**Participating In Telehealth Appointments Using Zoom**

Thank you for your willingness to conduct your appointment via telehealth! Please review the following **guidelines for telehealth appointments:**

* Make sure you are available at your planned appointment time, just as if you were coming in to the clinic.
* You will need to be in a quiet, private space, where distractions like other people and televisions will not interfere with your appointment. Inform your clinician if any other person can see or hear any part of the appointment before the appointment begins.
* It is very important that you not participate in your appointment while you are driving, in a car, or in a public place.
* Using headphones can make it easier to hear and provides additional privacy.

**You will need to have a Zoom account set up for all telehealth visits.** You can use Zoom on a computer, using your internet browser, or on a phone or tablet. Creating a Zoom account is free, but additional charges may apply through your internet service or cell phone service, depending on your service conditions or the amount of data you have each billing cycle. If you have concerns about this, check with your internet or phone service provider.

**If you do not have a Zoom account,** please look at the instructions on the following pages and follow the ones that best suit the device you plan on using. Please note that you will need to have an account registered in your name in order to access the appointment. Make sure you set up your account well in advance of your appointment, since one of the steps in the set-up process requires you to receive an email from Zoom that can take up to 30 minutes to arrive.

**If you think you have a Zoom account already,** double check that you know your Zoom username and password and can use them to log in. You may have used Zoom in the past without needing to log in, but for confidentiality and security purposes, you will be required to log in for appointments at the WSU Psychology Clinic. If you do have an account, make sure it is registered to your full name. Your clinician will be letting you into the Zoom meeting and may not let you in if they do not recognize your name.

We appreciate your patience and understanding as we work through these challenging times together! We look forward to meeting with you soon.

**Instructions for downloading and using Zoom on a computer (either Mac or PC):**

1. Open your internet browser, and type in the following website address in the window at the top: <https://zoom.us>
2. To sign up for an account, click the blue “Sign Up, It’s Free!” button near the top right. If you already have an account, click the “Sign In” button right next to “Sign Up, It’s Free!”
3. In the form that appears, provide your email address, then click the blue “Sign Up” button. Please do not sign up using the Google or Facebook options.
4. After you click “Sign Up,” you will be told that an email will be sent to you for verification. This email does not always come immediately – it can take 10-30 minutes. Please check your spam and/or junk folders if you don’t receive it in 30 minutes.
5. Complete the sign up process by opening the verification email and following the instructions to activate your account.
6. When you complete your profile, make sure to use the name your clinician would recognize (usually your full legal name). Your clinician will be letting you into the Zoom meeting and may not let you in if they do not recognize your name.
7. Please do not adjust the settings. Your appointment will be set up with very specific settings to limit problems and protect your privacy as much as possible.
8. Your clinician will send you an email that contains the information you need to access your appointment. A few minutes before your appointment begins, make sure you are logged in to your Zoom account. After you log in, either:
   1. Click the link in the email your clinician sent you, and when a box appears that asks “Open Zoom Meetings?” click the option to open the meeting.
   2. OR Open Zoom, click “Join a Meeting,” and manually input the Meeting ID and Meeting Password from the email your clinician sent you.
9. A box will appear that asks if you want to join with computer audio. Select this option.
10. If you are early, you will see a screen that says “Waiting for Host to Start the Meeting.” Your clinician will start the meeting at the scheduled appointment time.

**Instructions for downloading and using Zoom on a phone or tablet:**

Apple

1. Go to the app store and search for “Zoom Meeting.” The correct app should be named Zoom Cloud Meetings.
2. Download the app onto your device.
3. Open the app. You will see a screen that says “Join a Meeting” in the middle, “Sign Up” on the bottom left, and “Sign In” on the bottom right. If you already have an account, click “Sign In.” If you are creating an account for the first time, click “Sign Up.”
4. Complete the form using the name your clinician would recognize (usually your full legal name). Your clinician will be letting you into the Zoom meeting and may not let you in if they do not recognize your name.
5. After the form has been filled out (including agreeing to the Zoom Terms of Service), you will be able to click “Sign Up” in the top right of the window. Click “Sign Up.”
6. You will then be told that an email will be sent to you for verification. This email does not always come immediately – it can take 10-30 minutes. Please check your spam and/or junk folders if you don’t receive it in 30 minutes.
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   1. Click the link in the email your clinician sent you, and when a box appears that asks “Open Zoom Meetings?” click the option to open the meeting.
   2. OR Open Zoom, click “Join a Meeting,” and manually input the Meeting ID and Meeting Password from the email your clinician sent you.
10. When prompted, give Zoom permission to access your camera, and select “Call via Device Audio” to let Zoom use your device’s microphone.
11. If you are early, you will see a screen that says “Waiting for Host to Start the Meeting.” Your clinician will start the meeting at the scheduled appointment time.

Android

1. Go to the Google Play app store and search for “Zoom Meeting.” The correct app should be named Zoom Cloud Meetings.
2. Download the app onto your device.
3. Open the app. You will see a screen that says “Sign In” in the middle, “Sign Up” on the bottom left, and “Join a Meeting” on the bottom right. If you already have an account, click “Sign In.” If you are creating an account for the first time, click “Sign Up.”
4. Complete the form using the name your clinician would recognize (usually your full legal name). Your clinician will be letting you into the Zoom meeting and may not let you in if they do not recognize your name.
5. After the form has been filled out (including agreeing to the Zoom Terms of Service), you will be able to click “Sign Up” in the top right of the window. Click “Sign Up.”
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