

TeleTherapy Information for Staff

What is it?

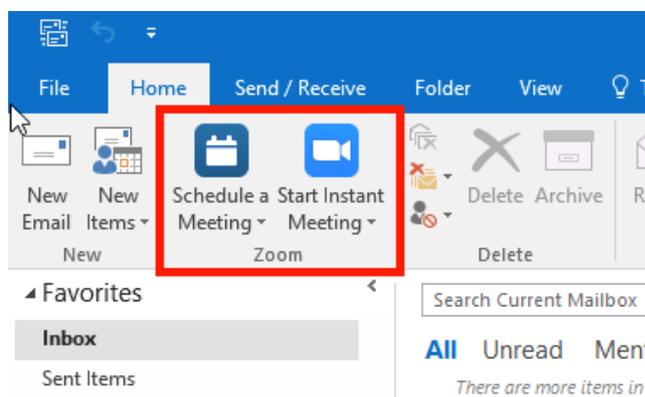
All our TeleTherapy sessions are run via Zoom. This is the same platform that we use for our internal video conferencing system. It can be used from most devices including PC, laptop, Ipad or a mobile device. Below are the instructions for how to set up a customer TeleTherapy session.

Inviting the customer to a TeleTherapy session

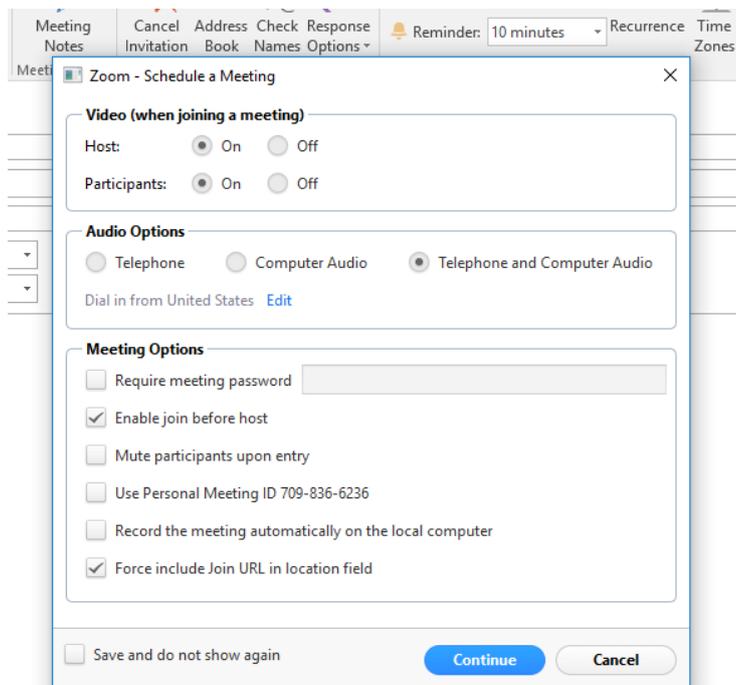
Book the meeting

We have automatically added a plugin to the desktop version of Outlook to help. If you cannot see this please contact Tom Roberts.

- 1) In Outlook, click on "Schedule a Meeting" at the top right of the 'Home' tab.

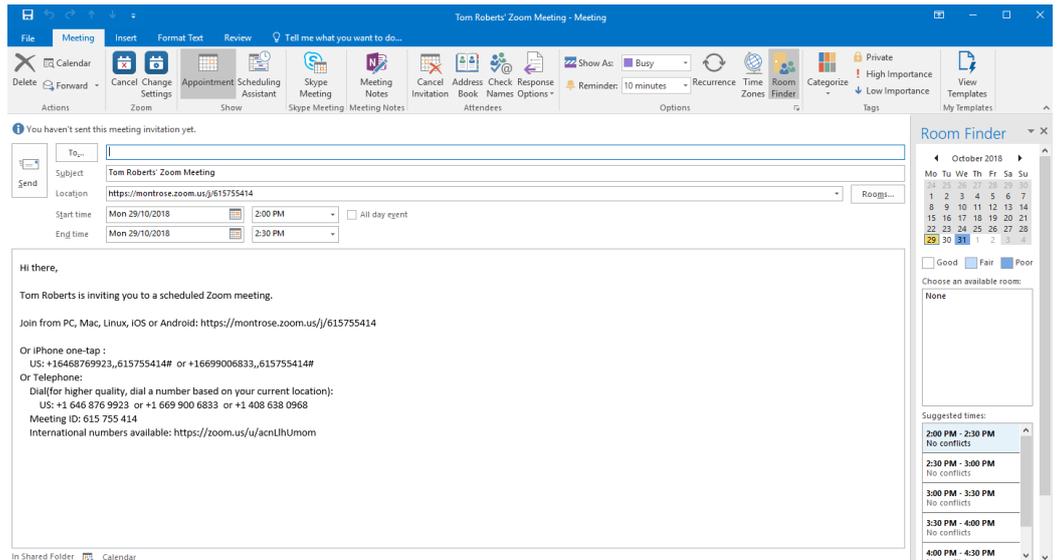


- 2) The following box will appear – check the options selected are the same and click continue.



3) Your meeting will then have the Zoom details added – simply invite people as per normal. Don't forget to add any rooms you want to book.

You can add additional instructions but do not delete the link, meeting ID or alternative audio phone number.



When you are talking to the customer make sure that you ask them what email address to send the zoom link to. It is best that they provide an address that can be opened on the device they intend to use. Advise the customer, where possible to select a device that can be moved during the therapy session i.e. to demonstrate the exercise the customer is currently undertaking.

Please add a copy of the booking details to the activity panel in CMS via 'Log a call' function. Update the subject line to Email.

What your customer will receive

1) Teletherapy Email Sent to customers

- Once you set up the zoom meeting your customer will be sent the following email. We have customised this for teletherapy sessions and it will now say

Zoom link sent to you via email:

Add screenshot specific to our message

Nikala Chenoweth is inviting you to a scheduled Montrose [TeleTherapy](#) session or meeting using Zoom.

Join Zoom Meeting (Click on the link below)
<https://montrose.zoom.us/j/621990936>

Meeting ID: 621 990 936

Customers can view step by step instructions on how to use Zoom here: <https://www.montrose.org.au/teletherapy-info/>

If your computer audio does not work, you can call one of these numbers to join the meeting by phone:
 +61280156011,621990936# Australia
 +61370182005,621990936# Australia

Dial by your location
 +61 2 8015 6011 Australia
 +61 3 7018 2005 Australia
 +61 8 7150 1149 Australia

Meeting ID: 621 990 936
 Find your local number: <https://montrose.zoom.us/j/aBcQYyQvA>

2) Ten minutes before your appointment your customer is being asked to undertake the following

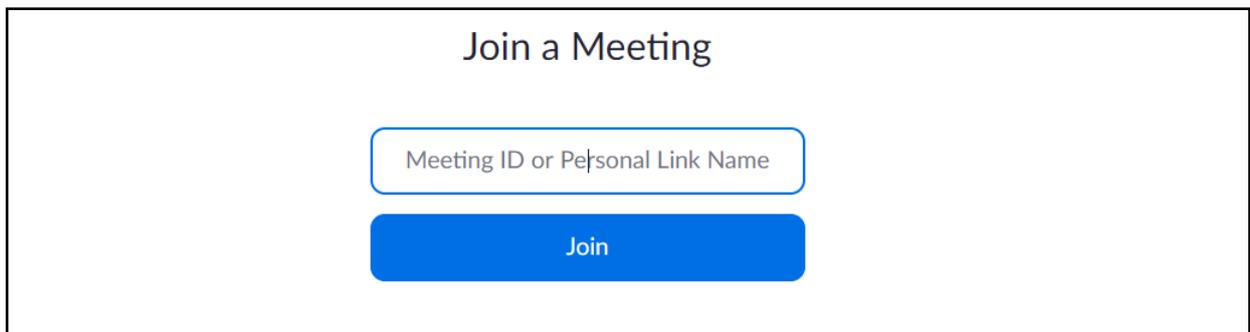
Using the device that you want to use for your TeleTherapy session (note where possible please use a device that can be moved during the therapy session such as an ipad or laptop)

Either:

- a) Click on the zoom link you have been provided with (it will look something like this: <https://otago.zoom.us/j/123456789>)

Or:

- b) Go to <https://montrose.zoom.us/join> and Enter the Meeting ID provided in the email and click Join (the Meeting ID will be a 9 or 10 digital number.



If joining from a mobile device

If you are joining from a mobile device (Android smartphone/tablet, Apple iPhone/iPad) then it will simply prompt you to download the Zoom Cloud Meetings app from the App/Play Store.



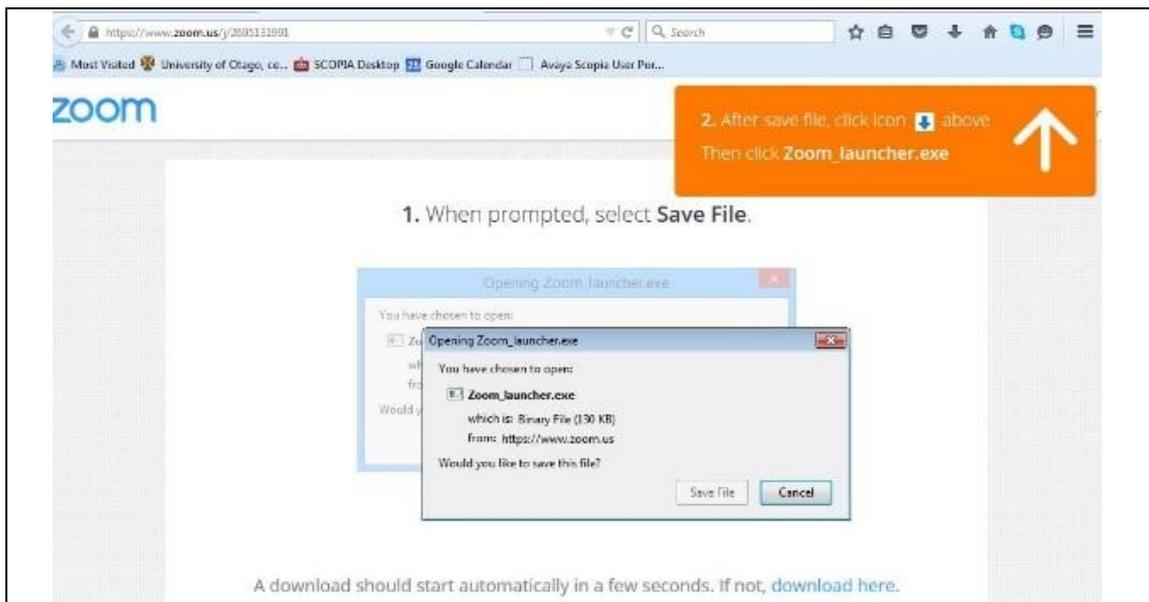
If joining from a computer

When entering a Zoom meeting for the first time from a computer you will need to download a small application file.

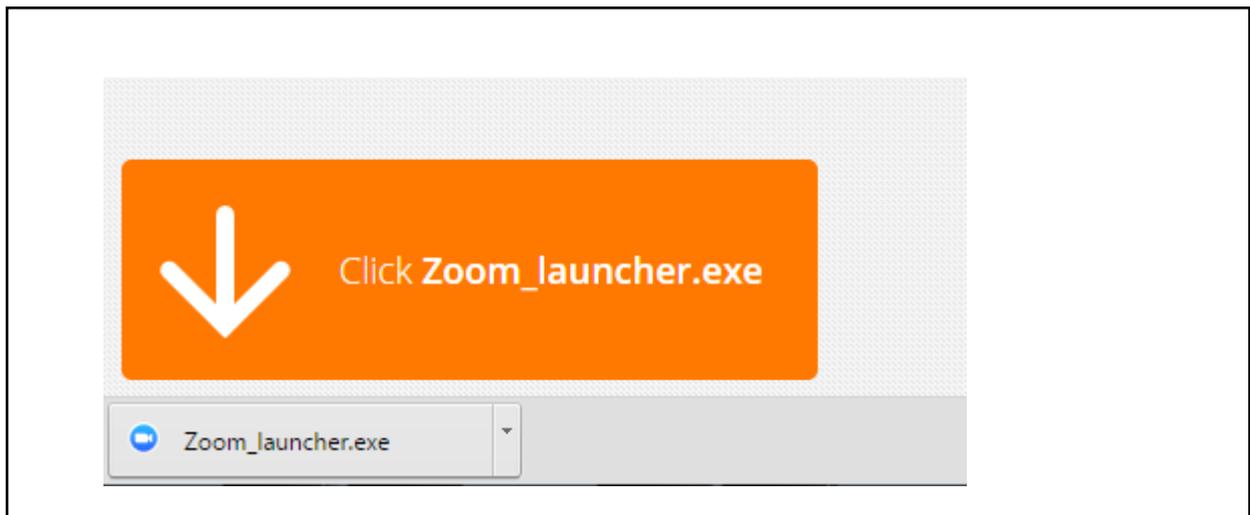
This process is easy to complete on all commonly used browsers. The examples below are shown using Mozilla Firefox and Google Chrome.

Mozilla Firefox

Click 'Save File' and follow the instruction in the orange box.

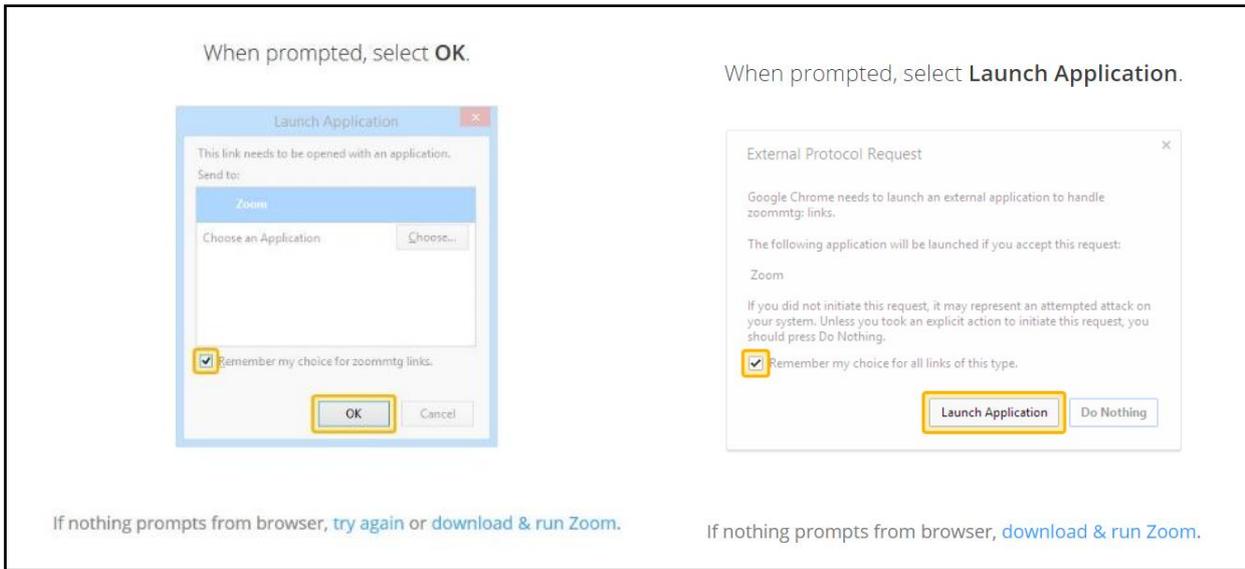


Google Chrome



Google Chrome should automatically download the file and point to it as shown above. Clicking on the Zoom_launcher.exe file will install Zoom, there will be a short pause before a blue progress bar appears indicating the installation.

If an 'Application Launcher' or 'External Protocol Request' box appears simply tick the 'Remember my choice...' option box, click 'OK' and then select launch application.



If you have any troubles downloading the software this video provides a helpful demonstration <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

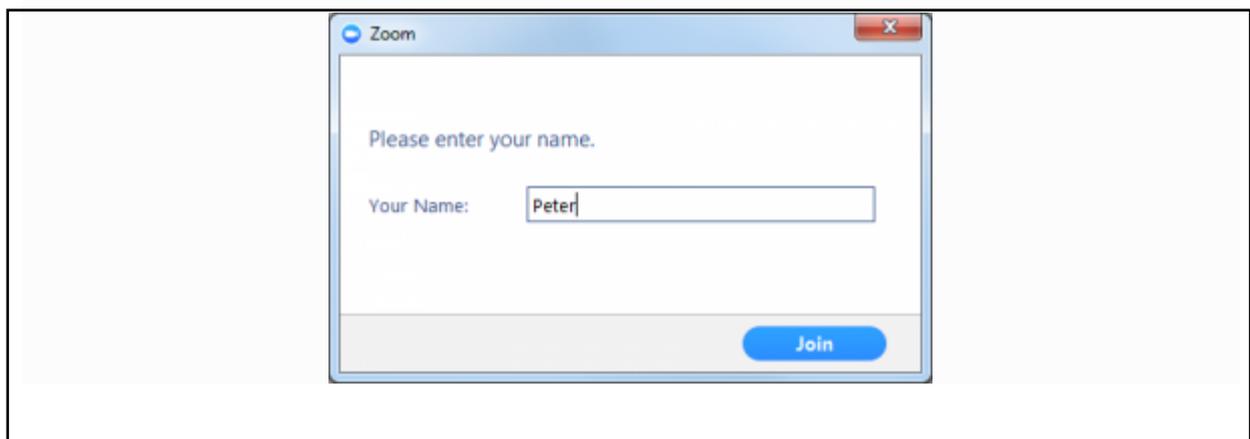
What the Montrose team member needs to do 15 minutes prior to the session

- Ensure you have downloaded the Zoom software to the device you will use for the session
- Ensure you have a note of the meeting code
- Gather any resources you will use – you can share these during the meeting but it is a good idea to email these in advance as well.

Entering the TeleTherapy meeting

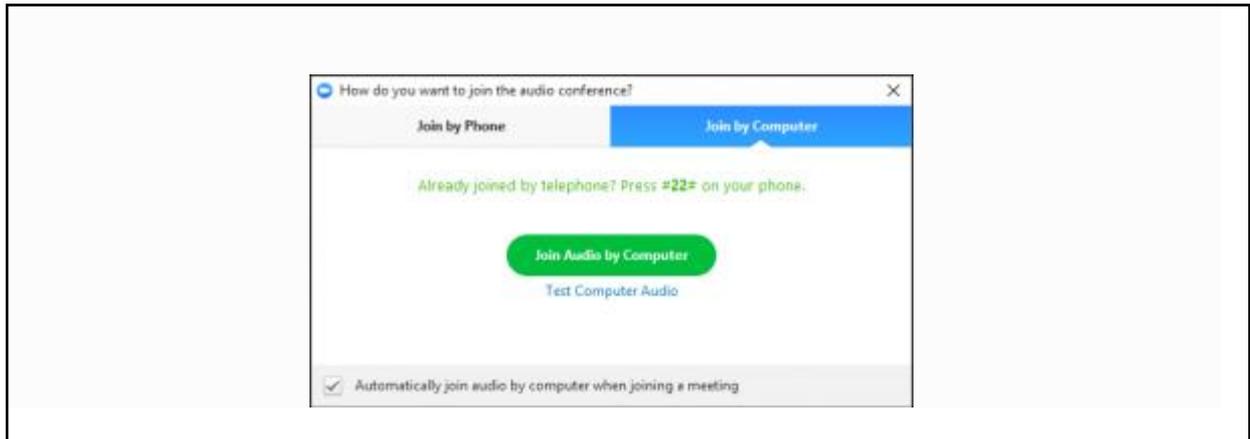
The therapist and customer will both need to do the following to enter the TeleTherapy meeting:

3. Just before entering the meeting you will be prompted to enter a display name. This name is only used to identify you in the meeting.



4. Join Audio via Computer

You will then be prompted to select how you wish to join your audio. In most cases, you should select Join Computer by Audio (*TIP: by ticking the "Automatically join audio by computer..." option box first, will mean you won't get prompted again in the future*).



5. You are now in your TeleTherapy session

If your therapist has not yet joined the session it will say 'Waiting on host'. You don't need to do anything further once your therapist logs into the session you will be able to see her via video.

Basic troubleshooting for staff and customers

Customers are being advised to contact their local office if they need help stepping through the above instructions. Here are some additional resources that may be helpful if you are having issues. It is advisable to review these prior to you begin customer therapy sessions.

The Zoom website has many helpful articles: <https://support.zoom.us/>

Typical issues may include:

My Audio is Not Working on iOS or Android - <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

If you are having issues with audio you can use your computer for video and your phone for audio. A phone number will have been provided in the TeleTherapy meeting invite.

My Video/Camera Isn't Working - <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

Using the Zoom Client and Zoom Rooms with macOS: <https://support.zoom.us/hc/en-us/articles/360016688031-Using-the-Zoom-Client-and-Zoom-Rooms-with-macOS>

Helpful videos

Video walkthroughs on getting started and more are available here:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Still having problems?

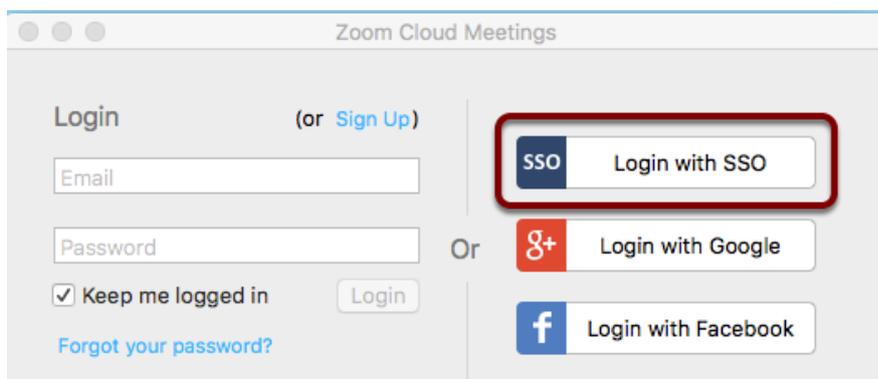
Customers are being advised to contact their local office if they need assistance to step through these instructions. If you require further assistance you can contact Tom Roberts.

Appendix

Getting started for the first time

Depending on the device you are using, you will need to download some software as part of this process.

You can log into Zoom using the single sign on staff page on the Montrose website. Or simply follow the log-in steps when asked. Log in using your usual Montrose email address and password as follows:



On the screen below, enter "Montrose" as the company domain, press continue and login using your Montrose email password.

