



Optimizing Mental Health for All

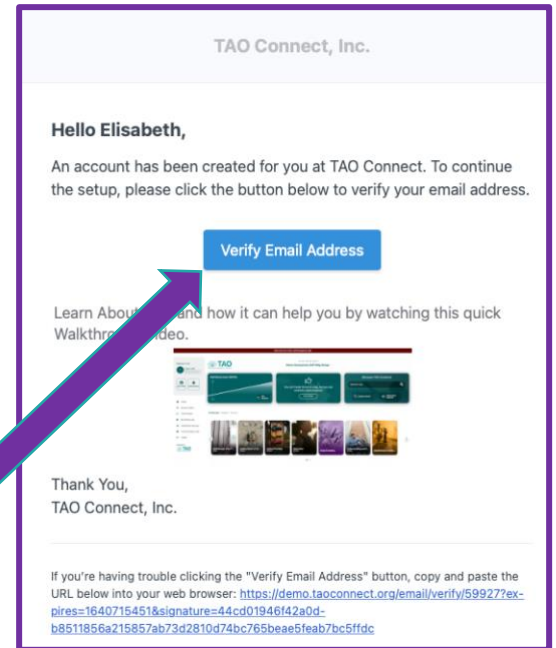
# TAO SECURE VIDEOCONFERENCING GUIDE FOR CLIENTS

## LET'S GET STARTED

TAO has a built-in, secure videoconferencing tool that allows you to chat with your therapist or provider as if you were sitting across from them. It's easy to use! All you need is an internet connection and a video camera. TAO can be accessed from either your computer or mobile device.

Your provider will enroll you in the TAO platform prior to your first meeting. The TAO platform grants you access to the secure videoconferencing tool, as well as a library of resources that are available as self-help 24/7/365. If you have been provided with an enrollment link, create your account through that link. Be sure to check your email to verify your account!

Meetings hosted in TAO are secure, encrypted, and are compliant with all health care privacy and security laws. TAO runs on Chrome, Edge, Firefox, or Safari. Not so friendly with Internet Explorer. You will need to download the Zoom extension in your web browser if you do not have the full Zoom software or app installed on either your computer or mobile device.

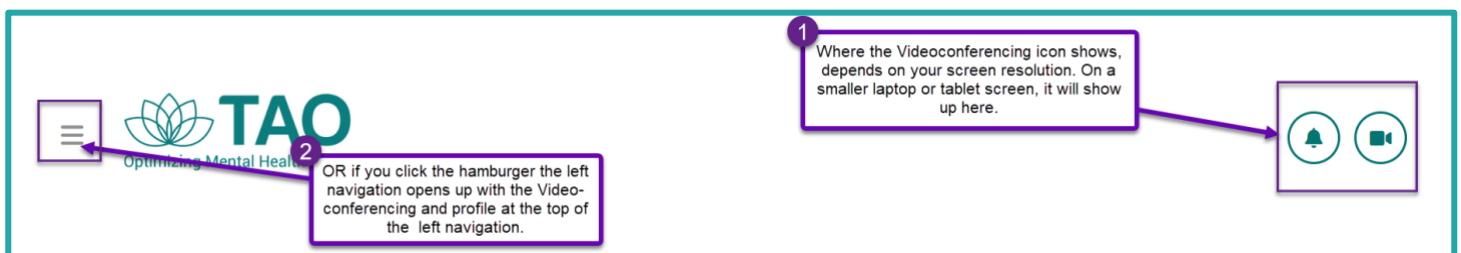


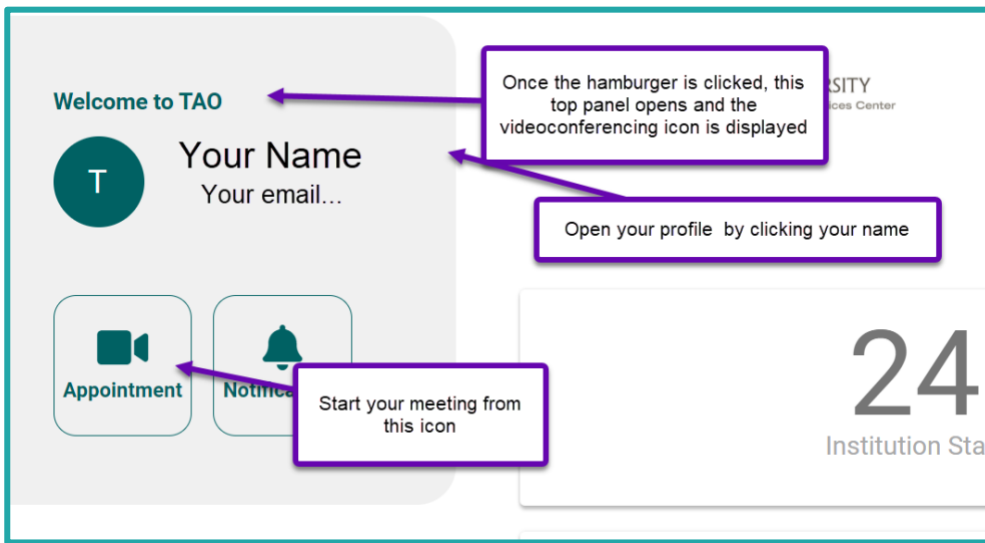
## JOIN A ONE-ON-ONE MEETING

**Here is how to join your meeting one-on-one:** Your therapist may ask you to complete a survey just before you join the meeting. It is important to note that you will need to log into the TAO platform to join the videoconference. Navigate to:

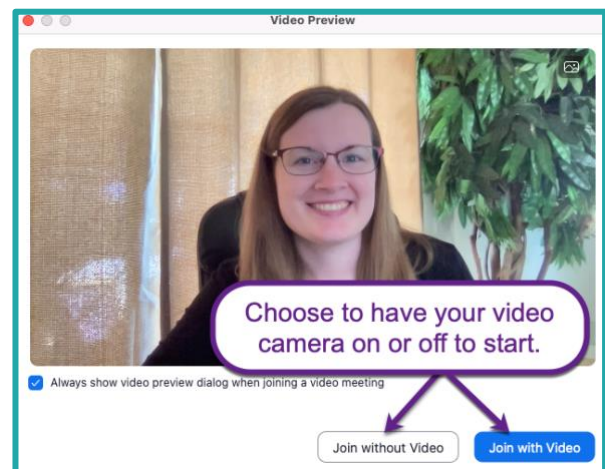
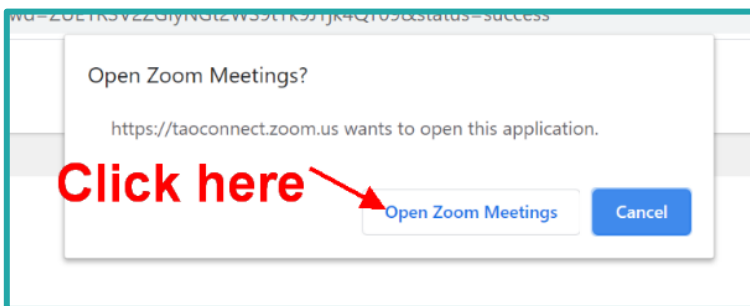
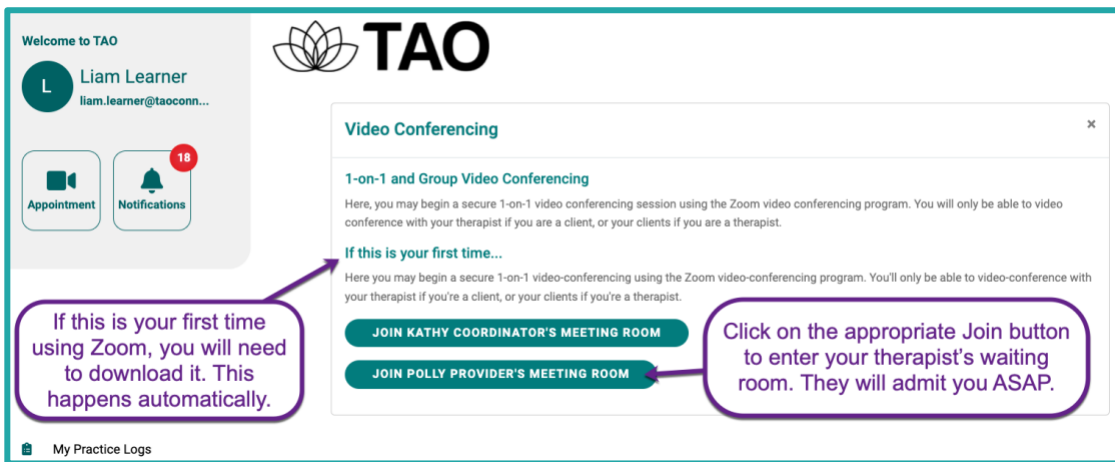
- Canada <https://ca.taoconnect.org/login>
- US <https://us.taoconnect.org/login>

Once you are logged in, start your meeting by clicking the video camera icon. Where the icon shows depends on your screen resolution. On a smaller laptop or screen, the icon will show in the upper right-hand corner of your screen. Alternatively, you can open the left navigation menu by clicking on the hamburger icon in the upper left-hand corner of your screen (images displaying this are below).





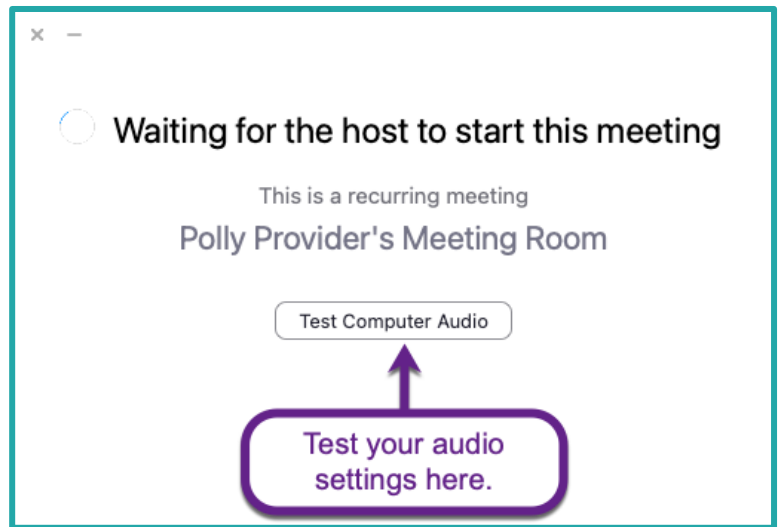
Once the videoconferencing icon has been chosen, click the correct Join button to launch/download Zoom and join your therapist's waiting room.



Once you have clicked these two boxes, you will be placed in the waiting room for the meeting.

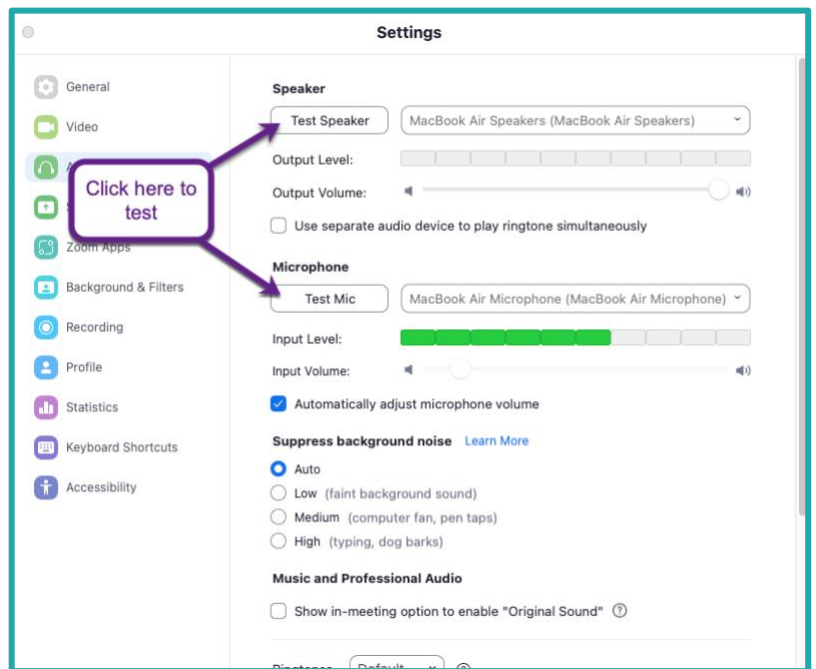
## Hanging out in the waiting room:

You will see the waiting room screen while your provider or therapist is notified of your arrival. It is important to note that with the increased demand for remote counseling, your therapist may be finishing up with someone else. This means that they may be delayed for a few minutes. While you are in the waiting room, you can test your audio settings.



## CHECKING YOUR AUDIO SETTINGS

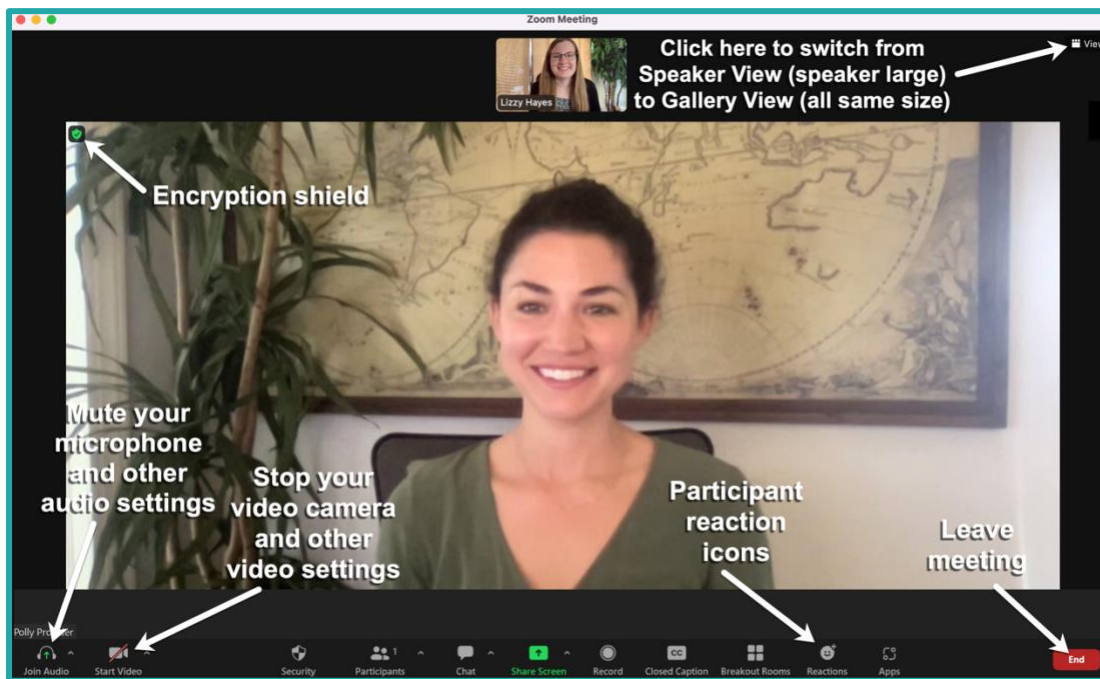
By clicking the “Test Computer Audio” button you can make sure that your audio settings are good and that the volume, speakers and microphone all are to your liking and working well. Additionally, you can manage your video and other general meeting settings from this button.



## PARTICIPATING IN A MEETING

Once you are in the meeting, you have controls for some of the features in Zoom as a participant. Always feel free to ask your host or therapist to assist you if you have questions or you need something. They can turn your microphone off for you if you need to take a break. Try clicking the Reactions Button. You can give someone a thumbs up, or a clap! Participants are not able to record meetings or share their screen without permission from the host.

To end your Zoom meeting, click the Leave button in the lower right-hand corner.



## 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](mailto:privacy@taoconnect.org).

## JUST IN CASE...

It is a good idea to exchange phone numbers with your therapist or host 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](mailto:support@TAOconnect.org). We are happy to help.