



Using Zoom for Telehealth Sessions With Your Counselor

If you've agreed to telehealth sessions with your counselor, and your counselor is using Zoom, here are some instructions to help you.

Using Zoom on a computer with a camera and speakers

If you're going to use a computer for your telehealth session, it will need to have a camera and speakers.

1. Your counselor will send you a link to a Zoom meeting.
2. Click the link and follow the instructions. If this is the first time you're using Zoom, the Zoom app will be installed, and should connect you to your meeting with your counselor.
3. If you received a Meeting ID, open your Zoom app and click the Join button. On the next screen, enter the meeting ID and click on the Join button.
4. Once you've joined the meeting make sure your audio and video are turned on. The icons for audio and video are in the bottom left corner of the Zoom meeting window.

Using Zoom on a Smartphone

You can also use the Zoom app on your smart phone for your part of the telehealth session.

1. If you received an email invitation to a Zoom meeting, click on the link in the email to open that meeting. If you haven't installed the mobile app, you'll be asked to download and install it.
2. If you received a Meeting ID, open your Zoom app and tap the Join button. On the next screen, enter the meeting ID and click on the Join button.

Here's the Zoom support page for using it with an iPhone: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>

Here's the Zoom support page for using it with an Android phone: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

Important notes

- Do not conduct telehealth sessions when on public wifi. If you're using wifi to connect to the internet, you should be using a private, secure wifi network, like one in your home or treatment center.
- Make sure you are in a private location.
- If you're using wifi for your internet connection, the stronger your wifi connection is, the less likely you'll be to have trouble with the video or audio during your sessions.