**An instruction guide to using ‘Zoom’ for a Wellbeing Service virtual CBT course**

1. Type <https://zoom.us/> into your internet search bar or open to Zoom app.
2. On the Zoom home screen, click on the blue words ‘sign in’. Enter your email address and password, then click on the big blue box reading ‘sign in’. You will now be signed in to your own personal Zoom account.
3. 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 to 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’.
4. A box will pop up on your screen. Enter the meeting password. The private meeting password was sent to you in an email from the 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’.
5. 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, your will be allowed into the meeting.
6. A box will pop up on your screen. Click on the blue box that reads ‘join with computer audio’. You are now in the Wellbeing Services virtual CBT group. Please read the information below about the features on your Zoom screen that we wish you to check before you sit back and listen to the group facilitator.

**Features on your Zoom meeting screen**

**Video camera**

On your Zoom screen, you will see an image of a camera. 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. 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 imagine 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.

**Ask a question to the therapist in the group conversation**

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.

Click on the big blue letters ‘Zoom’ on the top left hand side of your screen to take you back to the home screen.

**Sign out of Zoom**

If you accessed Zoom through an internet link and wish to sign out, click on the home screen click on the blue text ‘my account’ on the top right hand side of the page. Scroll to the bottom of this page (this page is your zoom profile). You will see in blue text ‘sign me out from all devices’, click on this. To sign out of your Zoom app, click on ‘settings’ in the bottom left hand corner, then click on your name/profile. Scroll to the bottom of your profile and click on the red ‘sign out’.

**Tips**

**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.
3. You will not be disturbed for the duration of the session and that the door to the room you are sitting in is closed.
4. 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.
5. 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.
6. Your location and attire is appropriate for attending a virtual group.
7. You have a glass of water nearby.
8. You have not been drinking alcohol or taking drugs before any sessions where they may still be in your body.
9. 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.
10. If you do not attend 2 consecutive group sessions you will not be allowed to continue with the group. You can however sign up to the next group following this.

Please note that due to confidentiality these group sessions will **NOT** be recorded by either the client or therapist UNLESS this has mutually discussed and agreed, and a consent form has been signed with the therapist.

If you require further support once you have completed the group, then please call the Wellbeing Services on 0141 2322555.