

# USER MANUAL

ZOOM INSTRUCTIONS AND GETTING THE MOST FROM OUR COURSES



Welcome to Wellbeing Services. We look forward to meeting you in our virtual course. This handout is to help you prepare for the upcoming course. We know that coming into therapy can be challenging and at times anxiety provoking, but congratulate yourself for taking this brave step in seeking out help and support.

One of the first things you'll notice as you begin to engage in our online course, is that Wellbeing courses are safe, kind and supportive places which have no room for humiliation or judgement. Due to confidentiality these group sessions will **NOT** be recorded by either the client or therapist **UNLESS** this has been mutually discussed and agreed and a consent form has been signed by each client and therapist.

Your therapist facilitating the group has been trained to the highest standards to deliver the knowledge and compassion needed to help people towards better wellbeing.

***WE HAVE A FEW INSTRUCTIONS THAT WILL BE HELPFUL FOR YOU TO KNOW:***

Prior to starting you can download the course workbooks. Please visit the Wellbeing Services website on [www.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk) to **DOWNLOAD THE WORKBOOKS** for the course. On the website home screen, under the subheading 'VIRTUAL COURSES' select the name of the course you are attending and the workbooks will be on this page.

Please arrive on time for your virtual CBT group. Unfortunately we are **unable to admit you to the course after 15 minutes of the group start time.**

If you are **unable to attend** the course please **cancel your booking** by calling us on **0141 232 2555**. If you would like to **book** the same course there are alternative dates/times available and you can **BOOK THIS ONLINE:** <https://www.wellbeing-glasgow.org.uk/virtualcourses>. Just click this link and choose the course you are interested in. There is a tab directing you to the booking form.

**If you are unable to attend one session we ask that you work through the course workbook. If you miss two consecutive sessions unfortunately you will be discharged but can refer back at any point in the future. Following course completion we ask that you consolidate learning for approximately one month. The clinician from the course will explain in more detail the other services we provide and how to refer for further engagement with Wellbeing Services.**

## TOP TIPS

We ask that you treat the virtual course like you would if it was a face-to-face in-clinic meeting. Please make sure that:

1. Your computer, tablet or mobile is positioned at a sensible height so that we can clearly see your face.
2. It is very easy to hear background noises (e.g. animals, washing machines, kettles etc.) so please make sure you are in a quiet location, you will not be disturbed for the duration of the session and that the door to the room you are sitting in is closed.
3. If you are using your computer, you have your mobile out of reach and with the sound muted so that it is not a distraction.
4. You do not have your back to a window or light – this can make it very hard for the therapist to see you clearly. Please make sure that there is adequate lighting in the room you are in.
5. Your location and attire is appropriate for attending a virtual group.
6. You have a glass of water nearby.
7. You have not been drinking alcohol or taking drugs before any sessions where they may still be in your body.
8. You join the meeting at the agreed start time. You will not be allowed to join the meeting if you are more than 15 minutes late.



## ZOOM COMPUTER / LAPTOP INSTRUCTIONS



### Computer / Laptop Instructions:

Set up a Zoom account by clicking [HERE](#). Note, if you don't want to set-up an account you can simply click on the link for the course once it is emailed to you, and follow the Zoom Meeting instructions. You will need to click on TWO items to enter the meeting:

1. Open Zoom Meetings.
2. Join using computer audio.

**If you have difficulties please refer to Zoom support:**

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-started-on-Windows-and-macOS>

## ZOOM APP FOR PHONE/TABLET



### Smart Phone / Tablet Instructions:

Download the Zoom app onto your phone or tablet. This can be found in the App Store or Google Play. Search for ZOOM.

Once you have found the app, click on **GET** and the Zoom App will download. A checkmark will appear once the download is complete.

The app should now be located on your phone screen (likely the last page). Click on it and it will open, allowing you to either create an account or join a class.

**If you have difficulties please refer to Zoom support:**

<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-Zoom-meeting-by-phone>





## ACCESSING THE COURSE VIA ZOOM

If using **the internet link**, on the **top right hand side** click on the **blue words 'join a meeting'**. If using the **Zoom app**, click on the **top right hand blue box with a '+' sign inside it, with the word 'join' underneath it**.

**Enter the meeting ID.** The private meeting ID number was sent to you in an email from the Wellbeing Services. The meeting ID consists of a series of 9 numbers. Click on the blue box that says 'join meeting'

A screenshot of the Zoom 'Join Meeting' dialog box. The title bar says 'Zoom' and 'Join Meeting'. There is a dropdown menu with '617-858-1212' and a downward arrow. Below it is a text input field containing 'Thomas Brand'. There are two checkboxes: 'Do not connect to audio' and 'Turn off my video', both of which are unchecked. At the bottom right, there are two buttons: a blue 'Join' button and a white 'Cancel' button with a grey border.

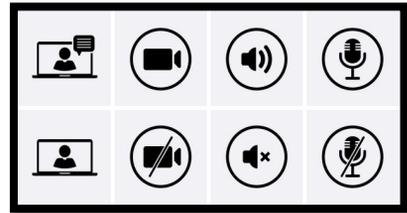
A box will pop up on your screen. Enter the meeting password. The private meeting password was sent to you in an email from Wellbeing Services. The meeting password consists of a series of 6 numbers and letters (both capital letters and lower case letters). Click on the blue box that says 'join meeting'.

If you are early (e.g. the meeting starts at 10am but you are ready at 9:50am) you will have to patiently wait until the meeting opens at the time stated on your invitation. You will see the sentence 'please wait for the meeting host will let you in soon' on your screen. At the correct time when the meeting is scheduled to start, you will be allowed into the meeting.

## FEATURES ON YOUR ZOOM MEETING SCREEN

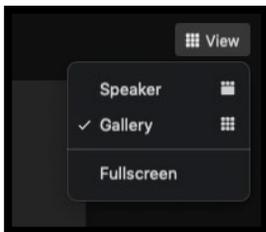
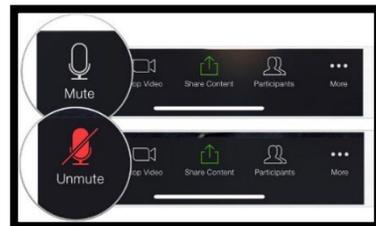
### VIDEO CAMERA

On your Zoom screen, you will see an image of a camera. If this image has a red line through it, this means that your camera is off. It is your choice if you wish to have your camera off or on for the Wellbeing Services virtual CBT group. We do encourage people to have their cameras on so that they can make best use of the group session.



### SOUND

On your Zoom screen, you will see an image of a microphone. If this image has a red line through it, this means that your microphone is off. The group facilitator will mute your microphone when they are presenting the group materials. The group facilitator welcomes relevant comments, questions and discussions; you can unmute and turn your microphone on at this point.

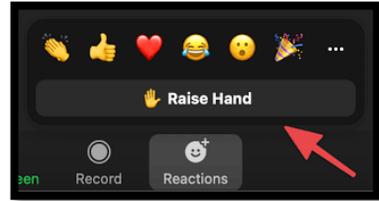


### SCREEN VIEW

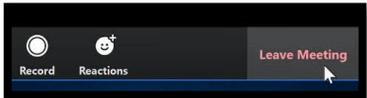
On your Zoom screen, you will either see an image of a white square which has 9 little white squares inside it, with the words 'gallery view' next to it; or you will see an image of a white rectangle with three white dots above it, with the words 'speaker view' next to it. You want your screen to be set to SPEAKER VIEW as this will mean that you see the group presentation and the therapist on a larger screen and yourself on a smaller screen above this. To switch between 'gallery view' and 'speaker view', click on the image.

## ASKING A QUESTION TO THE THERAPIST IN THE GROUP CONVERSATION?

On a personal computer, laptop or ipad select “Participants” tab and click raise hand button. On a mobile app, in the top right hand corner of your screen, click on the image of three dots (...) alongside the text ‘more’. Click on the text ‘raise hand’. A hand image will appear in the top left hand corner of your screen. The therapist will see that you want to ask a question. The therapist may not answer your question straight away however they will make sure to come back to you when they have finished what they are talking about.



## LEAVING THE MEETING



If you want to leave the meeting at any point or if the meeting has finished, click on the red words on the bottom right hand corner of your screen that reads ‘leave meeting’. Please note that if you leave the meeting you will not be able to get back into the meeting on this occasion, however you can return the following week for the next group session.

## ZOOM TROUBLESHOOTING TIPS

- **EXPERIENCING AN ECHO:** Check other devices close by do not have their microphone on as this can create noises and echoes.
- **CONNECTING:** You need to sign out of Remote Access to your work computer, otherwise you’ll not be able to connect properly.
- **POOR VIDEO QUALITY / DROPPED CALLS:** Turn your phone and any other device like a tablet to airplane mode so you only have ONE device using your WIFI / data.
- **SPEED:** If you haven't downloaded Zoom on your laptop, doing so may help with speed and eliminate issues.
- **Close other programs** that are video streaming on your laptop before the class as this might negatively impact the Zoom call.

- Go to Video settings once you are in Zoom, and be sure that **"Enable HD"** and **"Touch Up My Appearance"** are **NOT** checked off. By **unchecking these two options, you will decrease the amount of bandwidth** your video connection requires (and the overhead on your system's hardware), which can help fix problems with lag.
- **Test your online speed.** Zoom video conferencing needs at least 2 Mbps upload and 2 Mbps download.
- **Malware and some apps that run behind the scenes** at all times (draining the resources) will slow the speed of your computer.
- **Insufficient memory will cause a drag on your computer system** and lead to video issues on zoom. Monthly computer maintenance can help, but if you tend to have low bandwidth, try to close all other applications before starting a Zoom call.

**Try setting up your device (phone, tablet, laptop) before coming to the course.**

**We look forward to you joining and participating in your Wellbeing Services virtual CBT course. If you would like to know more about the service please visit our website:**

**[WWW.WELLBEING-GLASGOW.ORG.UK](http://WWW.WELLBEING-GLASGOW.ORG.UK)**

