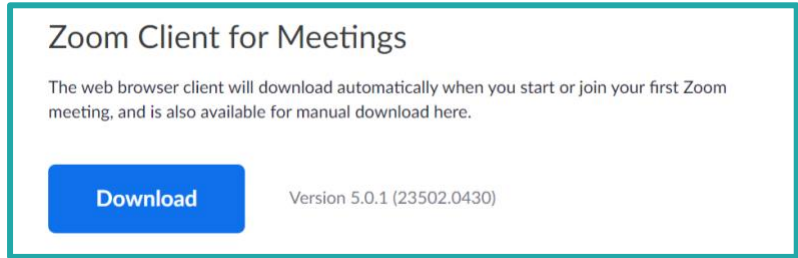


LET'S GET STARTED

Zoom is a software that lets you talk to your client, just like you were sitting across from each other with an internet video camera and it is easy!

When you are getting ready for your first meeting, you will need to install the secure software on your device (computer, tablet, or smartphone) where you will be meeting. **ON YOUR COMPUTER:** You can do this ahead by visiting: <https://zoom.us/download> and selecting: Zoom Client for Meetings, and clicking the download button.



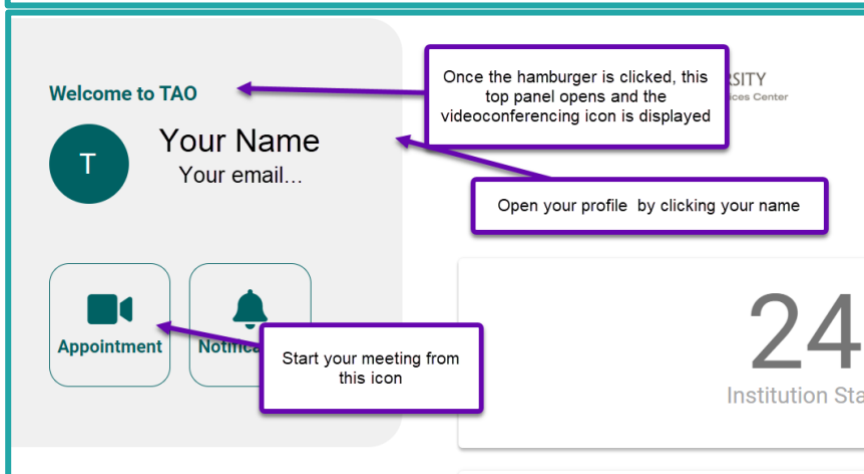
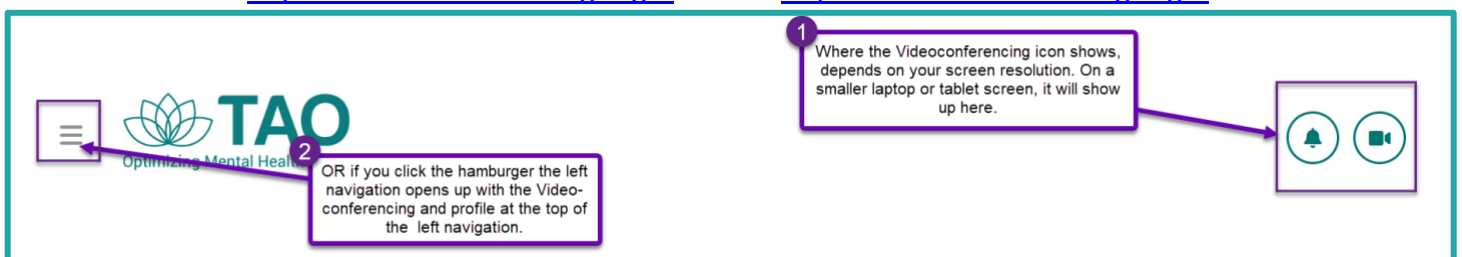
This software will also download automatically when you join your first meeting if you have not done it ahead. This downloads a file named ZoomInstaller.exe that you will want to click to run it. It will automatically install the program on your device so that you are ready to join your meeting. **ON YOUR PHONE OR TABLET:** You can find the download for Zoom Cloud Meetings for your mobile devices in your App store or Google Play.

TAO Zoom has secure and encrypted meetings that are compliant with all health care privacy and security laws. TAO runs on Chrome, Edge, Firefox, or Safari. Not so friendly with Internet Explorer. Zoom runs on all of them.

START A ONE ON ONE MEETING

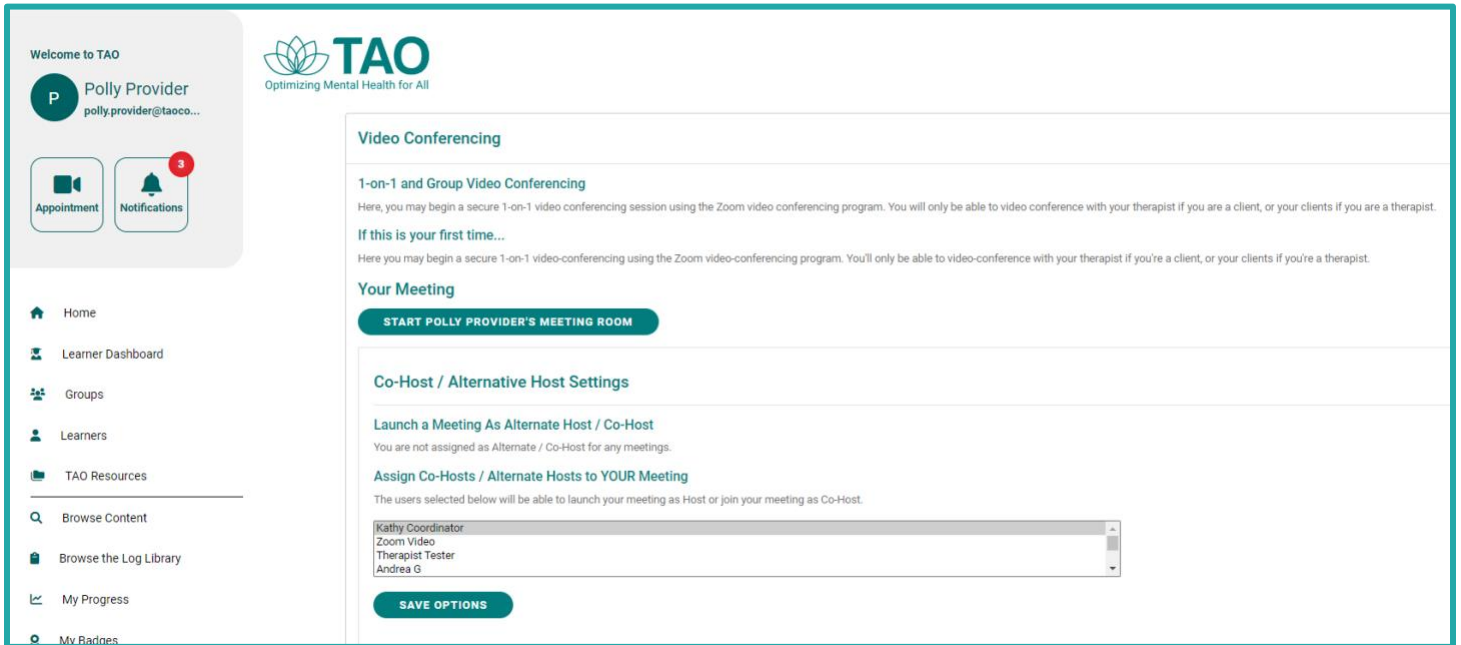
Here is how to start your meeting One on One: It is important to note that you will need to log into TAO to access the join button. Navigate to:

- Canadian <https://ca.taoconnect.org/login> or US <https://us.taoconnect.org/login>



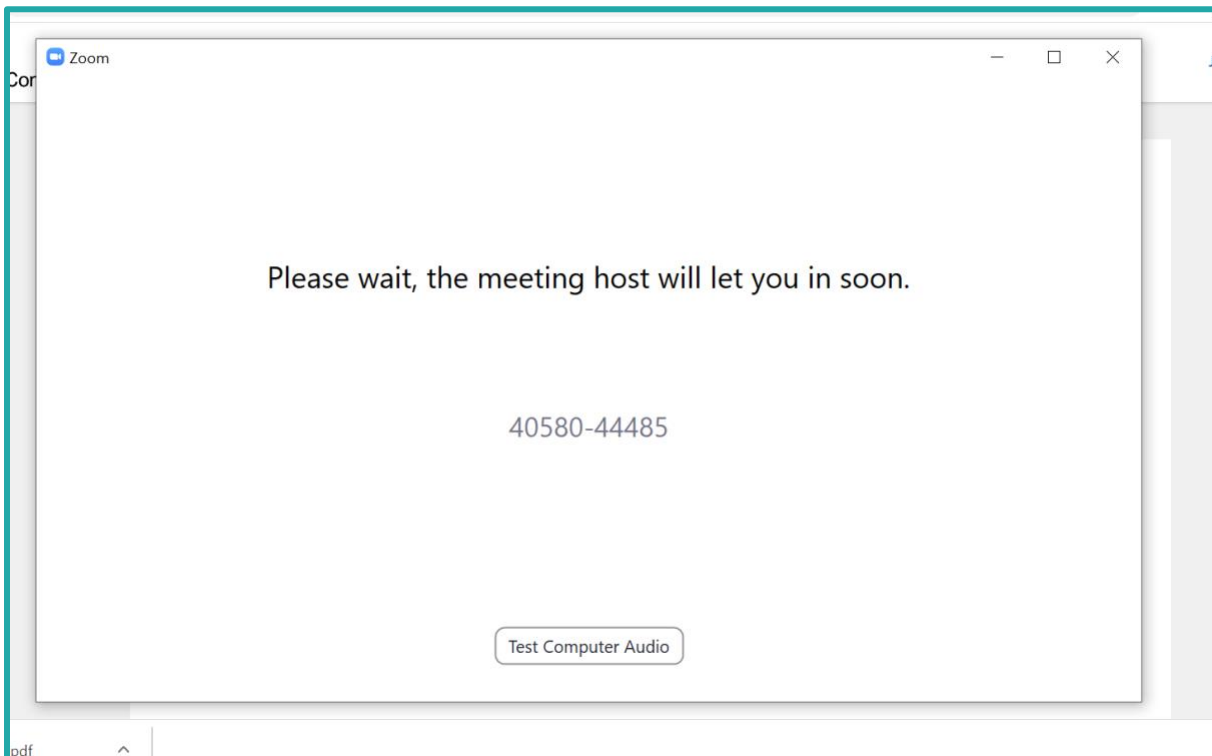
Once you are logged into TAO, at the time of the appointment, select the video camera icon on the upper navigation bar. Then click "Start".

You will then choose to start your meeting room. This will launch Zoom and place you into the meeting room.

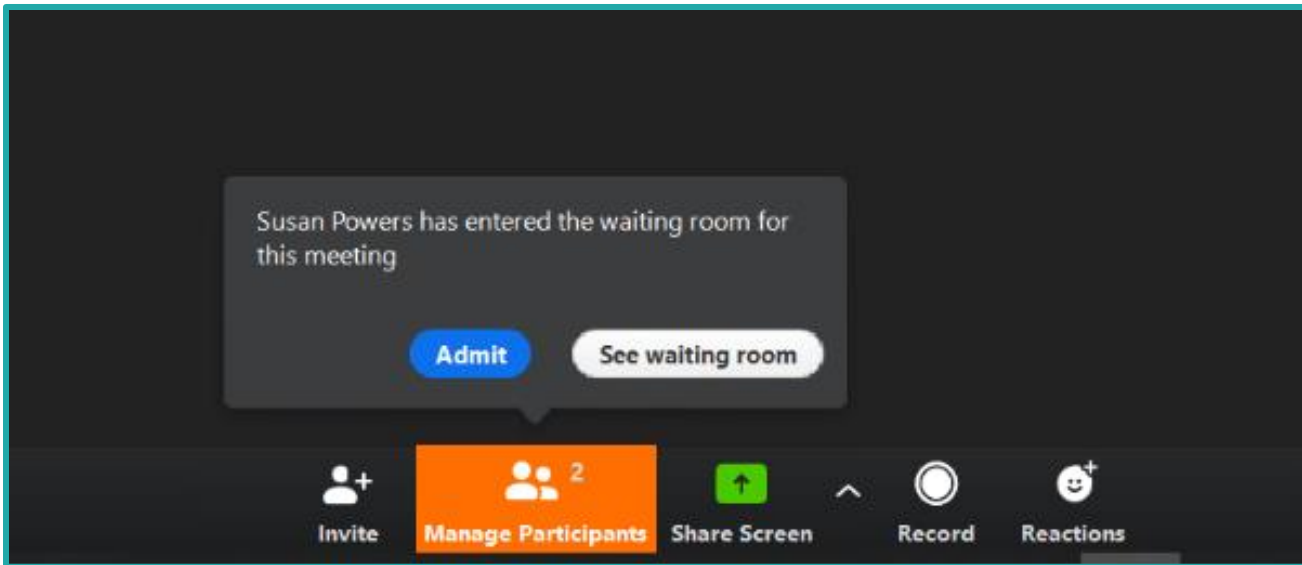


HOW DOES THE WAITING ROOM WORK?

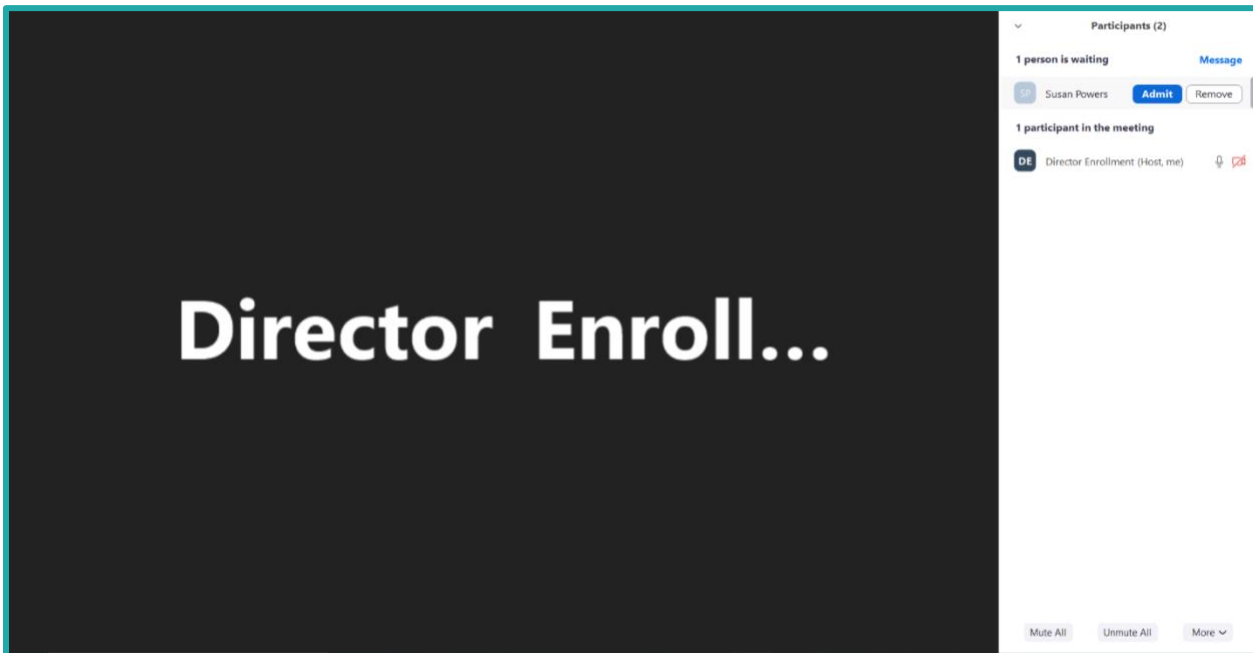
Your users who want to join the meeting see this message. They **cannot** see any other user who is waiting.



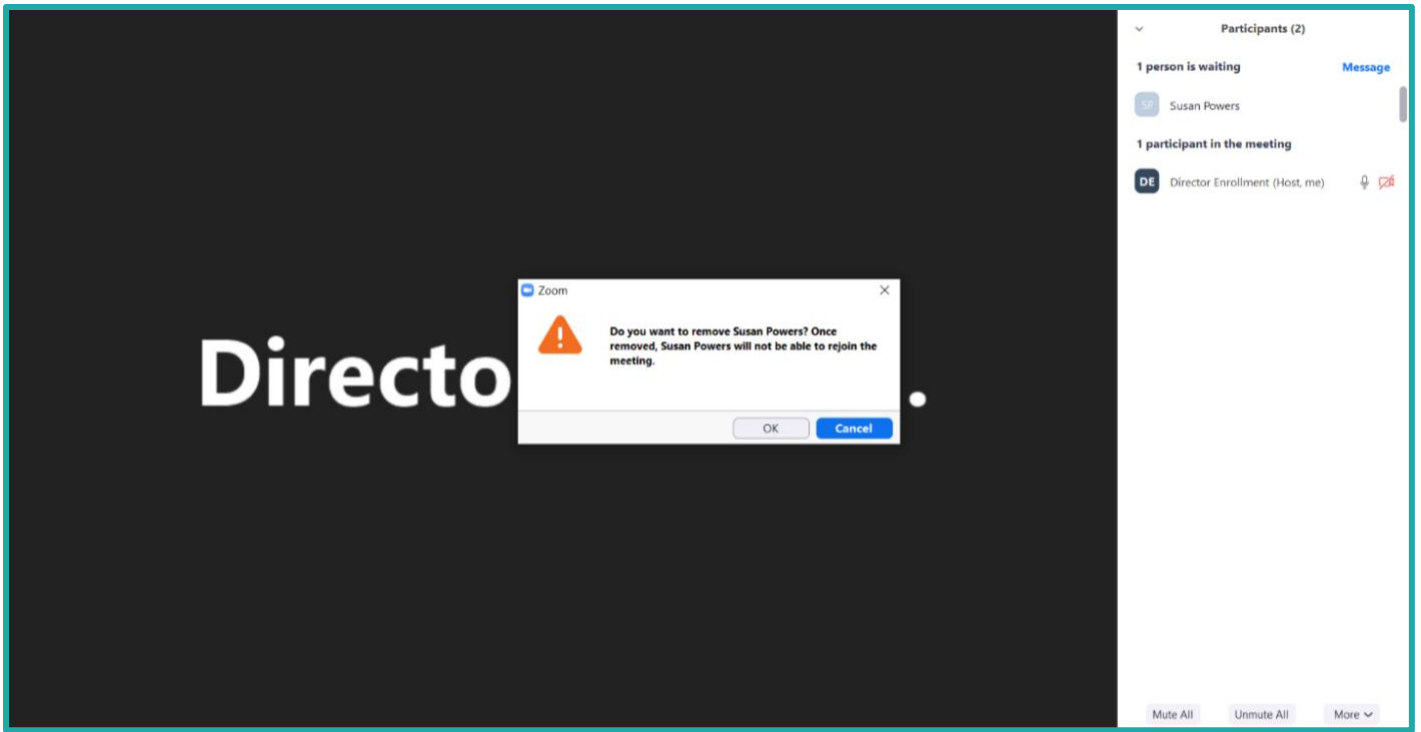
Once your meeting is open and you have participants waiting, you will see a pop-up in the center of the Zoom lower navigation bar, that will show you names of waiting participants and allow you to admit them to the group room from that interface.



Additionally, you can select the “See Waiting Room” and view a listing of the waiting participants. That opens the “Manage Participants” side bar, where you can view the list of waiting users and admit or remove them.



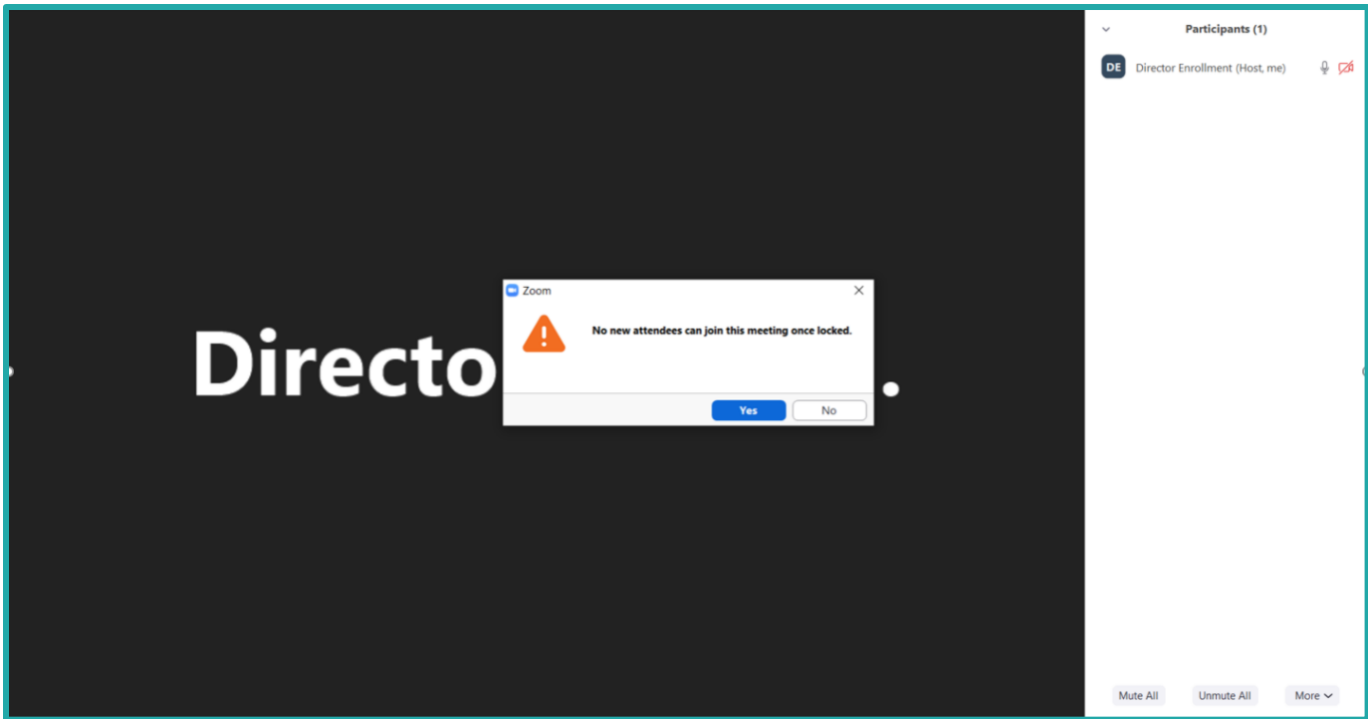
Selecting “Participants” will also open the side bar. You can **remove a user from the waiting room** list. This prohibits that user from rejoining the meeting.



HOW CAN I LOCK A MEETING?

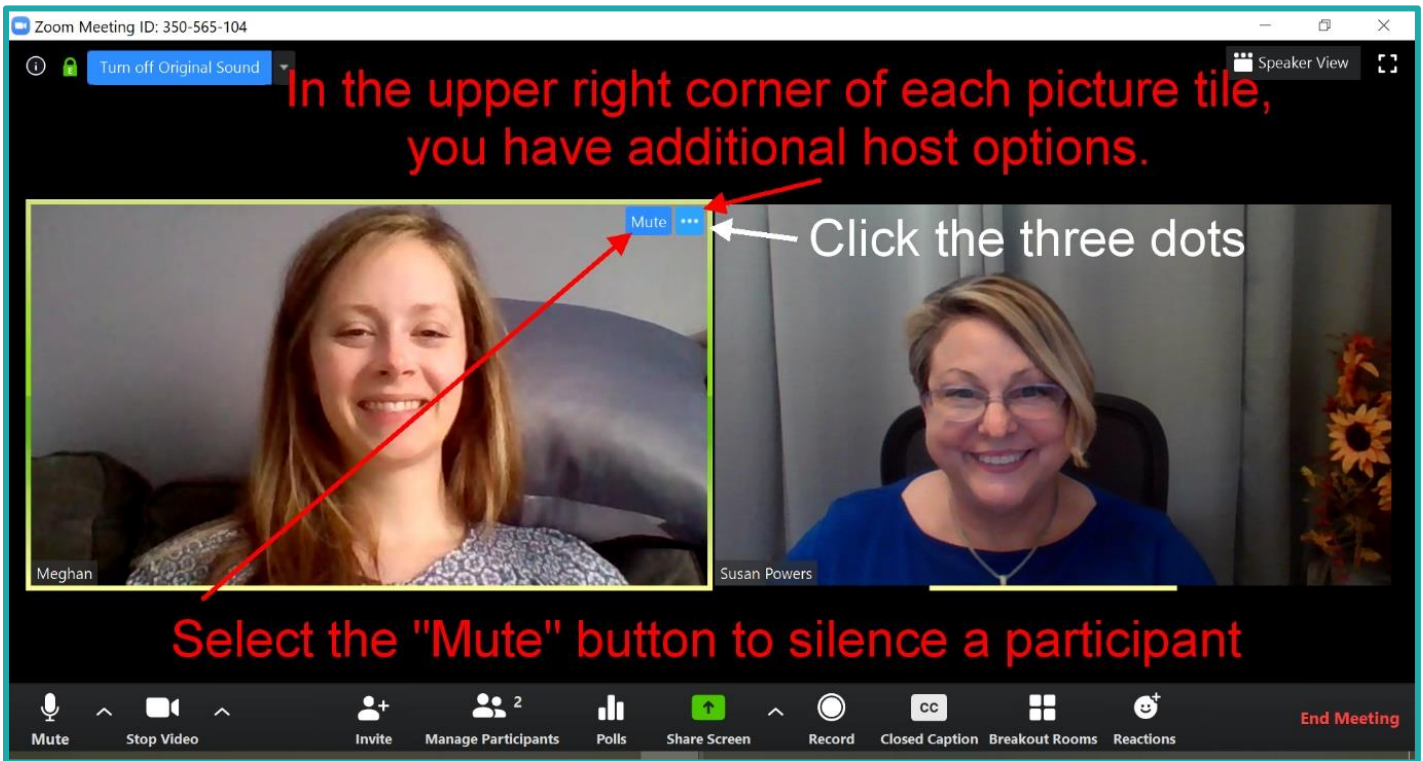
Additionally, once all participants are present, the host can lock the meeting from the bottom of the Participants side bar, by selecting "More". Once selected, the meeting will show as Locked.

The image shows a Zoom meeting interface with a dark background. On the left, red text reads: "To access meeting controls, click the MORE button on the bottom right to show the options". Below this, white text reads: "Director Enroll...". Further down, red text reads: "Host has meeting control options: Click lock meeting once all participants are in the meeting." A red arrow points from this text to the "Lock Meeting" option in the meeting control menu. On the right, the "Participants (1)" sidebar is visible, showing "Director Enrollment (Host, me)". The meeting control menu is open, showing options: "Mute Participants on Entry", "Allow Participants to Unmute Themselves", "Allow Participants to Rename Themselves", "Play Enter/Exit Chime", and "Lock Meeting" (highlighted in blue).

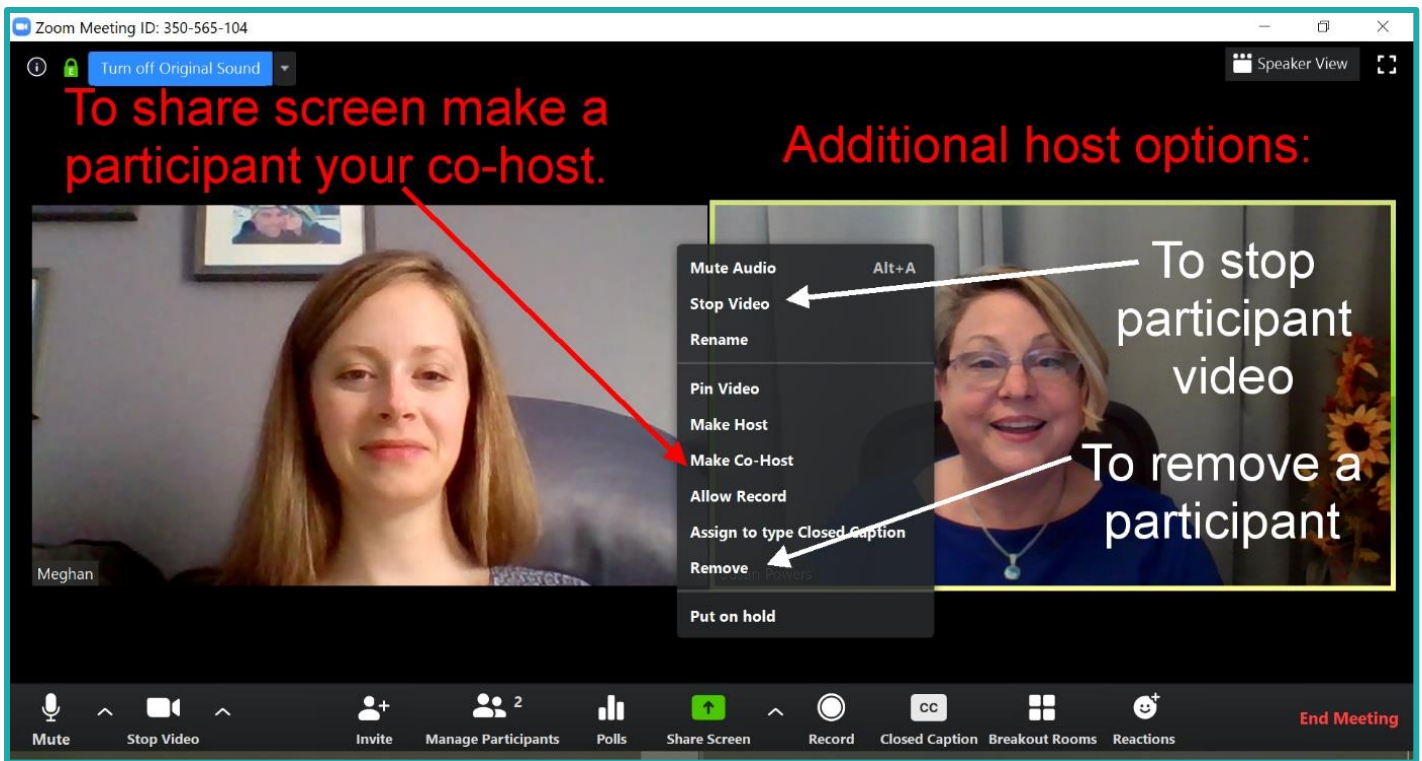


HOW CAN I MANAGE USERS DURING A MEETING?

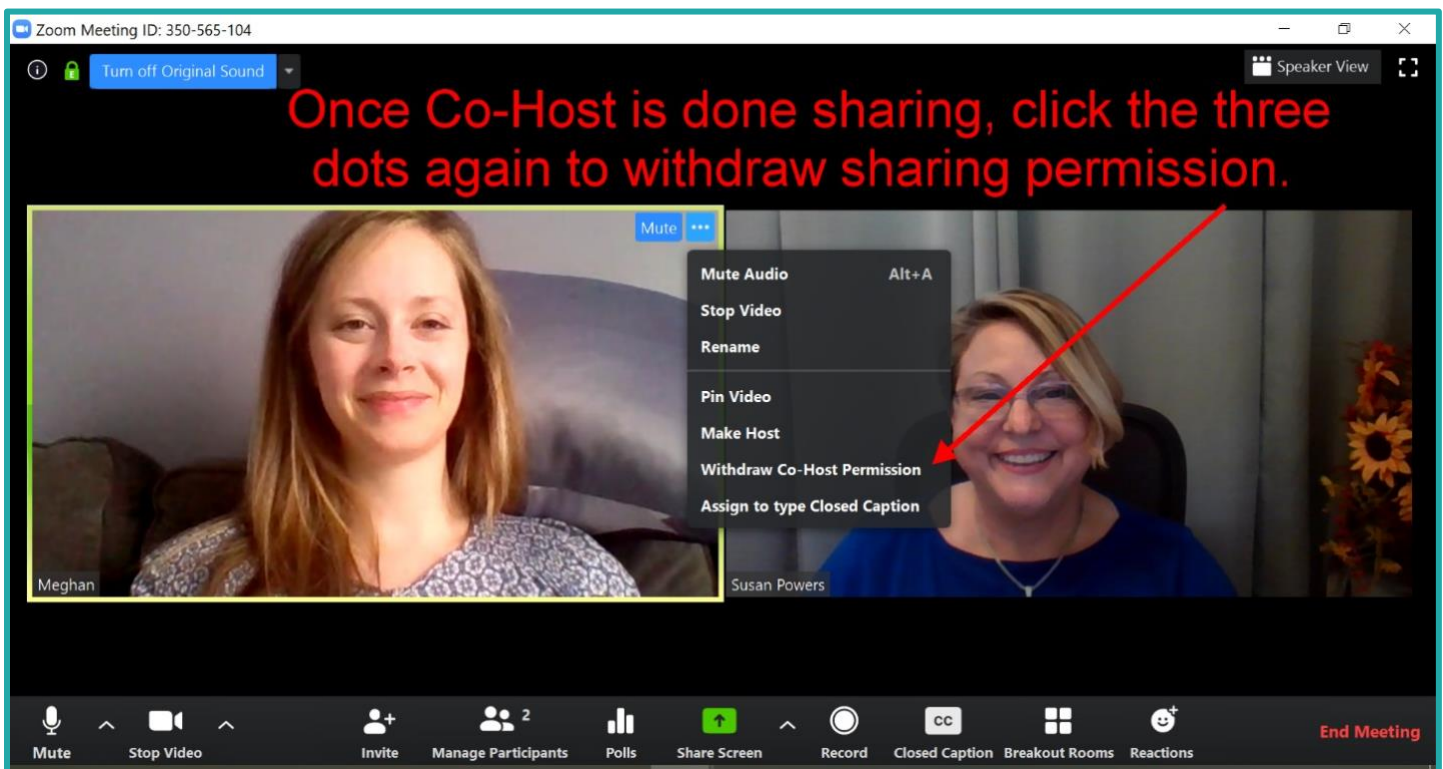
When viewing the picture tiles of all the participants, the host has additional options. Initially, you can MUTE a participant or click the three dots to open a list of other host options.



Once you have clicked the three dots, you will see a list of options. If you need to have a participant share their screen, give them co-host role for the time that they need to share, by selecting "Make Co-Host". You will also note additional options on this list to manage your participants.

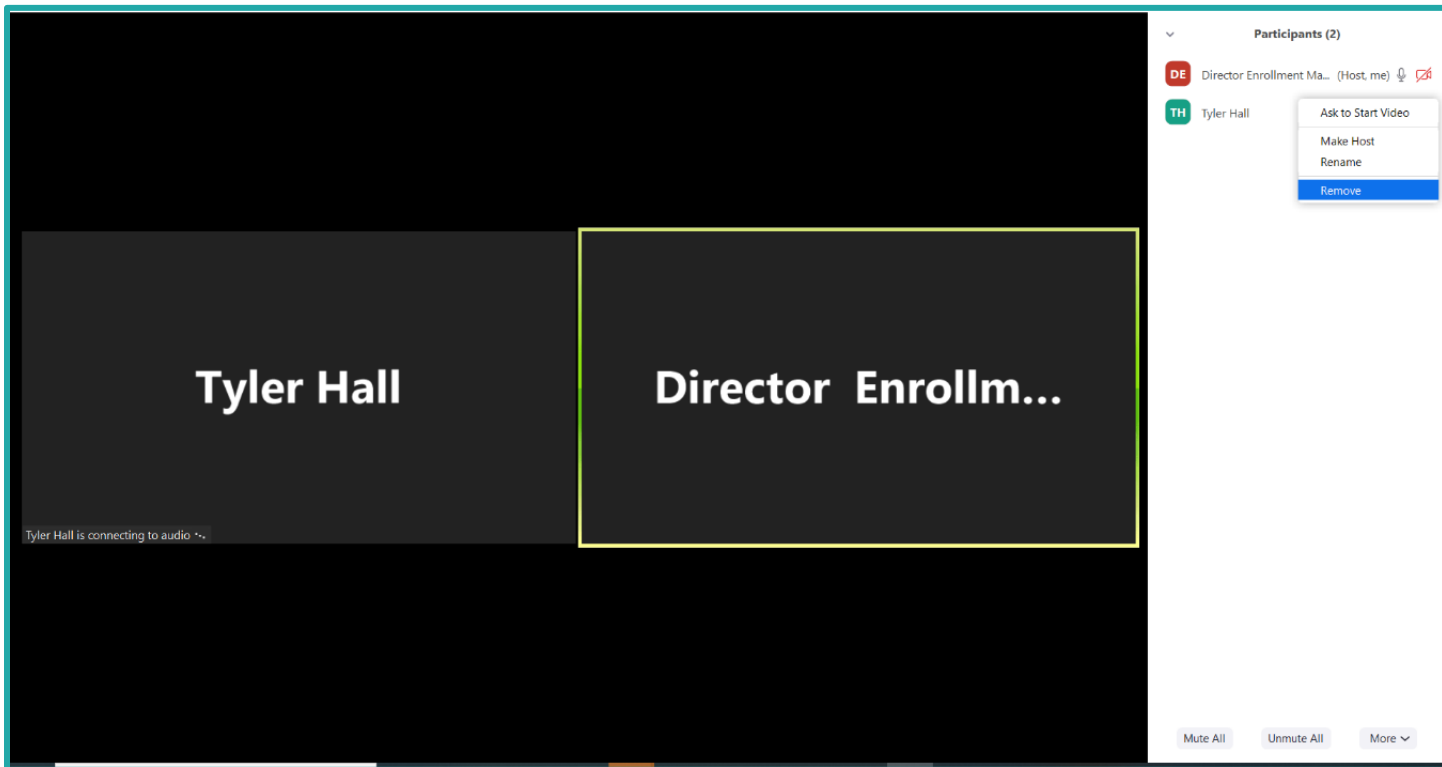


Once the co-host is done sharing, click the three dots again, and select withdraw co-host permission. They no longer will have the ability to share their screen with the other participants.



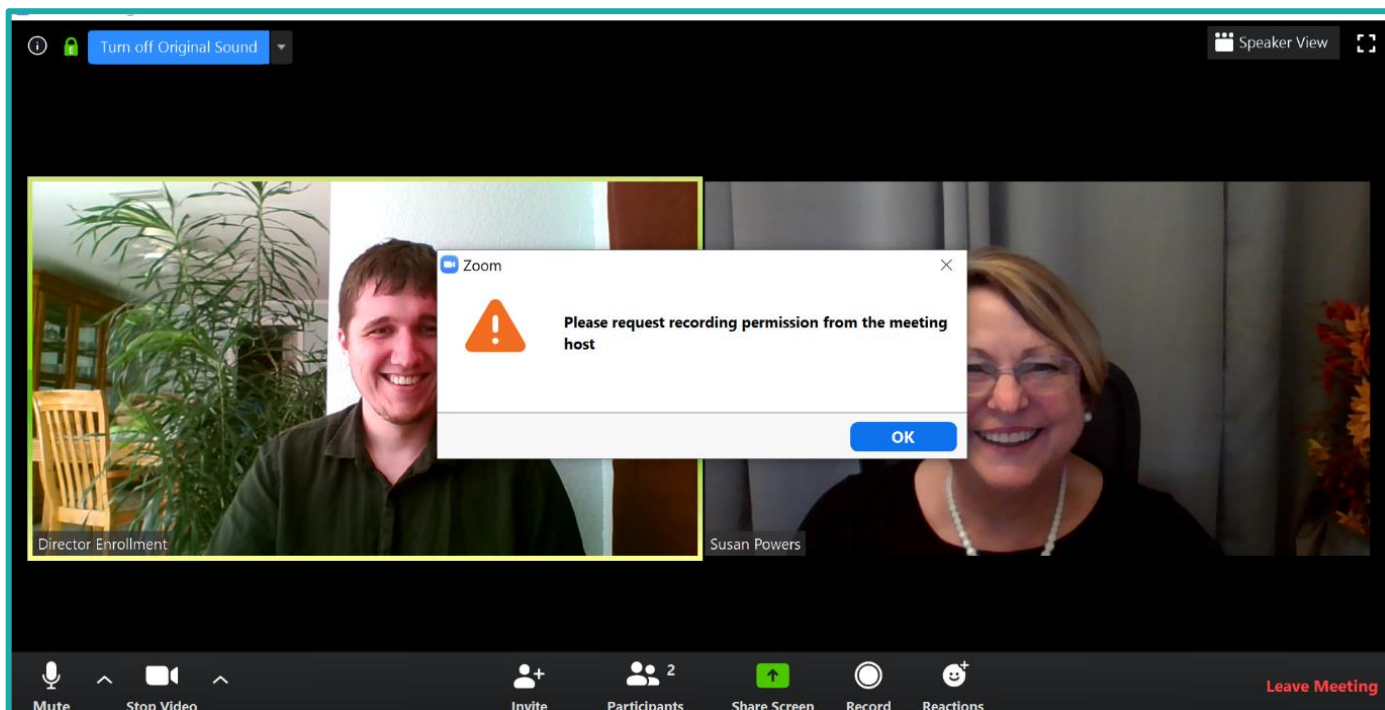
HOW DO I MAKE ANOTHER USER THE HOST?

Additionally, from the side bar, a host can select “More” by the participant’s name and open additional options for that user. This includes assigning host to another participant, renaming and removing the user.



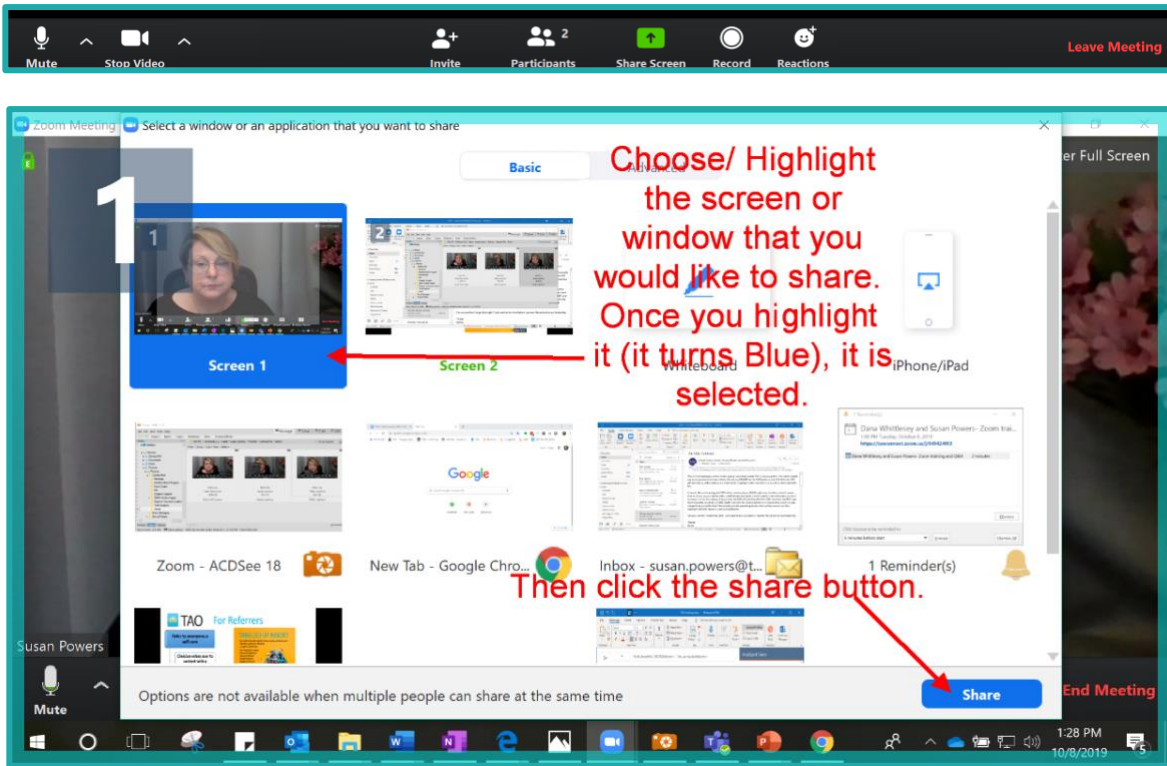
CAN A PARTICIPANT RECORD A MEETING?

No. This is locked at the system level.



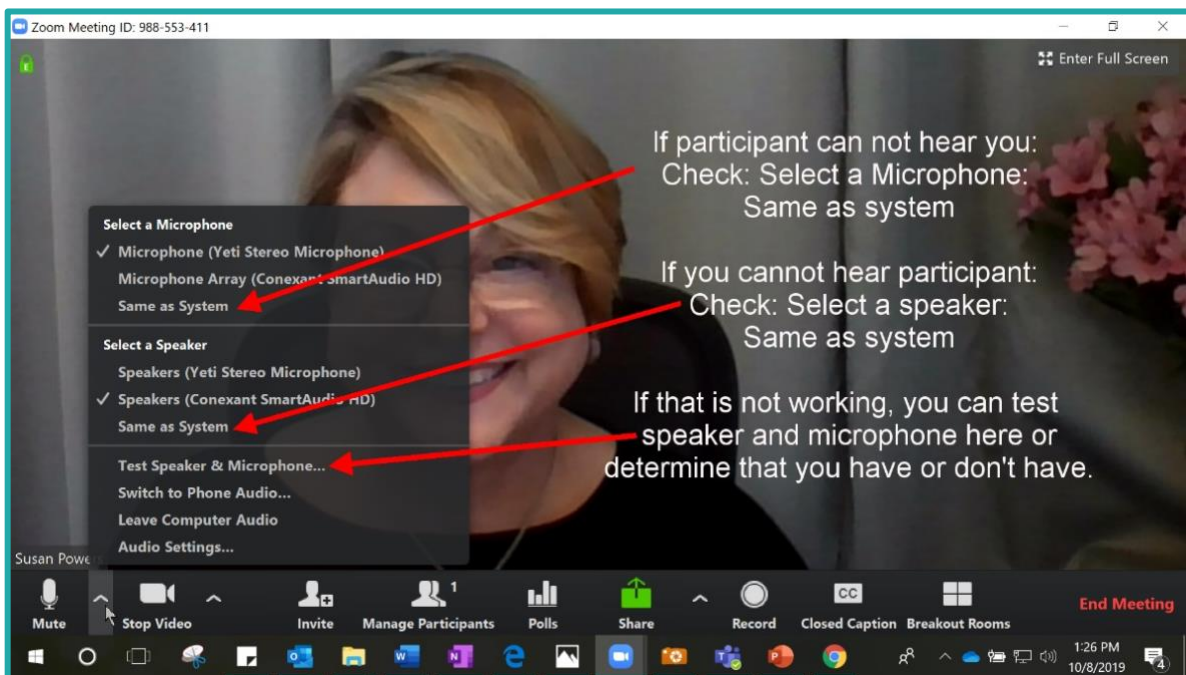
HOW DO I SHARE MY SCREEN?

Additionally, in the center of the lower navigation in the Zoom window, select the green box with the arrow pointing up to see the share screen options. Select the window you want to share and highlight it, then click the share button in the lower right corner to start sharing the screen you have selected.

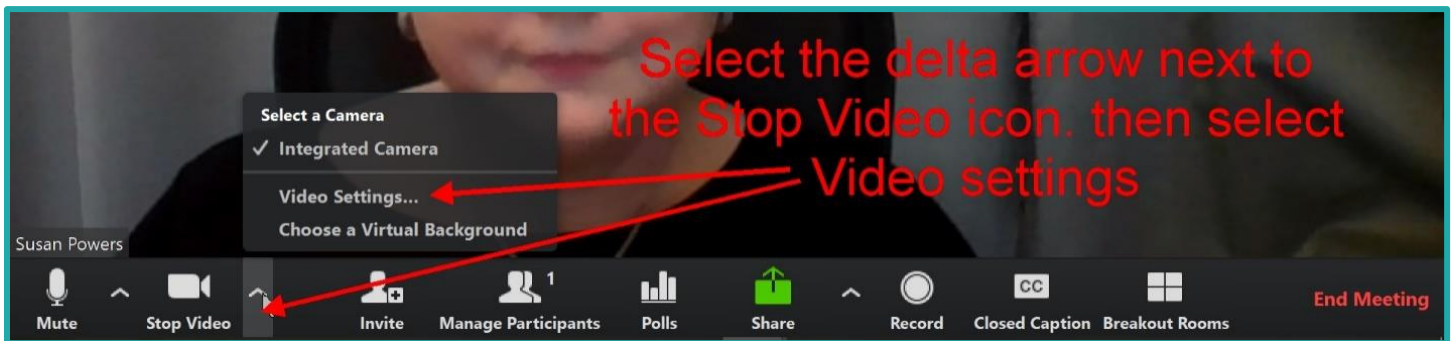


AUDIO DIFFICULTY?

Here are some tips.



VIDEO DIFFICULTY?



Have your participant enter **Alt V** if they can't get their camera to turn on.

You can find lots more information on the Zoom.us website.

SECURITY AND PRIVACY

User privacy and data security are a primary concern to us at TAO, and we have always configured our teletherapy sessions in a manner that is aligned with HIPAA requirements for privacy and security. While no one can ever completely guarantee security with online services, we take several additional precautions and add some settings to ensure that we do not have the kinds of problems the general, public facing Zoom has had. This isn't a complete list, but here are highlights of what we do to protect your privacy when using Zoom as a TAO user:

- Teletherapy sessions are encrypted between the people in the session and Zoom's servers.
- Sessions are not allowed to be recorded to the cloud.
- Chat and file transfer are disabled.
- A client is not allowed to join a meeting before the therapist.
- Group sessions have a waiting room, therapists must grant access to clients in the waiting room before they are allowed into the group session.
- Therapists are the only users that can share their screen.

TAO is committed to our user's privacy and data security. We continue in this effort to provide a top-notch, secure and private teletherapy platform for our user community. If you ever have any privacy concerns or questions regarding TAO, please feel free to reach out via email to privacy@taoconnect.org.

JUST IN CASE...

It is a good idea to exchange phone numbers with your learner as a "Plan B", in case the internet goes down or there are other technical issues that present themselves. If you are having technical issues with Zoom, please feel free to email support@TAOconnect.org. We are happy to help.