



TAVISTOCK RELATIONSHIPS

SUPPORTING COUPLES • STRENGTHENING FAMILIES • SAFEGUARDING CHILDREN

Using Zoom and Accessing Your Online Therapy Meeting

Our online therapy service uses a secure video link to enable couples and individuals 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:

- 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 MacOS 10.6 (Snow Leopard) or later
- Phones and tablets: IOS, Android and Blackberry,

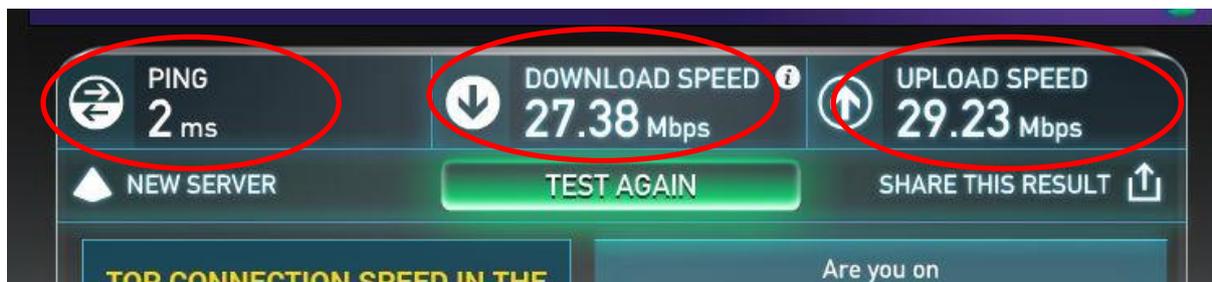
In order to ensure that your meetings happen reliably, please check that your device and internet connection meet the above minimum requirements.

Bandwidth Test

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

Go to 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.

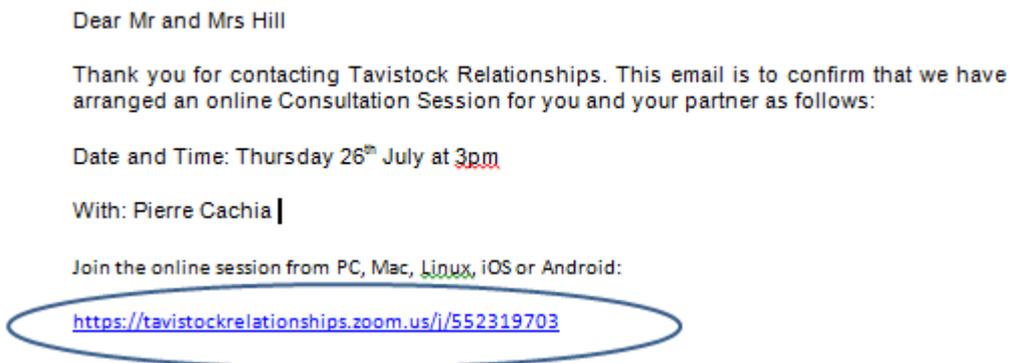


Ping: Ideally this should be less than 30ms, if your ping reads as higher then this you may experience some delays in video and sound.

Accessing Zoom

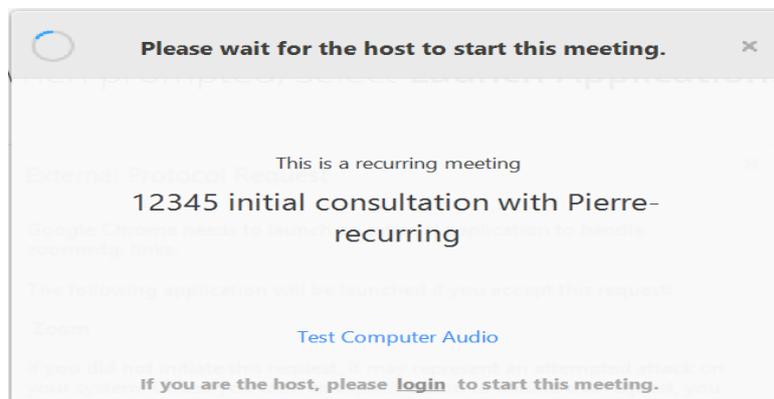
To access your meeting click on the link contained in your appointment confirmation email.

Example Confirmation Email



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 endure 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:

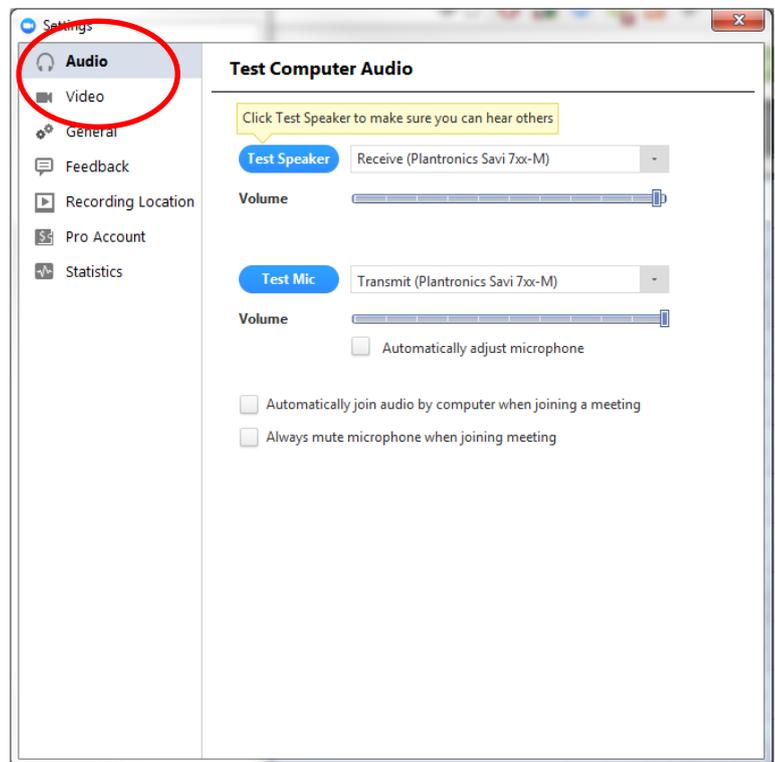
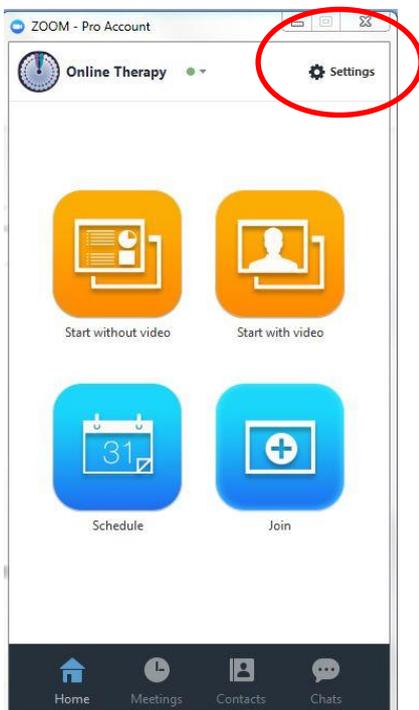
- Close all background applications and programs that may be running.
- If you are on a wireless connection get as close to your wireless router as possible or connect directly to the router using an Ethernet cable.

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 the settings button on the top right corner of the zoom application. This will open the settings menu. Select the audio tab on the left of the settings menu:



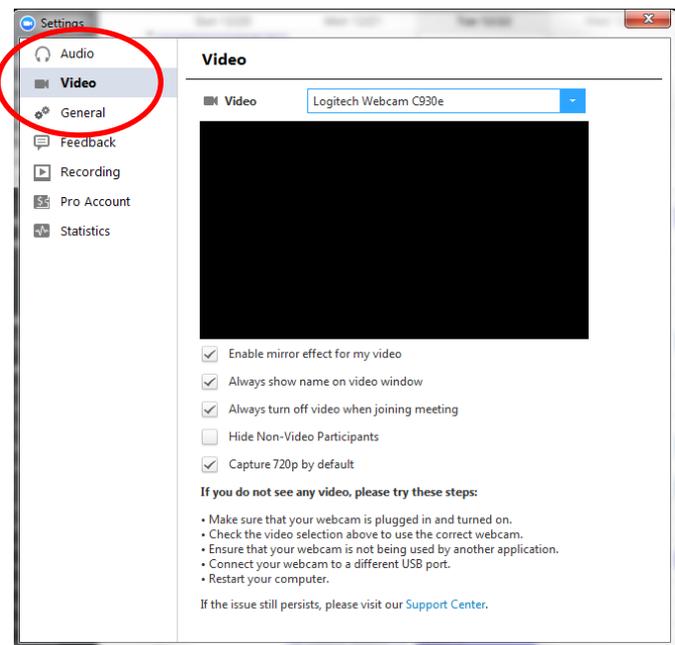
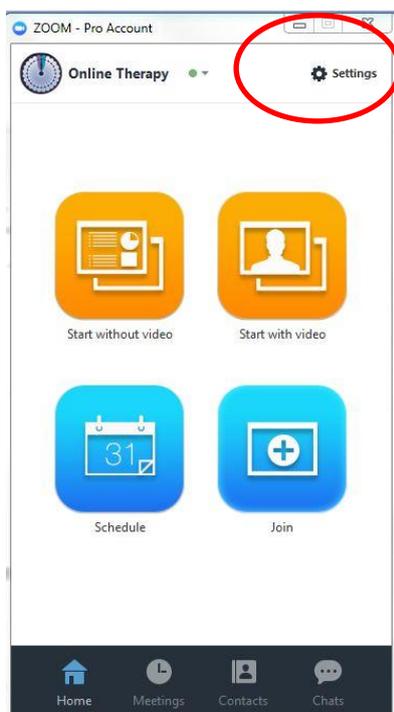
- You can test the volume and output of your speaker device by selecting "Test Speaker". If you cannot hear, change the output source by selecting a different speaker device.

- 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 drop down list. You can also select "Test Mic" to playback 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 reboot your computer.

You can check your video settings in the Zoom app to ensure the correct camera is selected and ensure video is not turned off. You can access this by clicking on the settings menu on the right side of the zoom app. 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>