



ACCESS

TELEHEALTH

Telehealth Can Be
Accessible to Everyone



INSTRUCTIONS
FOR **Accessing**
Telehealth Sessions
through Zoom

Guide created by Padraic Stanley, LCSW - Rush University Medical Center

A healthier today
Rush Generations
and a vital tomorrow

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STEP ONE:

Downloading the Zoom App

IF YOU ALREADY HAVE ZOOM, ON YOUR PREFERRED DEVICE, PLEASE SKIP TO STEP THREE (found on page 10)

Decide if you want to use your smartphone, tablet, or computer for your telehealth sessions. Choose the device that you are most comfortable with and has a camera and Wi-Fi access.

Option 1: Tablet or smartphone (simplest and recommended)

1. Find and Download the Zoom Application to your phone

a. On iPhone/iPad

i. Open the App Store



ii. Search for “Zoom” in the search bar



iii. Click on the “GET” to install the application. You may be prompted to enter your Apple ID/Password.



STEP ONE:

Downloading the Zoom App

continued...

b. On Android or other products

i. Open the Google Play Store



ii. Search for “Zoom” in the search bar



iii. Click on the “Install” to install the application. You may be prompted to enter your account email/password.

2. Confirm the app has downloaded

a. The first time that you open the Zoom app a prompt like the one below will ask for access to your **Camera** and **Microphone**, click **Ok** or **Allow** to both.



b. Zoom will only access your microphone and camera when you are actively in a Zoom meeting and give it permission to do so.

3. You are done! The application has been installed on your device. When it's time for the Telehealth session, you simply click on the link in your email or type that link into the browser. Then the app will automatically launch.

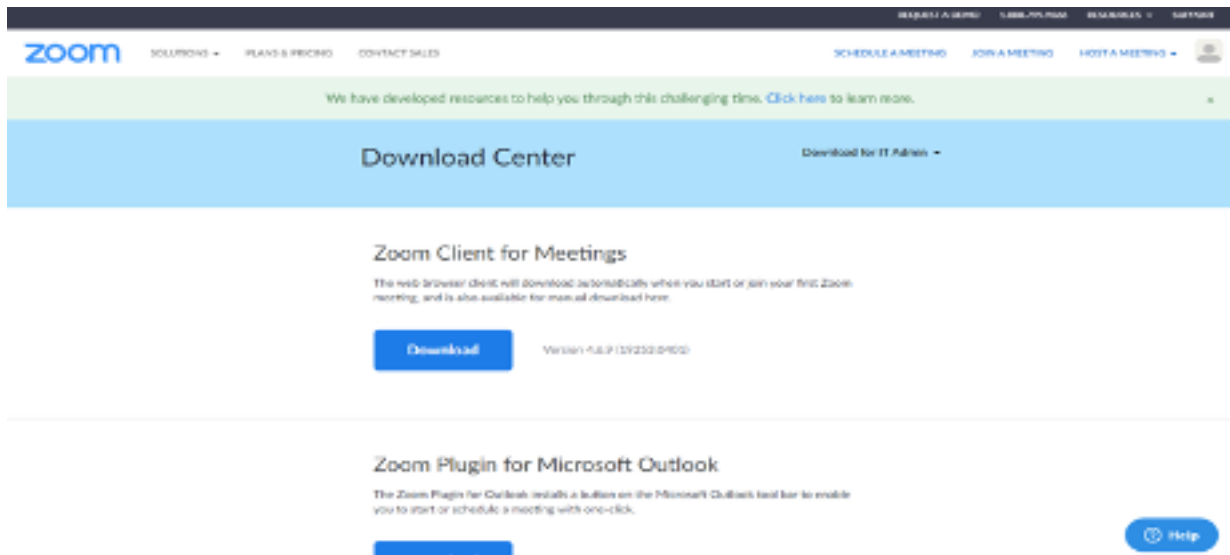
STEP ONE:

Downloading the Zoom App

continued...

Option 2: Laptop or Desktop Computer

1. In your browser, go to <https://zoom.us/download>
2. As seen in the image below, click on “Download” under the option for “Zoom Client for Meetings”



3. Clicking this link will prompt your computer’s browser to download the software and install the Zoom app onto your computer. This looks different on Mac and PC computers. Follow the prompts to finish installing Zoom onto your desktop.

STEP TWO: Receiving an Email Invitation

You will receive a Zoom meeting link from your Telehealth provider through your email.

The Meeting link will be underlined and begin with <https://>. Please click on this link in order to join the Telehealth session.

Torrance_J_Lewis@rush.edu is inviting you to a scheduled Zoom meeting.

Topic: Telehealth Session # with [Insert Name Here]

Time: Dec 16, 2020 01:00 PM Central Time (US and Canada)

Join Zoom Meeting

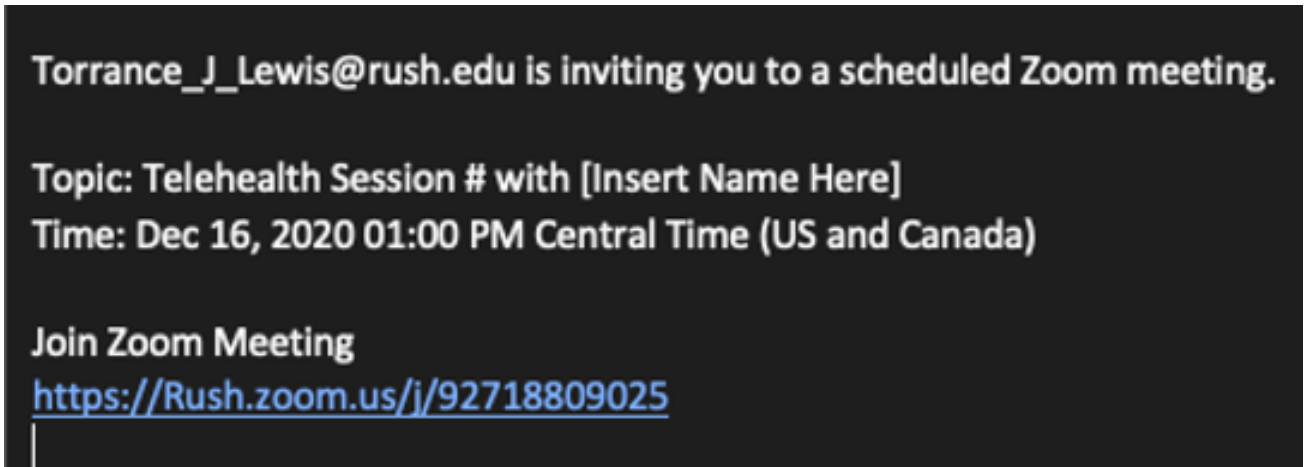
<https://Rush.zoom.us/j/92718809025>

STEP THREE:

Joining the Telehealth Session

Option 1: From your tablet or smartphone

1. From your invitation email, tap the link to access the session.



2. Once Zoom opens, you will see yourself in video. **Don't worry you have not joined the session yet!** When you are ready to join, click **Join with Video**.

Video Preview



- a. If your video does not start, Zoom may need permission to access your camera, please allow it to do so through the prompt.
- b. Once your video is showing up on your screen, tap "**Join with Video**" (see photo).

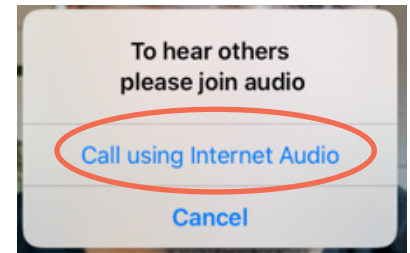
3. After you "Join with Video" follow the next prompt to "**Join with Audio**" (so that the people in the session can hear you).

STEP THREE:

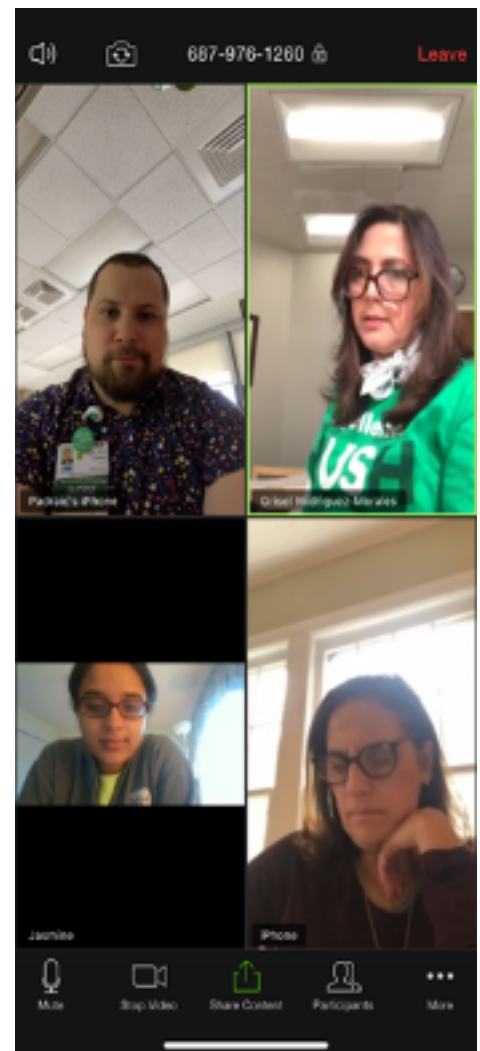
Joining the Telehealth Session

continued...

- To “Join with Audio” click the option that says **“Call using Internet Audio”**.
- If you experience audio difficulties during the session, you may dial in as an alternative.



5. Congratulations! You are in a Telehealth session! You should be able to see and hear other participants, and other participants should hear you. For more information about modifying your settings during a session, read “Controls During the Session” on page 12. The screen should look similar to this photo:



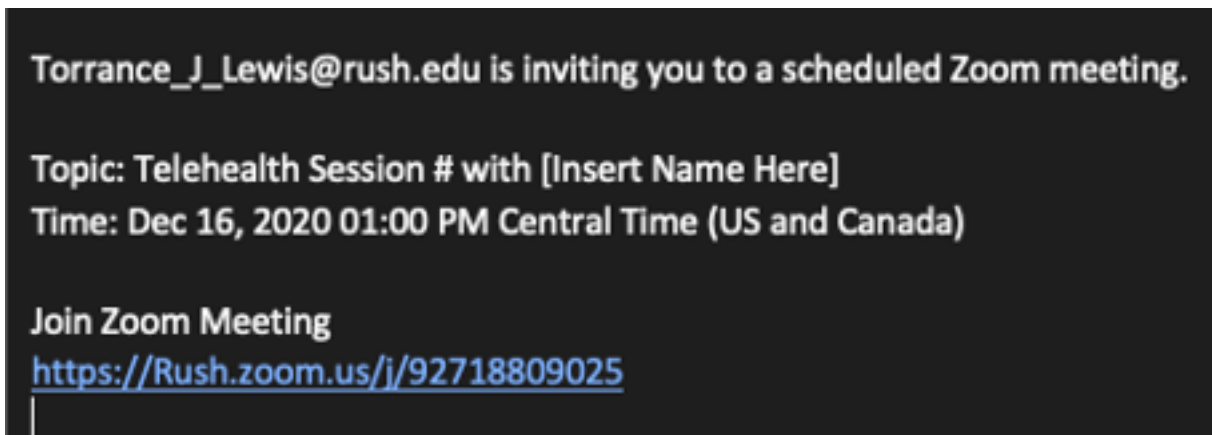
STEP THREE:

Joining the Telehealth Session

continued...

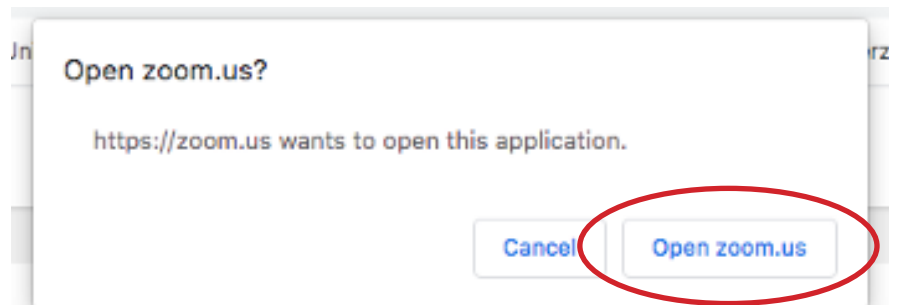
Option 2: From your laptop or desktop computer

1. From your invitation email, click the link to access the session.



2. Clicking this link will open up another screen. On this screen, the Zoom app will open, you will see the following message (see below).

3. Click "Open zoom.us".



4. The Zoom app will start and you will see the message below asking for your name. Type in your name and click "Join".

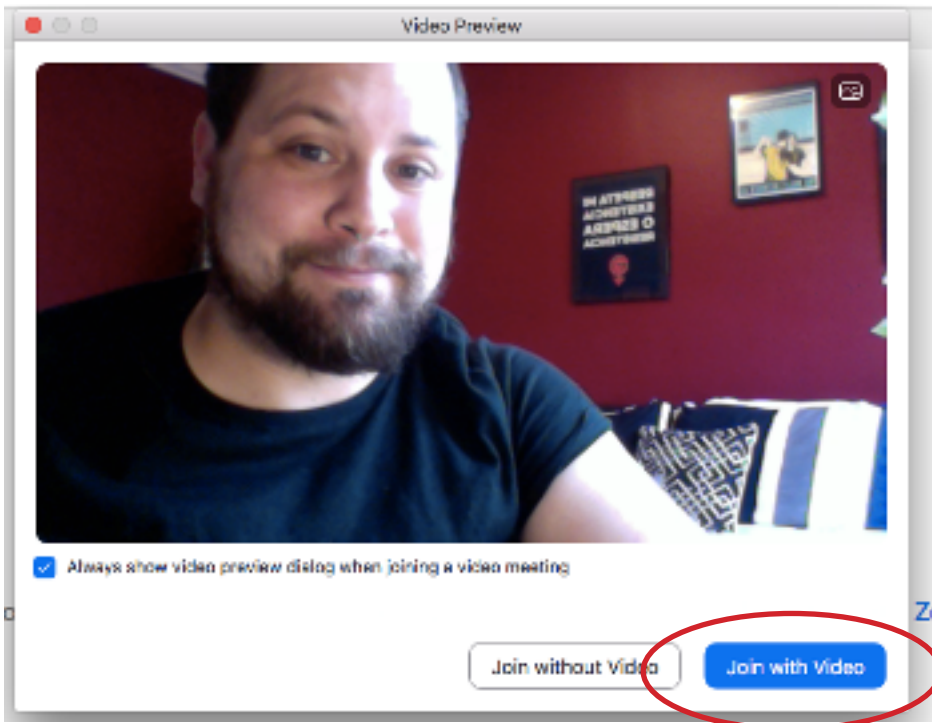


STEP THREE:

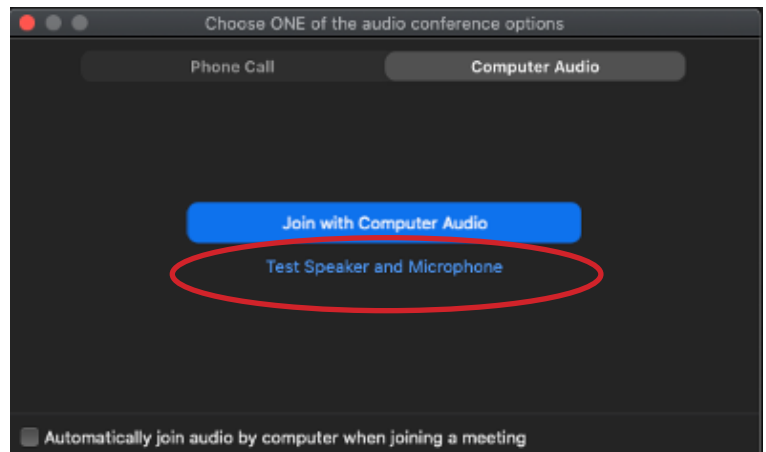
Joining the Telehealth Session

continued...

5. Once Zoom opens, you will see yourself in video. **Don't worry you have not joined the session yet!** When you are ready to join, click **Join with Video**.




6. You will then need to turn on your audio. Most computers will only prompt you to use your computer audio. First, try testing your speaker and microphone by clicking "Test Speaker and Microphone" and follow the prompts.



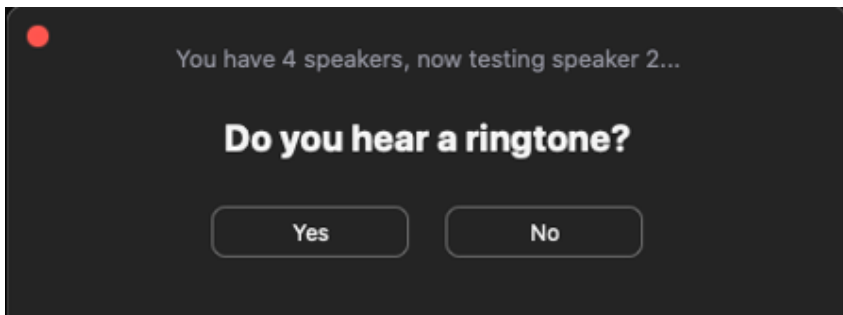
STEP THREE:

Joining the Telehealth Session

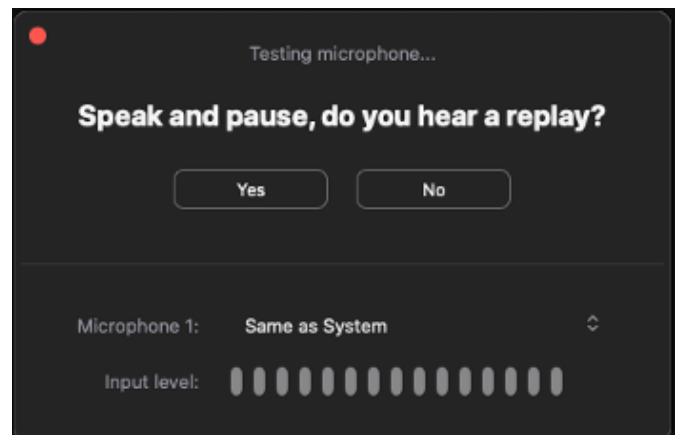
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- a. A tone will play, if you hear the tone at a comfortable level, click **Yes**. If not, adjust your volume using the icon in the top right or bottom right of your screen like this 

Raise or lower the volume by moving the bar up or down.



- b. Test your microphone by talking. If your microphone is working, when you pause the audio will play back. The bar will also move when you speak.
- c. Once you are done, the computer will confirm your microphone and speakers are working. Next, click the "Join with Computer Audio."



7. Congratulations! You are in a Telehealth session!

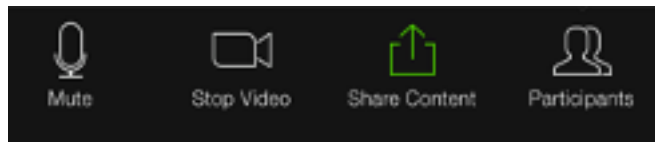
You should be able to see and hear other participants, and other participants should hear you. For more information about modifying your settings during a session, read "Controls During the Session" on page 12. The screen should look similar to this photo:



STEP FOUR:

Controls During the Session

Here are the different controls you should know about to participate in the session:



On Mobile Devices or Tablets

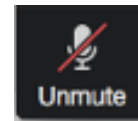


On Laptop or Desktop

Mute & Unmute: You can select between muting and unmuting yourself by clicking the mute symbol on the bottom of your screen.

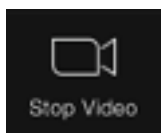


On Mobile Devices or Tablets

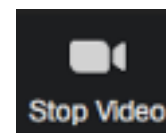


On Laptop or Desktop

Stop Video: You can turn your camera on and off clicking the camera symbol.



On Mobile Devices or Tablets



On Laptop or Desktop

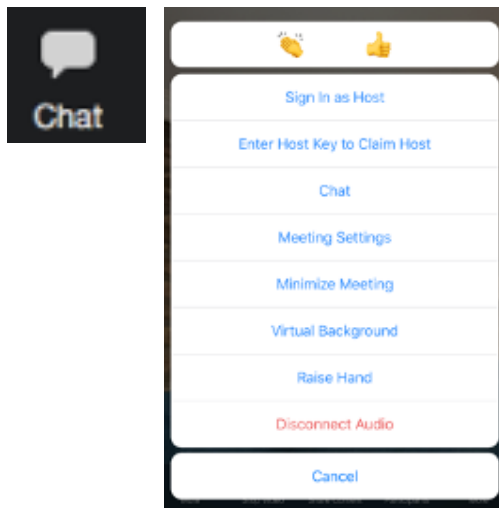
STEP FOUR:

Controls During the Session

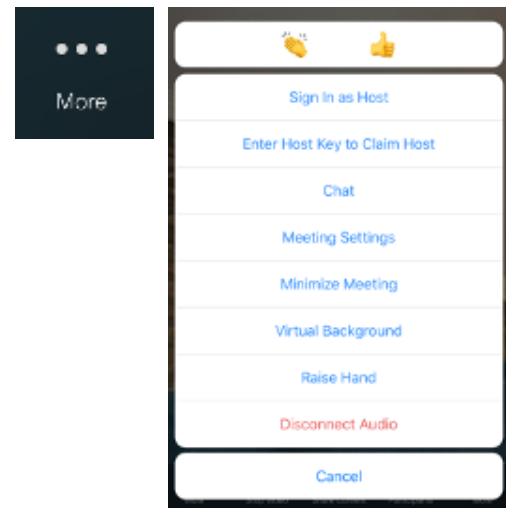
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Chat Function: If you would like to request information be written for you, you may use the session chat function. This will open up a chat box, and you can type in your question, or receive a response.

On your mobile device or tablet, you will need to click “More” and then click “Chat”.



On Mobile Devices or Tablets



On Laptop or Desktop

Different Views:

On Your Laptop or Desktop Computer

The default setting will always show the video of whoever is speaking. If multiple people are speaking at the same time, the video will show whoever may be speaking louder. If you would like to switch to see everyone’s video, click “View” and then “Gallery View” in the top right corner.

On Your Tablet or Mobile Device

You can swipe left and right to change your views. The first window will show the video of whoever is speaking. The second window will show a grid of up to four session participants at a time.