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**Zoom User Guide**

Zoom is a video conferencing tool you can use to meet virtually with counselor or attend your treatment group.

**What You Need to Get Started:**

• An internet connected computer, laptop, or device (such as a phone or tablet) preferably with a webcam and microphone.

• Your meeting ID number or URL of the meeting.

• A headset or ear buds (not 100% necessary but highly recommended). Download and Launch the Zoom App:

• Click the link or URL to the Zoom meeting sent by your counselor or the front desk ladies. • You will be prompted to download the Zoom application.

• Download the Zoom application.

• Click the URL of the zoom room again.

• Launch Zoom application from your browser. Download and Launch the Zoom Mobile App: The Zoom mobile app is available for both iOS and Android devices.

• For iOS, search "Zoom" on Apple AppStore or open Safari, and enter zoom.us. It will direct you to http://itunes.apple.com/us/app/zoom.us-cloud-video-meetings/id546505307

• For Android, search "Zoom Meetings" on Google Play. It will direct you to https://play.google.com/store/apps/details?id=us.zoom.videomeetings The Zoom Menu Bar: The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don’t see the menu bar, move your mouse slightly and the bar will appear or use the touchscreen on your tablet or phone. (The bar disappears after a few seconds when in full-screen mode.)

**With the Zoom Menu Bar you are able to do the following:**

1. Mute/unmute your audio (not the audio of the participants). You can also select your audio input here by clicking the up arrow next to the microphone icon.

2. Start/stop your video. You can also select you video input here by clicking the up arrow next to the video camera icon.

3. Invite more people to join by email, IM, or meeting ID

4. View a list of participants

5. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft Word)

6. Send a message to one person (using private chat) or to all participants

7. Record the meeting (if you have been granted permission)

8. Leave or end the video meeting

**Helpful Hints**

To make sure you get the most out of every session, keep the following tips and tricks in mind. We understand that interruptions may happen during these meetings as clients are also managing home responsibilities. Please know we will be patient with navigating these meetings with clients to ensure you are supported.

• Find a quiet location from which to join your session, and make sure you have access to a fast LAN connection or excellent Wi-Fi signal.

• Log in to every session using your full first and last name.

• Join a session a few minutes early to test your audio and video connections. If you are using a mobile device, you should also make sure you have the latest Zoom app downloaded (Zoom.us menu > Check for updates)

• Use a headset (or earbuds) instead of speakers and a microphone. The connection may sound fine to you, but speakers and a microphone generate too much static for others.

• Mute your audio unless you are speaking (or in line to speak) so as to prevent unintentional background noise from disrupting the conversation.

• When video is enabled, speak to the camera (and not to the screen).

**Online meeting etiquette tips:**

* Looking to the camera when talking instead of at your screen
* Be aware of your surroundings
* Stay seated and engaged
* Limit eating and drinking
* Dress appropriately