the Zoom window and a menu should appear. Depending on the purpose of your Telepractice appointment, you may be asked to enable video to support clinical work.
- Please note, when attending a group, all participants will be on mute to start and the KidsAbility staff member(s) hosting the meeting will open up the mics after the meeting begins.



Chatting with Other Participants

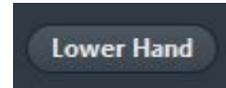
Place your cursor over the bottom of the Zoom window, and you will see the “Participants” icon. Click on this. This will show you a list of all of the other participants attending the meeting.



- **Raising Your Hand**

One way to ask a question or make a point during a Telepractice meeting is to use the ‘Raise Hand’ feature. You will see the “Raise Hand” button underneath the list of participants.

If you wish to **lower your hand**, click the ‘Lower hand’ icon that will have replaced the ‘Raise hand’ icon.

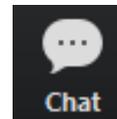


- **Using The Chat Feature**

You can use the ‘Chat’ feature to send text chat to all participants or privately to specific participants. Click on the ‘Chat’ icon in the tool bar.

Hover your cursor over the Zoom window if you can’t see the tool bar.

A chat window will then open. Select ‘Everyone’ or the name of the person you wish to send a chat message to.



- **Questions**

Feel free to ask the KidsAbility staff member(s) hosting your appointment if you have any questions about using Zoom during your Telepractice meeting,

Tips for Enhancing Your Telepractice Experience:

- Ensure that the device you are using is fully charged and/or plugged in.
- Shut down other applications during the meeting, including auto virus scans and system updates in order to ensure optimal internet capacity
- Select an appropriate space to attend your meeting. Factors to consider include noise, interruptions and privacy.
- Avoid sitting in front of a window with the blinds or curtains open. It will be difficult to see you due to backlighting.
- Ensure your camera is zoomed in on your face and that the lighting is adequate.
- Make sure that you are comfortable sharing whatever may be visible in video frame including personal items and family pets.

