

Guide to Setting Up A Successful Tele-Therapy Session

As we embark on this new experience of tele-therapy, we have put together this guide and a few tips to help set you up to have a successful group experience through technology. Being that this is all new, we do ask that you have some patience and extend to each other the maximum amount of grace!

Level II Education & Level II Therapy Groups: Zoom.US

What you will need: A Computer or a phone with a microphone and a camera.

ATOPS will be using the Zoom.us platform to connect all members of the group in a video web conference. This platform is HIPPA compliant and will be very easy for you to connect with members of your group.

ATOPS will be sending you an invitation to join the Zoom web conference. Please simply click on the link in the invitation at the time of the group, **CLICK HERE TO JOIN**. You will be prompted to connect. If there is a password required to enter the group, this will be provided in the invitation.

You will want to *ALLOW* access for both sound and video when joining the meeting.

If you are having trouble connecting, you may want to try from a different internet browser. The preferred browser for Zoom is Google Chrome. If you do not have this browser here is the link to download it to your computer.

<https://www.google.com/chrome/>

If you have trouble hearing the group or seeing your group members here are some ideas to try.

1. Make sure your computer volume is turned up.
2. There is an audio box in the bottom left of the Zoom screen. It may be helpful to run through the sound check tool in this box.
3. Try using a pair of headphones plugged into your computer. Make sure they have a microphone.
4. Leave the meeting and return again.

If you continue to have trouble, please contact the group leader as they may be able to provide additional support.

Here are some additional tips!

Join the meeting 15 minutes early!

Especially for your first meeting, arrive a little early so that you can work out any technical issues that you may be having. Your group leader will be there to help facilitate any problems that come up.

Check the Connection

If the video freezes you will want to make sure you have a good cell connection and or Internet Connection! You can use a site like www.fast.com to check your internet connection. On your phone, make sure you have 5 Bars!

Look into the light!

When setting up your computer or phone, make sure you are looking into a light source, i.e.: window or desk light. You do not want your camera looking into the light source.

Give yourself some space and some privacy during the session.

Select a private place in your house where you can attend class. It is best to allow yourself to be engaged in the group without any inference. Try to find a comfortable, quiet and private location devoid of distractions. **Make sure your device is fully charged!**

Hold the phone

If you are using a phone use a phone so your viewers can see your shoulders up. If you don't have a phone tripod, use a book and place it so its about eye level. Make sure it's secure and won't easily tip over. Holding your phone, as you would for facetime, is distracting. Best to be sitting at a desk, instead of moving around.

Soundcheck

It is best to use headphones with a microphone when doing any teletherapy session. Not only will the sound be much better, but you will be doing your best to preserve confidentiality. AirPods or the Apple Earbuds with the microphone work great. Anything with a microphone that you can plug into your phone or computer. **Make sure headphones are charged!!**

No Sound?

In the bottom right corner of the Zoom Application, there is "sound check" option. Look through the various options. Using headphones works best.

No Video?

Make sure the video camera icon does not have a line through it. Also, make sure that you have "allowed" Zoom to use the camera for the call. If not, leave the meeting and return. Allow for BOTH the camera and sound!

Mute

Utilize the mute option to keep the distractions to a minimum during groups. Group members should use the chatbox to indicate that they have something to say or raise a hand. Your group leader will give you instructions on how to mute/unmute yourself and also use the chatbox!